INTERNSHIP REPORT

APOLLO HOSPITALS, BILASPUR

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1. INTRODUCTION-

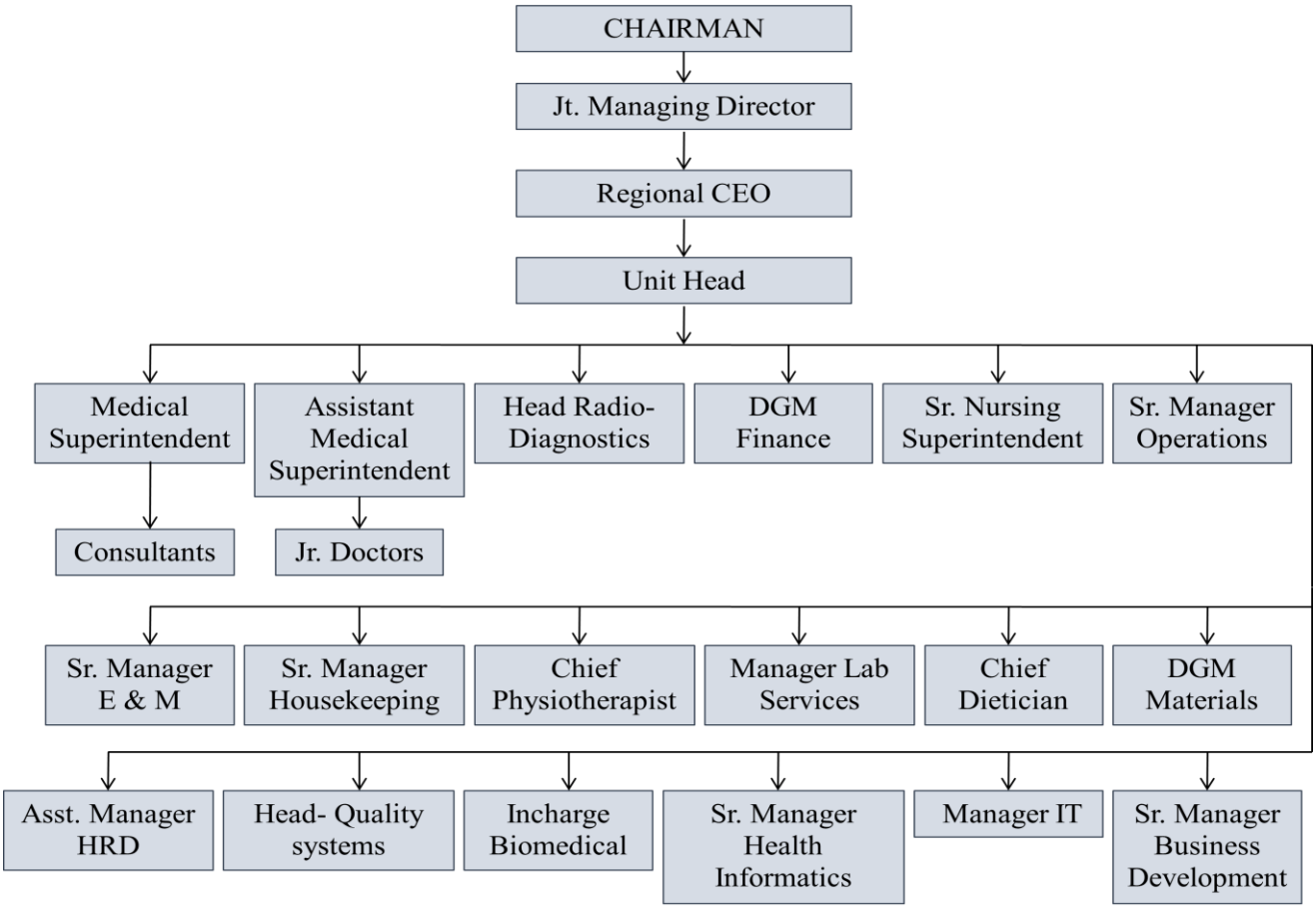
Apollo Hospitals Enterprise Limited is an Indian multinational healthcare group headquartered in Chennai. It is the largest for-profit private hospital network in India, with a network of 71 owned and managed hospitals. Apollo Hospitals has emerged as Asia's foremost integrated healthcare services provider and has a robust presence across the healthcare ecosystem, including Hospitals, Pharmacies, Primary Care & Diagnostic Clinics and several retail health models. The Group also has Telemedicine facilities across several countries, Health Insurance Services, Global Projects Consultancy, Medical Colleges, Medvarsity for E-Learning, Colleges of Nursing and Hospital Management and a Research Foundation. In addition, 'ASK Apollo' – an online consultation portal and Apollo Home Health provide the care continuum. The company was founded by Dr. Prathap C Reddy in 1983 as the first corporate healthcare provider in India. Several of Apollo's hospitals have been among the first in India to receive international healthcare accreditation by the America-based Joint Commission International (JCI) as well as NABH accreditation. The organization embraced the rapid advancement in medical equipments across the world, and pioneered the introduction of several cutting edge innovations in India. Recently, South East Asia's first Proton Therapy Centre commenced operations at the Apollo Centre in Chennai.

