

INTERNSHIP REPORT

Submitted to



The IIHMR University, Jaipur

For the partial fulfillment for the award of the
Degree of Master of Business Administration (MBA)

In

Hospital and Health Management

By

Shikha Mehta

Under the supervision and guidance of

Dr. Susmit Jain

2024

TABLE OF CONTENTS

S.No.	Description	Page No.
1	Introduction	3
2	Objectives of the Internship	3
3	Organizational Profile	3
4	Services Provided by the Organization	4
5	Key Activities/ Projects undertaken Other than Dissertation	8
6	Key Learning from the Internship	9
7	References	9

1. INTRODUCTION -

As a part of my dissertation, I did my internship in the research department, Meta 16 Labs Healthcare & Analytics Pvt. Ltd. Bangalore, Karnataka from April 1, 2024, to June 30, 2024. During this period, I worked on a project - Implementation of Meta HOS Software for IPD in Blossom Hospital, Bangalore.

2. OBJECTIVES OF INTERNSHIP -

- To aid myself in coordinating and managing the project activities across different functional areas within the company.
- To involve myself in working closely with the product development, expediting, quality and logistics management teams to ensure all project deliverables are being met.
- To aid myself in helping the Project Managers in communicating project status updates.
- 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 in the field, so that I can develop my skills and knowledge from the grass root level.
- During this course of time, I expect to learn how to work with colleagues, work in teams, assist administrators, grasp organizational culture, and develop analytical and documenting skills.

3. ORGANIZATIONAL PROFILE –

Meta 16 Labs Healthcare & Analytics Pvt. Ltd. Is a healthcare IT Company dedicated to –

- Create affordable healthcare IT solutions.
- Make healthcare solutions easy for & accessible to every stratum of society.
- Keep healthcare data private and safe.

Meta16Labs Healthcare and Analytics Pvt. Ltd., understand the challenges that healthcare institutions face in streamlining their operations, improving patient care, and optimizing their overall performance which is why they developed cutting-edge solutions specifically designed to empower healthcare institutions, enhance patient engagement & enable quality care with tools required to thrive in today's rapidly evolving healthcare landscape.

Founded in 2018, the team includes experienced technology-driven individuals from Siemens, Cerner, NHS UK, Swiss Re, Innovaccer, 1mg and practicing doctors, they have crafted a comprehensive suite of innovative healthcare management software that caters to the unique needs of healthcare organizations of all sizes.

Vision of Meta 16 Labs Healthcare & Analytics Pvt. Ltd. –

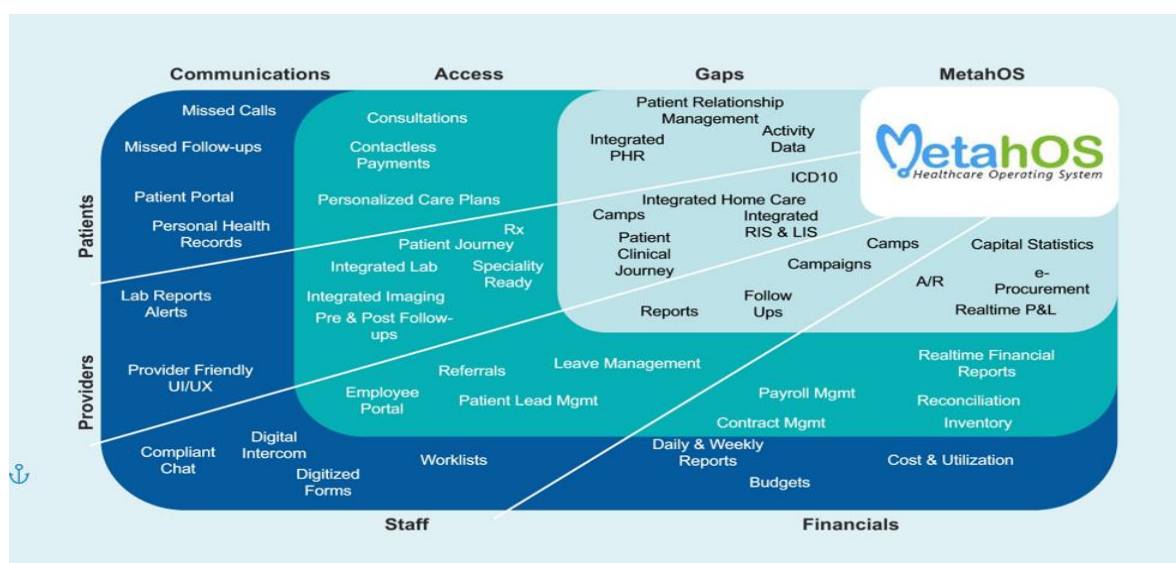
Be the Patient Health Centric Platform to manage Everyone's Health and Wellness.

