

INTERNSHIP REPORT

Submitted to

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Hospital and Health Management

By

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INTRODUCTION:

M16 Labs- M16 Labs is a health-tech company that is working towards development and implementation of a Patient Health-Centric Platform to Manage Everyone's Health & Wellness. With over 65 years of collective experience in healthcare and having worked in North Americas, Middle East & India, M16Labs have built the Healthcare Operating System which is designed by Doctors and Built by Techies.

Rather than breaking up the industry into bits and pieces and solving one specific problem, M16Labs built an umbrella platform which can be adapted both horizontally and vertically depending on the size and scale of your Healthcare Enterprise. From Solo Practices, Small Clinics, Group Practices, Nursing Homes, Diagnostic/Imaging Centers, Large Corporate Hospitals to NGOs delivering healthcare in remote areas and Government Healthcare infrastructure.

OBJECTIVES OF INTERNSHIP:

- Learning about the daily operations in various Fields, with activities and roles of each field.
- Understanding the Hospital requirements and addressing the issues.
- Planning and implementing solutions.
- Understanding Organizational hierarchy.
- Interpersonal communications within the organizations
- Handling and training end users
- Understanding the organization culture
- Working upon a pain point for the organization

ORGANIZATIONAL PROFILE:

VISION: To be the Patient Health-Centric Platform to Manage Everyone's Health & Wellness

MISSION: #HealthyIndia through #HealthyYou by Making Care & Wellness Accessible

COMPANY GOALS:

1. Create Affordable Healthcare IT Solutions
2. Make Healthcare Solutions Easy for & Accessible to Every Strata of Society
3. Keep Healthcare Data Private & Safe

SERVICES PROVIDED BY ORGANIZATION:

MetahOS - Healthcare Operating System: makes running healthcare facilities a breeze by bringing your entire hospital together on one Operating System. Patients, Staff, Facilities and Medical Records are all connected through an easy to use interface that you can access from everywhere. Meta hOS platform is designed to help healthcare organizations improve patient care, maximize operational efficiency and reduce administrative costs. The system enables providers to focus on treating patients not on technology. This easy-to-use platform is

intuitive; enabling caregivers to process the right information at the right time, in the right hands, every time.

MyTeleOPD - Digital Clinic: Secure Two-Way Communication Channel between Doctor and Patient; Security to Safeguard All Sensitive Private Patient Information; Works well with Low Speed Internet; Simple and Easy-to-Use; Prescreen Patients.

Wurkwell - Workplace Wellness Platform: Human Resources can now run employee health & wellness initiatives all through the year using the m16.health WeCare AtWork™ Program. From Annual Health Checks, Stress Management to Cancer Screening, we have built all the initiatives on the platform so that you can run it using OneClick service.

Camps & Screening: As an NGO you will need a sleek interface with real-time analytics on metrics such as screening, health camps using Pathology, Imaging / Devices & Rule Based Assessments to stratify and Provide Treatment Plans.

Population Health: To understand how your population is doing over a geography deploy the PHM Module to get insights on Disease Control, SDOH & Co-morbidities that affect your populations.

Home Care+: Service Companies which provide after Hospital Services such as Home Care for Lab Tests, Medication Delivery, Nursing Support and any other activities. You can now run all of them on a single structured and streamlined platform.

Key activities undertaken other than dissertation:

1. Managed project development from initiation to closure.
2. Be accountable for project results along with the project sponsor.
3. Worked with project sponsor and stakeholders to complete project charter outlining scope, goals, deliverables, required resources, budget, and timing.
4. Completed work breakdown structure to estimate effort required for each task.
5. Provided a project schedule to identify when each task will be performed.
6. Clearly communicated expectations to team members and stakeholders.
7. Acted as a mediator between stakeholders and team members.
8. Resolved issues and solved problems throughout the prolife cycle.
9. Effectively managed project scope by ensuring any changes to scope are documented and approved with project change request forms.
10. Tracking and reporting on project milestones and provide status reports to sponsors.
11. Lead, coach and motivated project team members on a proactive basis.
12. Developed best practices for execution of project.

13. Identified and managed resource requirements in the project team.
14. Ensure all project documents are safely archived following project completion.
15. Developed and maintained effective working relationships with customers, gaining acceptance to proposals and changes.
16. Taking responsibility for preparing the project Initiation Document.

Key Learnings from Internship

Teamwork

Interacting with other teams of Engineering department, Projects team, marketing department and assisting them, understanding the workflow, shadowing them to understand operation of each department, being proactive and taking responsibility.

Problem-Solving skills

Daily interacting with project managers and understanding their needs and service requests, providing solutions up to the toe, tracking issues and always ready to provide assistance.

Coordination

Coordinating with fellow team members to timely deliver the services and requirements.

Data Analysis

Analyzing data monthly, providing trend and strategic future plans for implementation, Data visualization, Presentation skills.

Communication

Communicating well is a gem of a skill, practicing effective Email communication, active listening, paying close attention to client's issue, giving and receiving feedback, being empathetic and compassionate in conversation.

Leadership Skills

Leading the team from front end and allocating tasks to other team members.