Apollo Hospitals, Bilaspur was set up in October 2001 as a Public Private Partnership venture with South Eastern Coal Ltd (SECL). It is 300 bedded hospital with all available facilities. The Critical Care (Intensive Care) department is state of the art unit with 70 beds and dedicated full time round the clock intensive care specialists available and the Neonatal Intensive Care unit has capacity for 20 Neonates.

2. OBJECTIVES OF INTERNSHIP-

- Gain insights into the day-to-day operations of hospital administration and understand the workflows in different departments such as admissions, billing, and patient services.
- Learn about hospital policies, procedures, and compliance with healthcare regulations with respect to the NABH 5th Edition Guidelines.
- Develop leadership skills through mentorship and by taking on supervisory roles in projects. Enhance communication skills, both written and verbal, for effective interaction with staff, patients, and stakeholders.
- Participate in quality improvement initiatives aimed at enhancing patient care and safety. Learn about methodologies for measuring and improving clinical outcomes and patient satisfaction.
- Understand the role of electronic health records (EHR) and health information systems.

3. ORGANIZATIONAL PROFILE-



4. SERVICE PROVIDED BY ORGANIZATION-

Clinical Services

- Anaesthesiology
- Cardiac Sciences-
  - Cardio Thoracic Surgery
  - Cardiology
- Critical & Intensive Care
- Dental & Maxillofacial Surgery
- Dermatology
- Emergency Medicine
- Endocrinology
- Gastroenterology
- General Medicine
- General Surgery
- Neonatology
- Nephrology
- Neurosciences-
  - Neurology
  - Neurosurgery
- Obstetrics & Gynaecology
- Oncosciences-
  - Medical Oncology
  - Surgical Oncology
  - Radiation Oncology
- Ophthalmology
- Orthopaedics Sciences-
  - Orthopaedics Surgery
  - Joint Replacement surgery
  - Spine Surgery
- ENT
- Paediatrics
- Plastic & Reconstructive Surgery
- Psychiatry
- Respiratory Medicine
- Kidney Transplant
- Urology
- Vascular Surgery

Laboratory Services-

- Clinical Biochemistry
- Clinical Microbiology
- Cytopathology
- Histopathology
- Haematology

Diagnostic Services-

- 2D Echo
- Audiometry
- CT Scan
- Cath Lab
- EEG
- EMG/EP
- Holter Monitoring
- Mammography
- MRI Scan
- Spirometry
- Treadmill Test
- Ultrasonography
- Urodynamic Studies
- X-ray

Transfusion Medicine-

- Blood Transfusion
- Blood Centre

Professions Allied to Medicine-

- Dietetics
- Physiotherapy
- Speech and Language Therapy

Support Services-

	• Ambulance • Pharmacy

5. KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION-

❖ **Project- "Optimizing Patient test conversion rates in Hospital settings"**

A Descriptive study was carried out, sample sizes of 500 patients with Cash/ Central Government Health Scheme (CGHS)/ Retired-CGHS/ Old-age patients (above 60 years)

Duration-

- Primary data were collected by day to day interaction with hospital staff of billing counter in OPD and also with patients to find out the reasons for not opting for tests.
- Secondary data were collected from software MediMantra.

SETTING CRITERIA-

- **Inclusion criteria-** OPD-2 of Apollo Hospitals, Bilaspur
- **Exclusion criteria-** OPD-1, Neuro-OPD, Onco-OPD

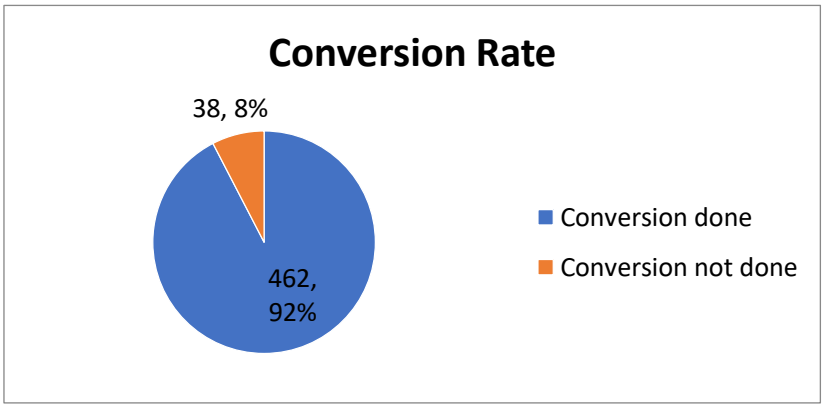
DURATION OF STUDY- April 2024-June 2024

SAMPLE SIZE- A sample sizes of 500 patients in the process of identifying test conversion in Hospital setting, with Cash/ CGHS/ Retired-CGHS/ Old-age patients (above 60 years).