Mission of Meta 16 Labs Healthcare & Analytics Pvt. Ltd. –

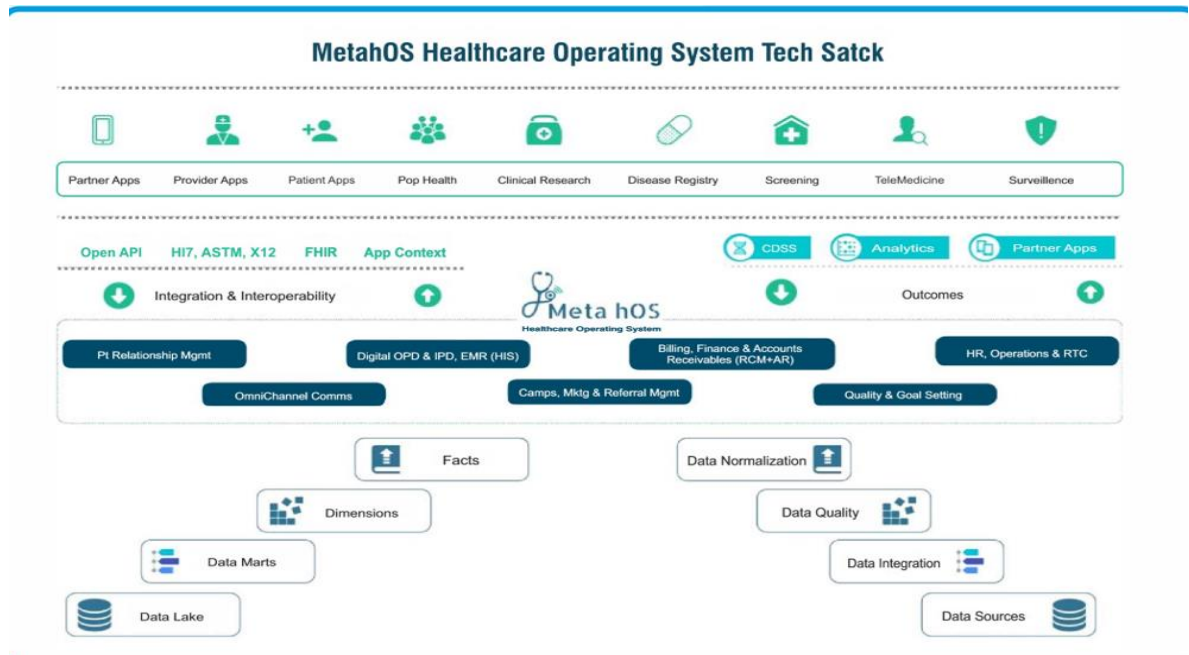
Enable Healthcare providers everywhere and every time.

4. KEY SERVICES PROVIDED BY THE ORGANIZATION -

What the Organization Solves –



The organization is at the forefront of revolutionizing healthcare through cutting-edge infrastructure solutions. As healthcare continues to evolve, they understand the pressing need for advanced technological systems that empower healthcare organizations to provide superior patient care, streamline operations, and drive positive outcomes.



THE METAHOS PLATFORM –

The comprehensive suite of healthcare IT Products is designed to meet the complex demands of modern healthcare environments. They combine their expertise in technology with a deep understanding of healthcare workflows to deliver innovative solutions that ensure efficiency, interoperability and data – driven decision-making.

