

Internship Report

Submitted



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in
Hospital and Health Management

By

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Introduction

This report details my three-month internship experience at Integra Ventures, a distinguished healthcare consultancy. During this period, I had the opportunity to work on two significant projects: Revenue Cycle Management (RCM) with Seven Sigma Healthcare and the ASSIST Project under the Assam Health Infrastructure and Digital Management System (AHIDMS). This report outlines my contributions, experiences, and the knowledge I gained while working on these projects.

About the Organization

Integra Ventures is a renowned healthcare consultancy dedicated to supporting both public and private healthcare institutions in India and internationally, including countries like Kenya, Uzbekistan, and Myanmar. The organization is committed to helping clients overcome the complex challenges associated with delivering healthcare services to their communities.

Project 1: Revenue Cycle Management (RCM) with Seven Sigma Healthcare

Project Overview

In the evolving healthcare landscape, hospitals face increasing volumes of cashless patients and prolonged claim settlement procedures, presenting challenges in ensuring swift reconciliation and minimizing the likelihood of rejections. Integra Ventures, in strategic alliance with Seven Sigma Healthcare, addresses these issues by assessing client hospitals' unique requirements and delivering tailored solutions.

My Contributions

During my involvement in the RCM project, I contributed to various aspects, including:

- **Data Analysis:** Analyzing patient data and claim settlement patterns to identify bottlenecks in the process.
- **Process Improvement:** Collaborating with the team to develop strategies for improving claim reconciliation and reducing rejection rates.
- **Stakeholder Communication:** Facilitating effective communication between healthcare providers, insurance companies, and third-party administrators (TPAs) to ensure seamless operations.
- **Reporting:** Preparing detailed reports on the performance of RCM processes and suggesting actionable insights for improvement.

Skills and Knowledge Gained

- Understanding of Revenue Cycle Management and its critical components.
- Enhanced analytical skills through data analysis and process evaluation.
- Improved communication and collaboration skills by working with diverse stakeholders.
- Insight into healthcare operations and the challenges faced by hospitals in managing cashless patients and claim settlements.

Project 2: ASSIST Project under AHIDMS

Project Overview

The ASSIST Project, under the Medical Education and Research Department of the Government of Assam and funded by the World Bank, aims to improve district-level healthcare services in Assam. The project focuses on enhancing

quality, access, and management capacity in selected district hospitals, with a total project cost of Rs. 2196.500 crore.

My Contributions

As part of the ASSIST Project team, my contributions included:

- **Project Planning:** Assisting in the planning and coordination of project activities to ensure alignment with project goals.
- **Data Management:** Collecting and managing data related to healthcare delivery and accessibility improvements.
- **Quality Improvement Initiatives:** Participating in initiatives aimed at enhancing the quality of healthcare services in district hospitals.
- **Stakeholder Engagement:** Engaging with various stakeholders, including healthcare professionals and government officials, to facilitate project implementation.
- **Progress Reporting:** Preparing regular progress reports and presentations to track project milestones and outcomes.

Skills and Knowledge Gained

- Comprehensive understanding of project management in the healthcare sector.
- Experience in data collection and management for large-scale projects.
- Familiarity with quality improvement methodologies in healthcare.
- Enhanced stakeholder engagement and communication skills.
- Insight into the functioning and challenges of district-level healthcare services in Assam.

Conclusion

My internship at Integra Ventures provided me with invaluable experience and knowledge in the healthcare consultancy field. Working on the RCM project with Seven Sigma Healthcare and the ASSIST Project under AHIDMS allowed me to develop a deep understanding of healthcare management and the intricacies of improving healthcare delivery. I am grateful for the opportunity to contribute to these significant projects and for the guidance and support provided by my mentors and colleagues.

I am confident that the skills and insights gained during this internship will significantly contribute to my professional growth and future endeavors in the healthcare industry.