

Internship Report

Name of the Student: Koushik Roy

Course Name: MBA In Hospital & Health Management

Roll No.: IIHMR-U/01/2022-24/1531

University Name: Indian Institute Of Health Management Research University (IIHMR-U), Jaipur

Organization Name: Sankara Eye Foundation

Introduction:

Sankara Eye Foundation, India (a unit of SRI KANCHI KAMAKOTI MEDICAL TRUST), was Founded by the year of 1977 by Dr. R.V. Ramani, is a social enterprise with a 47-year legacy. They provide cost-effective eye care services to underprivileged communities across India. Sankara has grown into a network of 13 hospitals with state-of-the-art facilities and infrastructure, serving both rural and urban populations in 10 Indian states. Their unique and replicable Community Outreach Model has transformed over ten million lives since its inception. "Gift of Vision" is Sankara's flagship program, offering free eye care services to those in need. Today, Sankara is one of India's largest community eye care providers. Notably, they treat 80% of their patients completely free of charge, subsidizing these costs with revenue from the remaining 20% who can afford to pay. Sankara's success stems from effective financial planning, strong partnerships, innovative ideas, and a structured training process. These elements allow them to deliver large-scale vision restoration programs across India.

Vision & Mission:

Vision – “To work towards freedom from preventable and curable blindness”

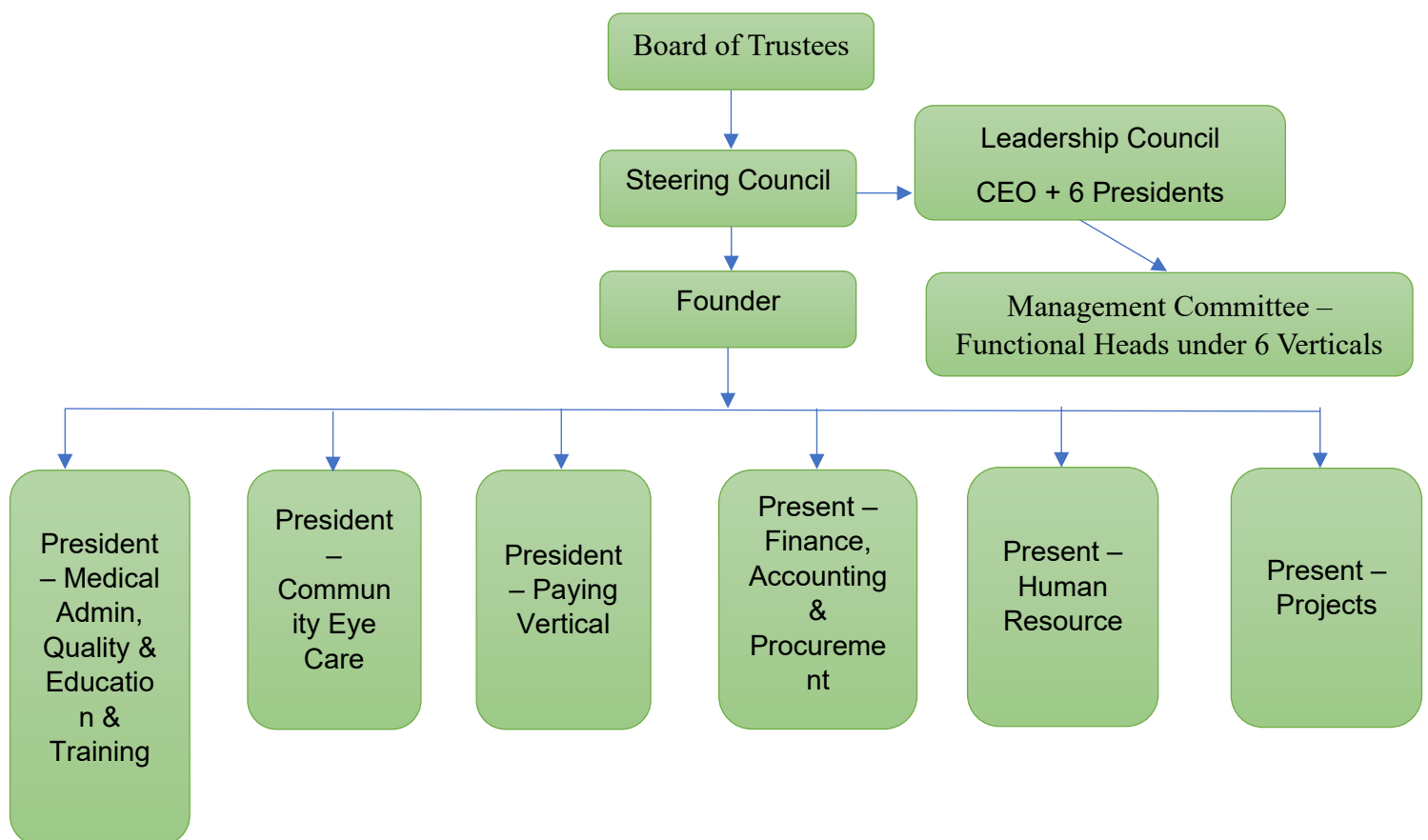
Mission – “To provide unmatched eye care through a strong service-oriented team”