HEALTH CARE OPERATING SYSTEM

Connected Healthcare (Point of Care Devices)

Hospitals

01

- + 24x7 Call Centre + Intercom
- + Patient Relationship Management
- + Digital OPD (Rx + EMR)
- + Digital IPD (HIS+EMR+ICP+Nursing)
- + Tele Medicine
- + Camps, Sales & Referral Management
- + Billing, Finance
- + Accounts Receivables
- + HR, Operations
- + Quality & Compliance (NABH, BABL, JCO)
- + Lab Management
- + Radiology
- + Facilities Management (with Asset Management)
- + Inventory & Procurement
- + Pharmacy Management
- + Analytics and Dashboard
- + CSSD (AI / CV Based)

Diagnostics

02

- + LIS with digital front door
- + LIS middleware
- + RIS
- + Dicom Server
- + Referral Mgt.
- + Analytics

Digital Health

03

- + Platform on a Service
- + Patient App
- + Doctor App
- + Provider App
- + Health Care Worker App
- + Digital Front Door
- + Telemedicine
- + HCW
- + eRX

Other Services

04

- + Ophthal
- + Veterinary services

Community Care

05

- + Digital Front Door
- + Telemedicine
- + HCW app
- + eRx
- + Analytics

Population Health

06

- + PHM Solutions
- + Infection Surveillance Solutions
- + Referral pathways
- + Health Information Exchange
- + Surveillance
- + Analytics

Public Health

MetahOS

Platform as a Service

Mobile Apps as a Service

Analytics as a Service

IoT as a Service

Functions as a Service

- PLHR
- BPLHR
- EMR
- Lab Interfacing DICOM

Artificial Intelligence

- Computer Vision

Integration & Interoperability
(Open AI, API Based Access)

- FHR
- HL7
- ASTM
- App Context

Enterprise

- Master Person Index
- EmpI

Database

- Encryption at SHA 256
- Encryption During Transmit

Our services are cloud agnostic, run it on your own data centre, Azure, AWS, Digital Ocean or any other cloud service. Self-hosted versions are available.



5. KEY ACTIVITIES / PROJECTS UNDERTAKEN OTHER THAN DISSERTATION –

Apart from dissertation, I worked on several other tasks like –

- Research on Doctor Access to Hospital Pharmacies and Stores which involved analyzing existing policies, exploring potential benefits, drawbacks, and implications for patient care and operational efficiency.
- Worked on fixing and resolving the bugs in the software identified during testing phases.
- Worked on HR Module in Meta HOS Software and identified several gaps in the software related to HR processes.
- Worked on IP Module and identified several gaps in the software related to IP Module.
- Collected the data of the existing systems, layout, services and procedures provided and workflows and initiated the IP implementation project at Blossom Hospital.
- A visit was made to Blossom Hospital to understand more about their software and get the necessary data for the implementation of the software.
- Worked on the user stories of all ER and Nursing Station of the hospital and made the detailed workflows of both the departments.
- Testing of the stock's quantity was done on staging to check if the total stock matched the quantity mentioned in the software.
- Worked on the staging and all the modules along with their filters and made a detailed sheet for the relevant changes required.
- Worked on the user stories of Budgeting Module of the hospital and made the detailed workflows of the department.
- Made the technical document of Staging Software of PRM (Patient Relation Management) Module.
- Worked on Staging to verify which module on the staging server has the download option available.
- Made the technical document of Staging Software of Bill Module.

6. KEY LEARNINGS FROM INTERNSHIP –

- Exposure to Electronic Health Records (EHR) systems, Health Information Exchange (HIE) platforms, and other healthcare software.
- Learning how to analyze healthcare data to improve patient outcomes, reduce costs, and streamline operations.
- Gaining insights into how different healthcare systems communicate and exchange information effectively.
- Knowledge of healthcare regulations such as HIPAA.
- Understanding how IT systems are integrated into the daily workflows of healthcare providers to enhance patient care.
- Experience with managing and participating in IT projects, including planning, execution, and monitoring.
- Improving communication skills by working with multidisciplinary teams, including IT professionals, healthcare providers, and administrative staff.
- Working effectively in teams, understanding team dynamics, and contributing to collective goals.
- Gaining practical experience with health IT tools and technologies through real-world applications.
- Learning to manage time efficiently to balance multiple tasks and deadlines.
- Gaining insights into potential career paths within the health IT sector and understanding the skills and qualifications needed for various roles.

7. REFERENCES –

1. Meta16 Labs [Internet]. About us, Core Values, Vision & Mission [cited 2024 May 30]. Available from: <https://m16labs.com/about/>
2. Meta16 Labs [Internet]. What we Do, Goals [cited 2024 May 30]. Available from: <https://m16labs.com/about/>
3. Crunchbase [Internet], About Meta16 Labs [cited 2024 June12,] Available from: <https://www.crunchbase.com/organization/meta16-labs>