

Internship Report

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During my internship, I had the opportunity to participate in a comprehensive training program that covered a wide range of topics, including soft skills, technical skills, domain knowledge, and practical business analysis techniques. This report summarizes the key learnings and experiences from each training session.

1) Soft Skills Training

Firstly I had soft skills training which covered the following topics.

E-mail Etiquette :

I learnt and understood the importance of professional email communication, including structuring emails effectively, using appropriate language, and maintaining a professional tone. This part of the training emphasized clarity, brevity, and professionalism in email exchanges, which are crucial for effective communication in a business environment.

Analytical Thinking :

Developing problem-solving skills and attention to detail to analyze data and situations critically and make informed decisions. The training focused on enhancing logical reasoning, identifying patterns, and evaluating evidence to arrive at sound conclusions.

Stakeholder Management :

Learning how to identify and manage various stakeholders, understanding their needs and expectations, and maintaining effective communication. This module covered techniques for building and maintaining relationships, managing conflicts, and ensuring stakeholder satisfaction.

2) Technical Training

Database Basics :

Gained proficiency in SQL commands, basic query writing, and updating/deleting table data, essential for managing and manipulating databases. The training provided a solid foundation in database concepts and operations.

DB Scenarios, SQL Queries :

Applied SQL knowledge to solve real-world scenarios by writing queries, helping to understand practical database challenges. This hands-on experience was crucial for reinforcing theoretical knowledge and developing practical skills.

DB Evaluation :

Evaluated and tested SQL queries based on given scenarios, reinforcing the ability to troubleshoot and optimize database operations. The training emphasized best practices in query optimization and error handling.

3)Domain Training :

MS Excel, UI/UX, Pencil, Visio, Figma

Acquired skills in UX/UI design, Figma, creating graphs and reports, and using tools like Pencil and Visio for wireframing and prototyping. This training provided a comprehensive understanding of design principles and tools used in the industry.

4) Introduction to US Healthcare

Gained a comprehensive overview of the US healthcare system, key stakeholders, and important terminologies, providing a solid foundation in healthcare domain knowledge. The training covered healthcare policies, regulations, and the structure of healthcare organizations.

HL7 Standards :

Learned about the significance of HL7 standards in US healthcare, differences from Indian healthcare, and the critical nature of health insurance in the US. This module highlighted the importance of standardization in healthcare information exchange.

EHR and Other Systems :

Understood the integration challenges between various healthcare systems like labs, radiology, and pharmacy, and the limitations of private APIs and FHIR. The training emphasized the need for interoperability and data consistency.

Claim Adjudication and Payment :

Learned the processes involved in claim adjudication and payment within the healthcare industry. This module covered the lifecycle of a healthcare claim, from submission to payment processing.

Types of Requirements and X12 Standards :

Gained knowledge about different types of requirements and X12 standards used for electronic data interchange in healthcare. The training included an overview of transaction sets and their applications in healthcare.

DICOM Introduction and HIPAA Compliance :

Understood the basics of DICOM standards for imaging and the importance of HIPAA compliance and certifications in healthcare. This module emphasized data privacy, security, and regulatory requirements in the healthcare industry.

5) Business Analysis Training**Understanding Business Analysis :**

Learned the role and importance of a Business Analyst, the required skills, roles, and responsibilities, and how to understand and manage stakeholders. The training covered key competencies and the value of business analysis in project success.

Provider Office Workflows :

Gained insights into workflows in a provider's office, including appointment booking, consultation, billing, coding, and claim generation. This module provided a practical understanding of daily operations in a healthcare setting.

SDLC Overview :

Understood the Software Development Life Cycle (SDLC) and its phases, providing a framework for managing software projects. The training covered methodologies, deliverables, and best practices in software development.

Agile Process and Role of a BA :

Learned about the Agile process, the role of a Business Analyst in Agile teams, and various Agile ceremonies like grooming, retrospective meetings, sprint demos, and stand-up calls. This module emphasized the iterative and collaborative nature of Agile.

Requirement Gathering Techniques :

Gained knowledge on various requirement gathering techniques such as document analysis, industry research, stakeholder interviews, Joint Application Development, brainstorming, workshops, and observation. The training focused on effective methods for eliciting and documenting requirements.

