

INTERNSHIP REPORT



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INTRODUCTION

I am currently interning with Hayat Hospital, a reputed healthcare facility in Guwahati, Assam, known for its commitment to providing quality medical care. During my internship, I have had the privilege of working in the corporate department, specifically focusing on the impact of Third-Party Administrators (TPAs) in hospital claims management. This role has provided me with a comprehensive understanding of how health insurance claims are managed, the interplay between hospitals and TPAs, and the challenges and opportunities present in this dynamic field.

My internship journey has been particularly enriching as I delve into projects aimed at facilitating health insurance processes, ensuring efficient claims management, and enhancing patient satisfaction. The corporate department at Hayat Hospital plays a crucial role in coordinating with TPAs, streamlining claims processing, and ensuring compliance with regulatory requirements. By engaging in these activities, I am gaining invaluable insights into the intricate workings of hospital claims management and the pivotal role TPAs play in this ecosystem.

The objectives of my internship extend beyond academic learning to practical application and professional growth. I aim to contribute actively to Hayat Hospital's initiatives by applying the 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 healthcare management practices and frameworks that drive successful hospital operations.

I am sincerely grateful to the Hayat Hospital team for their mentorship and support throughout this internship journey. Their guidance has been instrumental in navigating complex projects and understanding the nuances of claims management 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

To understand the intricacies of hospital claims management, including the role of Third-Party Administrators (TPAs), insurance companies, and hospital departments.

To learn about the interplay between different operational functions and how they contribute to efficient claims processing and overall hospital performance.

To develop skills in identifying and reducing unnecessary costs within claims management processes while ensuring compliance with regulatory standards and maintaining patient satisfaction.

To understand the process flow of various departments in the hospital involved in claims management, identifying inefficiencies in the workflow, and implementing streamlined processes.

To develop networking with industry experts, TPA representatives, and healthcare professionals while leveraging networking opportunities to gain insights into career paths and future opportunities in healthcare management.

ORGANIZATIONAL PROFILE

Overview: Hayat Hospital is a leading healthcare institution in Guwahati, Assam, known for its comprehensive medical services and patient-centric approach. The hospital is committed to providing high-quality healthcare services and is equipped with state-of-the-art facilities and advanced medical technology.

Sector Leadership: Hayat Hospital holds a significant position in the healthcare sector in Assam, offering a wide range of medical services across various specialties. The hospital's team comprises experienced healthcare professionals, including doctors, nurses, and administrative staff, dedicated to delivering exceptional patient care.

Services and Expertise: Hayat Hospital offers services in medical, surgical, and diagnostic domains, with specialized departments in cardiology, neurology, orthopedics, oncology, and more. The hospital also provides robust support services, including claims management, patient support, and administrative services.

Regional Presence - Assam: In Assam, Hayat Hospital operates with a commitment to enhancing healthcare accessibility and quality. The hospital collaborates with various TPAs and insurance companies to facilitate seamless claims management and ensure that patients receive the financial support they need for their medical treatments.

Commitment to Client Success: Hayat Hospital's approach is characterized by listening to diverse perspectives, understanding patient needs, and delivering impactful solutions. The hospital is dedicated to continuous improvement and innovation in healthcare delivery.

SERVICES PROVIDED BY ORGANIZATION

Claims Management:

- Coordination with TPAs for efficient claims processing.
- Ensuring compliance with regulatory standards.
- Streamlining the claims submission and approval process.

Patient Support:

- Assisting patients with insurance queries and documentation.
- Providing financial counseling and support.
- Enhancing patient satisfaction through timely claims resolution.

Operational Optimization:

- Identifying inefficiencies in claims management processes.
- Implementing streamlined workflows.
- Ensuring cost-effective operations without compromising patient care.

Information Technology:

- Utilizing advanced IT systems for claims management.
- Ensuring data security and integrity.
- Enhancing communication between hospital departments and TPAs.

Manpower Training:

- Training staff on claims management procedures.
- Developing skills in handling insurance-related queries.
- Ensuring continuous professional development.

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

Departmental Audits:

- Conducted audits of claims processing to identify gaps and optimize revenue processes, resulting in improved operational efficiency and financial outcomes.

Cost Efficiency and Process Improvement:

- Analyzed claims management operations to identify areas for cost reduction without compromising patient care or compliance.
- 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 improving claims management operations.
- 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 claims management operations, such as cost savings and efficiency gains.
- Prepared reports and presentations to communicate findings and recommendations to stakeholders.

KEY LEARNINGS FROM INTERNSHIP**Comprehensive Understanding of Claims Management:**

- Acquired in-depth knowledge of hospital claims management operations, including coordination with TPAs and insurance companies.
- 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 claims management operations while maintaining compliance and patient satisfaction standards.
- Implemented process improvements across various departments to streamline workflows and enhance operational efficiency.

Application of Healthcare Management Frameworks:

- Applied structured management methodologies to systematically analyze operational challenges in healthcare settings.
- Formulated actionable recommendations for improving claims management 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 claims management.
- 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 claims management 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, TPA representatives, and healthcare professionals.

- Leveraged networking opportunities to gain insights into career paths and future opportunities in healthcare management.

Application of Academic Knowledge in Practical Settings:

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