



**INTERNSHIP REPORT**  
**NARAYANA HEALTH- ATHMA**



**SUBMITTED BY: -**  
**MERAGANI VENKATA**  
**VASAVI SOWJANYA**  
**(INTERN)**

**GUIDED BY:-**  
**VINOD KUMAR S.V**

## **INTRODUCTION-**

Incident Management System is an event /condition that could have resulted or did result in harm to a patient. It can be, but is not necessarily, the result of a defective system or process design, a system breakdown, equipment failure, or human error. It is defined as reporting of any event in the process of patient care, that is inconsistent with the deserved patient outcome or routine operations of the healthcare facility.

An incident management system is a set of processes, tools, and protocols that hospitals use to respond to and resolve incidents, and prevent related events from occurring in the future. An incident can be defined as any event that disrupts the normal operation of a hospital. This could be anything from a patient falling in the hallway to a natural disaster affecting the hospital's power supply.

There are many different types of incidents that hospitals may need to deal with on a regular basis. Some common examples includes such as Infectious disease outbreaks, Power outages, Patient falls, Natural disasters, Cybersecurity breaches, Hospital-acquired conditions, Equipment failures, Workplace violence, Fire, Environment of care safety hazard. The modern patient safety movement began in the last few years of the 20th century and has gained momentum through the first two decades of the new century.

Incident management automation uses technology to streamline incident detection, response, and resolution. By automating repetitive tasks, teams can focus on high value activities like threat hunting and analysis, reducing response times and minimizing downtime as its key benefits are faster incident detection and resolution, lower risk of human error and improved efficiency and productivity.

Having been stimulated by greater involvement of academics and practitioners from the field of safety outside health care, and by public concern about the level of avoidable harm during patient care, many health care systems around the world launched programmes aimed at improving patient safety. During this period of development in patient safety, it was widely stated – and uncritically accepted – that a key step in reducing the risks associated with health care was to learn from the things that had gone wrong. This rapidly led to the establishment of patient safety incident reporting systems at health care facility level and, in some countries, at national level. The optimism that

fuelled the rush to place reporting systems at the heart of patient safety programmes around the world has been replaced by scepticism (born of over a decade's experience of such systems) that reporting is not a stand-alone mechanism for reducing risk and improving safety. It needs to be part of an overall culture of curiosity and understanding about how harm occurs, a determination to expose all sources of risk to patients, coupled with well understood rules and processes of investigation and effective methods to implement change based on these learnings (the most difficult part of all) to improve safety.

Additionally, a goal of many health systems is to greater empower patients and their families so that they play an important role in identifying sources of risk and potential harm and helping to design safer systems, in addition to being fully engaged in their own care to prevent harm and reduce the risk of harm to them while receiving health care.

### **OBJECTIVES OF INTERNSHIP-**

- To equip myself with the information and abilities needed to resolve managerial difficulties within an organization.
- To take on certain duties and fulfill my responsibilities during this time in multiple departments, which I will do under the Preceptor's supervision while according to a set timeframe.
- During this internship time, I expect to learn how to work with colleagues, work in teams, assist administrators, grasp organizational culture, and develop analytical and documenting skills.
- To develop managerial and leadership skills which are needed for my future growth in the organization.
- To understand the ground level process and procedures by working on field, so that I can develop my skills and knowledge from the grass root level.

## 1. ORGANIZATIONAL PROFILE-

Narayana Health, headquartered in Bangalore, India, is a leading healthcare service provider known for its extensive network of hospitals and primary care facilities. Founded by Dr. Devi Shetty in 2000, Narayana Health has grown rapidly to become one of the largest healthcare conglomerates in India and has expanded its presence internationally.

### **Key Aspects of Narayana Health:**

1. **Founding Philosophy:** Narayana Health operates under the vision of making high-quality healthcare accessible and affordable to all. This philosophy is rooted in Dr. Devi Shetty's belief that healthcare should not be a privilege but a fundamental right.
2. **Network of Hospitals:** The organization operates a vast network of hospitals and health facilities across India and in other countries like the Cayman Islands, Malaysia, and Bangladesh. Each facility is equipped with state-of-the-art medical technology and staffed by skilled healthcare professionals.
3. **Specialties and Services:** Narayana Health offers a wide range of medical specialties and services, including cardiac care, orthopedics, neurology, oncology, nephrology, and more. They are particularly renowned for their expertise in cardiac surgeries, performing a significant number of procedures annually.
4. **Affordable Healthcare:** One of the distinguishing features of Narayana Health is its commitment to providing affordable healthcare services without compromising on quality. They have implemented innovative cost-control measures and operational efficiencies to keep treatment costs low.
5. **Education and Research:** Narayana Health is actively involved in medical education and research. They collaborate with academic institutions to train healthcare professionals and conduct research to advance medical knowledge and improve patient outcomes.
6. **Technology and Innovation:** The organization embraces technological advancements in healthcare, utilizing telemedicine, digital health records, and other innovations to enhance patient care and operational efficiency.