Objectives of Internship:

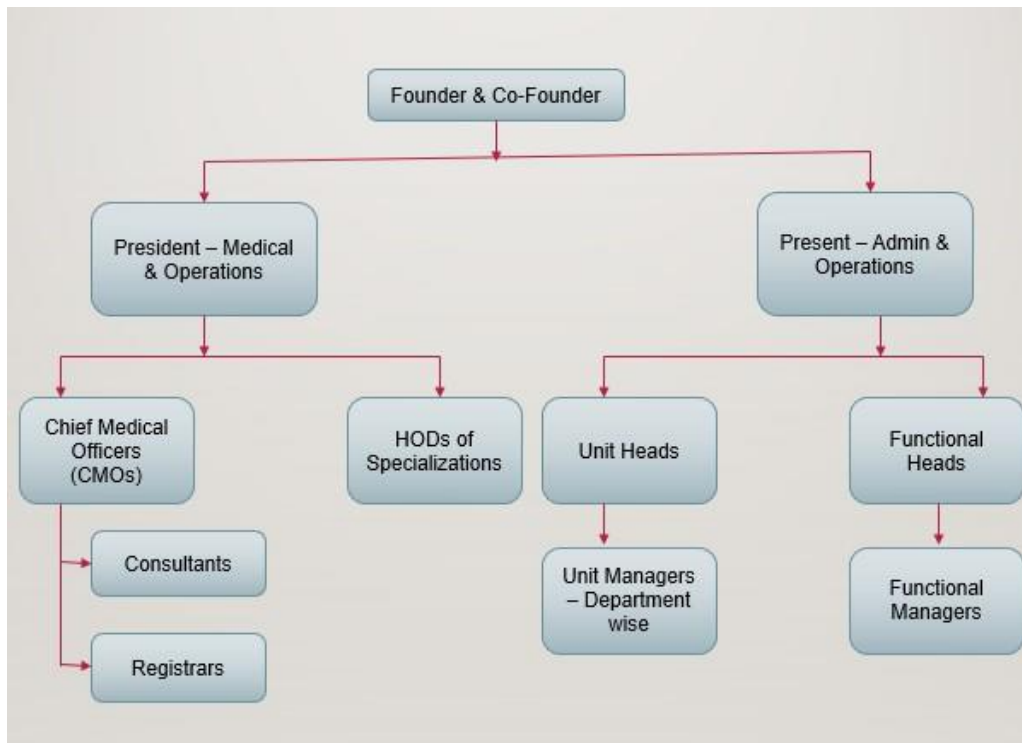
1. To learn about the overview of hospital.
2. To learn about workflow of OPD & IPD.

3. To learn about each department in hospital.
4. To learn about services of hospital.
5. To do a research project in hospital

Organizational Profile:



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Service provided by Organization:

1. Paying Service
2. Non-Paying Service
3. Vision Centres

Treatments & Surgeries -

1. Cataract
2. Glaucoma
3. LASIK & PRK
4. Ocular Oncology
5. Orbit & Oculoplasty
6. Paediatric Ophthalmology
7. Vitreo Retinal Service
8. UVEA
9. Prosthetic Eye Centre
10. Vision Therapy
11. Others

Key Activities:

1. Learnt about workflow in OPD and IPD
2. Workflow Observation of each department
3. Attended follow-up camp
4. Learnt about EHR and HMIS system

5. Learnt about registration process
6. Approach patients for feedback
7. Asked patients about their experience and satisfaction level during hospital visit or hospital stay

Key Learnings:

1. Learnt about the key responsibilities of BD (Business Development)
2. Learnt the workflow of TPA department
3. Learning about the Follow-up process
4. Learning about the Data Management
5. Learning about the analysis process
6. Learning of formal presentation