SAMPLING TECHNIQUE- Simple random sampling

DATA ANALYSIS-

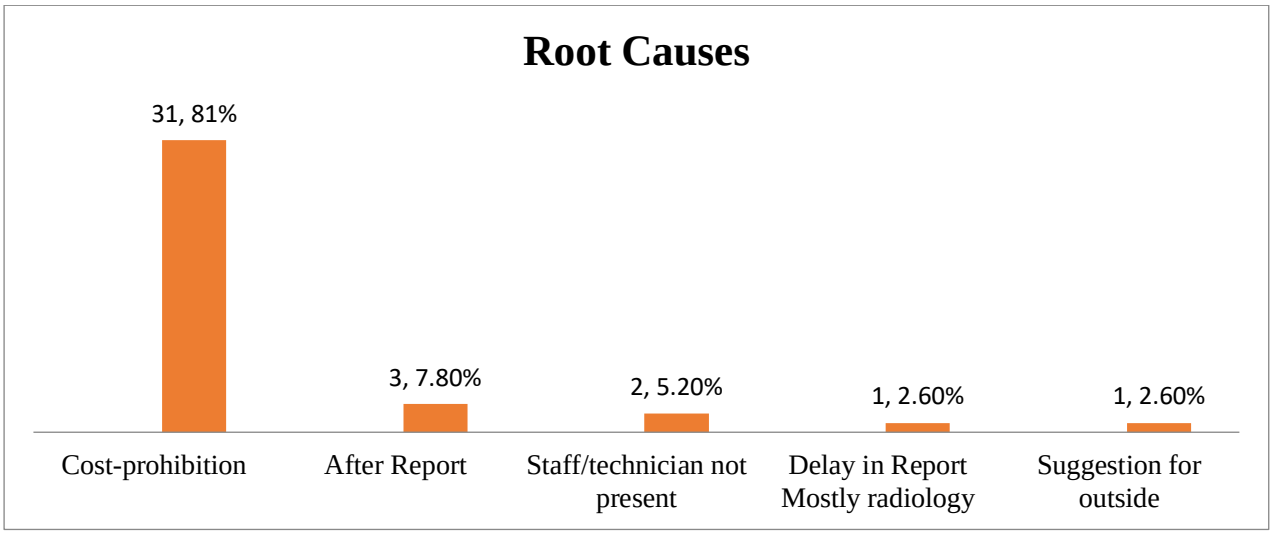
A total of 500 patients were taken in the study. For record maintenance, UHID Number was recorded with date and total amount of the test. The samples were collected from OPD-2, billing counter.



- Conversion done: This segment is depicted in blue and accounts for 92% of the total. It indicates that 462 patients opted to undergo the test out of 500, indicating a strong conversion rate
- Conversion not done: This segment is shown in red and constitutes 8% of the total. It signifies that 38 patients chose not to undergo the test out of 500, which is relatively low.

The root causes for No-conversion were:

- **Cost-prohibition-** The most significant reason for patients not undergoing the test is the prohibitive cost, indicating financial constraints are a major barrier. The number of patients were 31 out of 50, with a percentage of 81%
- **After Report-** Some patients decided against the test after receiving a report, possibly due to alternative recommendations or perceived lack of necessity. The number of patients were 3 out of 50, with a percentage of 7.8%
- **Absence of Staff/Technician-** The absence of necessary staff or technicians at the time of the test also prevented some patients from completing it. The number of patients were 2 out of 50, with a percentage of 5.2%
- **Delay in Report-** Delays in receiving reports, particularly in radiology. The number of patients were 1out of 50, with a percentage of 2.6%
- **Suggestion for outside test-** A few patients were suggested to seek the test outside the hospital i.e. Ultrasound because of service not provided by hospital after 2pm, which led their decision not to undergo the test in the hospital. The number of patients were 1 out of 50, with a percentage of 2.6%



6. KEY LEARNINGS FROM INTERNSHIP-

- Understanding the organizational structure of a hospital and the roles and responsibilities of various departments, by participating in hospital 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.