



Internship Report

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Organization- PricewaterhouseCoopers, India

University- IIHMR University, Jaipur



INTRODUCTION

I am currently interning with PwC, a globally renowned consulting organization known for its expertise in providing professional services across various sectors. PwC, or PricewaterhouseCoopers Private Limited has established itself as a leader in the consulting industry, offering a wide array of services including audit, tax, advisory, and business transformation. Within PwC, I am privileged to be a part of the Healthcare Advisory Team focusing specially on operations. Among diverse functions across the healthcare spectrum, the team specializes in enhancing operational efficiency, optimizing processes, and driving strategic initiatives that empower organizations to achieve their goals effectively. My internship journey within Healthcare Advisory Team has been particularly enriching, as I am focusing on operations within hospital settings. This sector presents unique challenges and opportunities where operational excellence directly impacts patient care, resource management, and overall organizational performance. By delving into projects aimed at improving processes such as cost optimization, supply chain management, patient flow optimization, and quality assurance protocols, I am gaining invaluable insights into the intricate workings of healthcare operations. The objectives of my internship extend beyond academic learning to practical application and professional growth. I aim to contribute actively to PwC's projects by applying theoretical knowledge gained from my studies at IIHMR University. Key learning outcomes include honing analytical skills, understanding industry-specific challenges, and developing strategic problem-solving abilities tailored to healthcare environments. Moreover, I aspire to deepen my understanding of consulting methodologies and frameworks that drive successful business transformations. I am sincerely grateful to the PwC team for their mentorship and support throughout this internship journey. Their guidance has been instrumental in navigating complex projects and understanding the nuances of consulting within the healthcare sector. Additionally, I extend my heartfelt appreciation to my mentors at IIHMR University, whose continuous support and encouragement have prepared me to undertake this enriching internship experience. Their academic insights and industry knowledge have significantly contributed to my professional development and readiness for real-world challenges.

OBJECTIVES OF INTERNSHIP

- 1.1 To understand the intricacies of hospital management, including departments like administration, finance, procurement, and patient care.
- 1.2 To learn about the interplay between different operational functions and how they contribute to overall hospital performance.
- 1.3 To develop the skills in order to identify and reduce unnecessary costs within hospital operations and pinpoint areas for cost-saving initiatives without compromising patient care or safety.

- 1.4 To understand the process flow of various departments in the hospital, identifying inefficiencies in the workflow and hence understand the implementation of streamlined processes.
- 1.5 To develop networking with industry experts, hospital administrators, and healthcare professionals while leveraging networking opportunities to gain insights into career paths and future opportunities in healthcare consulting.

ORGANIZATIONAL PROFILE

- **Overview:** PwC is a leading global professional services firm, ranking as the world's third-largest healthcare professional services firm by revenue. With a presence in 158 countries and a workforce of nearly 169,000 professionals, PwC offers a comprehensive range of services in assurance, tax, and advisory. The firm operates with a commitment to delivering quality services that help organizations and individuals create value.
- **Sector Leadership:** PwC holds leadership positions in key sectors including pharmaceutical and life sciences, payer, provider, and government healthcare consulting. The firm's global network of over 5,000 health professionals includes experts in medicine, bioscience, IT, clinical operations, business administration, and health policy. This diverse expertise enables PwC to provide strategic guidance and operational support across various health-related industries worldwide.
- **Services and Expertise:** PwC's service lines encompass management consulting, business assurance, tax, finance, advisory services, human resources solutions, and business process outsourcing. The firm leverages its extensive experience across multiple industries to offer tailored solutions that address complex challenges and opportunities in an interconnected global market.
- **Global Reach and Thought Leadership:** Through its global network, PwC assists governments, businesses, and healthcare organizations in navigating dynamic and competitive environments. The firm's thought leadership initiatives and extensive research provide insights into leading practices, competitive intelligence, and industry trends. This knowledge empowers PwC's engagement teams to deliver strategic advice and innovative solutions that drive operational excellence and sustainable growth.
- **Regional Presence - India:** In India, PwC operates across major cities including Ahmedabad, Bangalore, Bhubaneswar, Chennai, Delhi NCR, Hyderabad, Kolkata, Mumbai, and Pune. The firm offers a comprehensive portfolio of advisory, tax, and regulatory services tailored to the local business environment. PwC's industry specialization enables it to collaborate closely with clients to co-create solutions that address sector-specific challenges and capitalize on emerging opportunities.
- **Commitment to Client Success:** PwC's approach is characterized by listening to diverse perspectives, understanding client needs, and delivering impactful solutions.