7. **Corporate Social Responsibility (CSR):** Narayana Health is involved in various CSR initiatives aimed at community health improvement, education, and social welfare programs. They run outreach programs to provide healthcare services to underserved populations.
8. **Accreditations and Recognition:** Narayana Health hospitals are accredited by national and international bodies for their quality standards and patient care practices. They have received recognition for their contributions to the healthcare sector in India and globally.

Overall, Narayana Health stands out for its commitment to accessible healthcare, clinical excellence, and innovation in the healthcare industry. It continues to expand its footprint both within India and internationally, aiming to make a significant impact on global healthcare delivery.

**Vision:** Narayana Health's vision is to "provide high-quality healthcare services at affordable costs globally."

**Mission:** Their mission is multi-faceted:

- To deliver compassionate and affordable medical care of international standards.
- To make healthcare accessible to all sections of society, particularly the underserved.
- To achieve clinical excellence through innovation and research.
- To train healthcare professionals and foster a culture of continuous learning.

## 2. SERVICE PROVIDED BY ORGANIZATION-

Narayana Health offers a comprehensive range of healthcare services across its network of hospitals and facilities. These services encompass various medical specialties and support functions to cater to the diverse healthcare needs of patients. Here are some of the key services provided by Narayana Health:

### 1. **Clinical Specialties:**

- **Cardiology:** Diagnosis and treatment of heart conditions, including complex cardiac surgeries.

- **Oncology:** Comprehensive cancer care, including chemotherapy, radiation therapy, and surgical oncology.
- **Orthopedics:** Treatment of musculoskeletal disorders and injuries, joint replacements, and sports medicine.
- **Neurology and Neurosurgery:** Management of neurological disorders, brain and spine surgeries.
- **Nephrology and Urology:** Kidney care, including dialysis, kidney transplants, and urological surgeries.
- **Gastroenterology:** Digestive system disorders, endoscopy, and advanced GI surgeries.
- **Endocrinology:** Diabetes management and treatment of hormonal disorders.
- **Pediatrics:** Specialized care for children, including pediatric surgery, neonatology, and pediatric intensive care.

## 2. Support Services:

- **Diagnostic Services:** Advanced imaging (MRI, CT scan, etc.), pathology, and laboratory services.
- **Emergency Care:** 24/7 emergency services with trauma care and critical care support.
- **Intensive Care Units (ICUs):** Specialized units for cardiac care, neurology, pediatrics, and other critical care needs.
- **Rehabilitation Services:** Physiotherapy and rehabilitation programs to aid recovery after surgeries or injuries.

## 3. Specialized Programs:

- **Organ Transplantation:** Kidney, liver, heart, and bone marrow transplants.
- **Robotic Surgery:** Advanced robotic-assisted surgeries for precision and minimal invasiveness.
- **Palliative Care:** Supportive care for patients with serious illnesses to improve quality of life.

## 4. Telemedicine Services:

- Remote consultations, follow-ups, and second opinions through telemedicine platforms, enhancing accessibility to specialized care.

## 5. Health Check-up Programs:

- Comprehensive health screening packages tailored to detect early signs of diseases and promote preventive healthcare.

#### **6. Corporate Health Services:**

- Occupational health services, wellness programs, and health check-ups for corporate employees.

#### **7. Patient Support Services:**

- Counseling, patient education, and support groups for patients and families dealing with chronic illnesses.

Narayana Health's comprehensive range of services is aimed at delivering high-quality healthcare that is accessible, affordable, and patient-centered, utilizing advanced medical technologies and a team of skilled healthcare professionals.

### **3. KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION-**

- ❖ **Project-** “To enhance and optimize the automation of incident management process in a hospital”

#### **Duration-**

- Primary data were collected by day to day interaction with front end hospital staff and quality team in NICS and NH corporate office.
- Secondary data were collected from Quality team and NH corporate office

**DURATION OF STUDY-** April 2024-June 2024

**SAMPLE SIZE-** A sample sizes of 55 patients in the process of identifying the implementation of IMS in Hospital by replacing sapphire.

**SAMPLING TECHNIQUE-** Simple random sampling

#### **DATA ANALYSIS-**

- **Software:** Statistical analysis will be conducted using EXCEL.

- **Descriptive Statistics:** Descriptive statistics will be used to summarize the characteristics of the study sample, including frequencies, percentages, means, and standard deviations.
- **Level of Significance:** A significance level will be used to determine statistical significance for all analyses.

#### 4. **KEY LEARNINGS FROM INTERNSHIP-**

- Understanding the organizational structure of a Narayana Health- ATHMA and the roles and responsibilities of various departments, by participating in projects.
- Observed and inculcated how the things are managed by Management.
- Understanding the factors that contribute to a positive patient experience. Improved communication skills through interactions.
- Helped bridge the gap between theory and practice, letting use what learned at institute in actual situations and how it is managed.
- Effective time management helped to prioritize tasks, manage projects, maximize learning, and ensure compliance, also helped in professional growth and development.
- Attended Induction event and came to know about the hospital HR policy and its committees, Employee rights and responsibilities, Basics about ergonomics, organization structure, Facility management services and its plans etc.