Requirement Gathering Techniques – Practiced hands on

Practiced competitor analysis and brainstorming techniques to gather requirements effectively. This hands-on practice helped in honing the skills needed for comprehensive requirement elicitation.

Wireframes :

Learned how to create wireframes to visually represent user interfaces and gather requirements. The training emphasized the importance of visual communication in conveying design ideas and user flows.

Wireframes – Practice :

Practiced creating wireframes through hands-on sessions, enhancing proficiency in using wireframing tools. This practical experience was crucial for developing design skills and understanding user experience principles.

Requirements Models :

Understood various requirements models like EPICs, Use Cases, User Stories, Flow Diagrams, Activity Diagrams, Process Flows, and Swimlanes. The training provided a comprehensive overview of different ways to document and communicate requirements.

Requirements Models – Practice :

Practiced developing different requirements models through examples and hands-on sessions. This practice helped in understanding the application of various models in real-world scenarios.

Requirements Communication :

Learned effective techniques for communicating requirements, validating, revalidating, and documenting them. The training focused on ensuring clarity, completeness, and accuracy in requirement documentation.

Requirements Communication - Practice

Practiced structured documentation and presentation skills to confirm and communicate requirements effectively. This hands-on practice was crucial for developing strong communication skills.

Transition to Development Team :

Understood the process of transitioning requirements to the development team, ensuring clear communication and understanding. The training emphasized the importance of collaboration and continuous feedback.

Transition to Dev Team – Practice :

Practiced transitioning requirements through group activities and case studies, improving collaboration with development teams. This practice helped in understanding the nuances of requirement handover and team coordination.

Validating Solutions :

Learned techniques for validating solutions through requirement walk-throughs, clarification, updates, and reviews, gaining technical insights. The training covered various validation methods to ensure the solution meets business needs.

Validating Solutions - Write Test Scenarios :

Developed test scenarios based on case studies, understanding different types of testing, writing test cases, and validating them. This module emphasized the importance of thorough testing in ensuring solution quality.

7) Case Study & Evaluation

Understand Case Study : The case study allotted to me was to create a ticketing tool within the organisation, so the employees can raise tickets for the issues they have to the respective departments, which are IT, HR, FINANCE and ADMIN department. This tool also allows the employees to escalate tickets, and it allows the Department persons to act on it and solve it or Reassign the ticket to the respective department or person of concern. It also allows the employees to track the status of the tickets that they have raised and take necessary actions accordingly.

I then analyzed a business case study to identify business needs and clarify requirements. This exercise helped in applying theoretical knowledge to practical scenarios.

Create EPIC/Use Cases :

Created various EPICs and Use Cases to outline the business requirements. This practice reinforced the importance of detailed requirement documentation.

Review EPIC/Use Cases :

Presented and reviewed the EPICs with and Use Cases to the vice president of the organization, receiving feedback for improvement. This process highlighted the value of peer review and collaboration.

Develop Wireframes :

Developed wireframes for the identified Use Cases, translating requirements into visual representations. This exercise helped in bridging the gap between requirements and design.

Review Wireframes :

Presented and reviewed the wireframes in online sessions, refining them based on feedback. This practice emphasized the iterative nature of design and development.

Develop Detailed User Story :

Detailed out all identified user stories, ensuring comprehensive documentation. This exercise helped in understanding the importance of clear and detailed user stories.

Review Detailed User Story :

Presented and reviewed the detailed user stories with senior business analysts and solution management team , receiving feedback for refinement. This process highlighted the value of continuous improvement.

Re-work on Detailed User Story :

Incorporated feedback from reviews and refined the user stories, ensuring they were ready for development. This practice reinforced the importance of iterative refinement.

Lessons Learnt :

Presented our learnings from the training to our Vice president and Senior Management. Recapped all lessons learned from various topics, understanding feedback and areas for improvement. This reflection helped in consolidating knowledge and identifying areas for further development.

8) Conclusion :

This internship provided a well-rounded learning experience, enhancing my skills in soft skills, technical knowledge, domain expertise, and business analysis. The hands-on practice and real-world scenarios helped solidify my understanding and prepare me for future professional challenges. The comprehensive training program has equipped me with the necessary tools and confidence to excel in my career.