SERVICES PROVIDED BY **ORGANIZATION**

Enterprise Strategy and Business Development:

- Organizational design and building start-ups.
- Healthcare feasibility studies and business plans.
- Clinical service planning mix.
- Competitor assessment and strategy.
- Service line analysis and benchmarking.
- Financial and operational restructuring.

Medical Equipment Management:

- Medical equipment planning.
- Cost benefit analysis during the lifecycle of the equipment.
- Assistance in selection, procurement, and commissioning.
- Redundancy and replacement planning.

Operational Optimization:

- Patient flow redesign and throughput.
- Utilization analysis.
- Accreditation support.
- Inventory management.
- Facility management.
- Patient satisfaction index.

Transaction Services:

- Identification of opportunity.
- Deal identification.
- Business due diligence.
- Post-investment performance enhancement.
- Growth through acquisition.

Information Technology:

- Business transformation and ERP services.
- IT and business strategy alignment and approaches.
- E-health, social networking, tele-health, and EHR implementation.

Manpower Rationalization:

- Manpower planning.
- Assistance in developing skill sets.
- Organization behavior and change management.
- Job-specific training and monitoring effectiveness.

Education and Research:

- Creation of teaching and faculty models.
- Resource identification to establish a research facility.
- Affiliations (local, national, and international) for patient care, teaching, and research.
- Identification of potential execution risks and means for mitigation.

KEY ACTIVITIES/PROJECTS **UNDERTAKEN OTHER THAN** **DISSERTATION**

Departmental Audits

- Conducted hospital inpatient audits to identify billing gaps, optimize revenue processes, and ensure compliance, resulting in improved operational efficiency and financial outcomes.

Cost Efficiency and Process Improvement:

- Analyzed hospital operations to identify areas for cost reduction without compromising patient care or safety.
- Studied process flows in various departments to identify inefficiencies and propose streamlined processes.
- Worked on process improvements and measured their impact on operational efficiency.

Real-world Initiative Ownership:

- Took ownership of specific project tasks and deliverables focused on operational improvement.
- Worked independently and collaboratively to achieve project milestones and deadlines.
- Documented project progress, outcomes, and lessons learned for future reference and analysis.

Measurement and Impact Assessment:

- Measured the impact of implemented solutions on hospital operations, such as cost savings and efficiency gains.
- Prepared reports or presentations to communicate findings and recommendations to stakeholders.

Key learnings from internship

Comprehensive Understanding of Hospital Management:

- Acquired in-depth knowledge of hospital operations, including administration, finance, procurement, and patient care departments.
- Explored the interplay between operational functions and their impact on overall hospital performance.

Skills in Cost Optimization and Process Improvement:

- Developed skills to identify and reduce unnecessary costs within hospital operations while maintaining patient care and safety standards.
- Implemented process improvements across various departments to streamline workflows and enhance operational efficiency.

Application of Healthcare Consulting Frameworks:

- Applied structured consulting methodologies to systematically analyze operational challenges in healthcare settings.
- Formulated actionable recommendations for improving hospital operations, collaborating with senior consultants to refine strategies.

Ownership and Execution of Real-World Projects:

- Took ownership of specific project tasks focused on operational improvement within hospital environments.
- Successfully managed project deliverables, measured impacts, and documented outcomes for future analysis and reference.

Impact Assessment and Measurement Skills:

- Evaluated the effectiveness of implemented solutions in terms of cost savings, efficiency gains, and patient outcomes.
- Prepared comprehensive reports and presentations to communicate findings and recommendations to stakeholders.

Collaboration and Cross-Functional Team Dynamics:

- Participated actively in cross-functional team meetings and collaborative projects aimed at enhancing hospital-wide operations.
- Contributed insights and data-driven recommendations, learning to navigate team dynamics and foster effective communication.

Networking and Professional Development:

- Developed networking skills by engaging with industry experts, hospital administrators, and healthcare professionals.
- Leveraged networking opportunities to gain insights into career paths and future opportunities in healthcare consulting.

Application of Academic Knowledge in Practical Settings:

- Applied theoretical knowledge from academic studies at IIHMR University to real-world scenarios within healthcare consulting.
- Enhanced analytical skills, industry-specific understanding, and strategic problem-solving abilities tailored to healthcare environments.