



INTERNSHIP REPORT

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Introduction

I am currently interning with RED Health, a dynamic emergency healthcare organization committed to improving pre-hospital patient outcomes. As a Management Trainee within the central operations team, I focus on enhancing operational efficiency, optimizing processes, and driving strategic initiatives. Our team specializes in empowering healthcare organizations to achieve their goals effectively by addressing industry-specific challenges.

In this context, my internship journey has been particularly enriching as I delve into operations within hospital settings. The healthcare sector presents unique opportunities where operational excellence directly impacts patient care, resource management, and overall organizational performance. By actively participating in projects aimed at improving processes—such as cost optimization, supply chain management, patient flow optimization, and quality assurance protocols—I am gaining invaluable insights into the intricate workings of healthcare operations.

My objectives extend beyond academic learning to practical application and professional growth. I aim to contribute actively to RED Health's projects by applying theoretical knowledge gained from my studies at IIHMR University. Additionally, I aspire to deepen my understanding of consulting methodologies and frameworks that drive successful business transformations.

I express sincere gratitude to the RED Health team for their mentorship and support throughout this internship journey. Their guidance has been instrumental in navigating complex projects and understanding the nuances of consulting within the healthcare sector. Furthermore, I extend heartfelt appreciation to my mentors at IIHMR University, whose continuous support and encouragement have prepared me to undertake this enriching internship experience. Their academic insights and industry knowledge have significantly contributed to my professional development and readiness for real-world challenge

Internship Objectives

- Understanding Healthcare Operations- Delving into the intricacies of health management, including administration, operations, procurement, and patient care departments.
- Operational Efficiency: Learning to identify inefficiencies within operational functions and proposing streamlined processes to optimize resource management and improve overall performance.
- Cost Optimization: Developing skills to identify and reduce unnecessary costs without compromising patient care or safety standards.
- Quality Assurance: Participating in projects aimed at ensuring compliance with quality assurance protocols and enhancing patient care standards.

Organizational Profile

Overview: Red.Health India is a leading healthcare organization dedicated to delivering exceptional healthcare services across the country. With a steadfast commitment to patient care and operational excellence, Red.Health India operates with a mission to improve health outcomes and enhance the quality of life for all patients.

Sector Leadership: As a prominent player in the Indian healthcare sector, Red.Health India specializes in providing a comprehensive range of healthcare services. These include hospital management, clinical services, operational optimization, and strategic healthcare consulting. The organization's leadership is underscored by its innovative approaches to healthcare delivery and its focus on integrating advanced medical technologies with compassionate patient care.

Services and Expertise: Red.Health India offers a diverse portfolio of services tailored to meet the evolving needs of patients and healthcare providers.

Hospital Management: Comprehensive management solutions aimed at optimizing operational efficiencies and enhancing patient care standards.

Global Reach and Thought Leadership: While rooted in India, Red.Health maintains a global perspective through collaborations with international healthcare experts and partnerships with leading healthcare institutions worldwide. This global network enriches Red.Health India's capacity to innovate and implement best practices in healthcare management and patient care.

Commitment to Excellence: Red.Health India is driven by a commitment to excellence in every aspect of its operations. The organization's dedication to quality, safety, and patient satisfaction is evident in its rigorous adherence to international standards and continuous improvement initiatives.

Regional Presence: Operating across major cities in India including Delhi NCR, Mumbai, Bangalore, Chennai, Hyderabad, and Pune, Red.Health India is strategically positioned to cater to a diverse patient population. The organization's regional presence enables it to adapt its services to local healthcare dynamics while maintaining global standards of excellence.

Services provided by Red.Health

In 2016, Stan plus came into India to make its own name and provide the most efficient and quality emergency service to all. It was co- founded by Mr. Prabhdeep Singh, Antoine Poirson and Jose Leon in Hyderabad, India with a vision of providing the EMS all over India ensuring to provide all the assistance in the quickest possible manner.

Stan plus (earlier name) now Red.Health Ambulance is India's largest medical response company with a team of more than 1000 employees located in pan India location. It has a fleet of over 3500+ Ambulances and a response medical call center that works 24/7 and has a response rate of maximum 3 secs to pick up a call. Red.Health promises and adheres to reach the Ambulance within 15 minutes of the call. Saving lives in every possible way is all that matters to Red.Health.

There are various types of Ambulances that Red.Health offers and categorizes for Transport:

1. Emergency Ambulances:
 - a. BLS
 - b. ACLS
 - c. Air Ambulance
 - d. Train Ambulance

2. Non-Emergency Ambulance:
 - a. Air Cargo
 - b. Hearse Vans

BLS Ambulance i.e., Basic Life Support Ambulance is used to transport Non-critical patients. Injection, IV Fluids or medicines are not administered on this ambulance. BLS Ambulance is equipped with Oxygen Cylinders, Stretchers, Wheelchair, and few other basic equipment and consumables.

ACLS Ambulance i.e., Advanced Cardiac Life Support Ambulance is used to transport Critical cases. These ambulances are accompanied with EMT's, Paramedics and Doctors for providing emergency care and treatment right on the site and on the way to hospital. We ensure to save life in every way possible.

Red.Health not just believes in delivering fully equipped Ambulances but also focuses on providing trained Pilots (Ambulance drivers), EMT's, Paramedics and Doctors, and complete Pre hospital Emergency Care services.

Key Activities / Project Undertaken

Project Booster: worked on Project Booster aimed to enhance the EMS in Hyderabad by developing a database of hospitals providing round the clock emergency services, their departments, contact numbers and other information about the medical staff. The data will help in modelling of engine that will be used in recommending the emergency conditions with the right hospital departments.

JCI Internal Audit Team: Contributed to the JCI internal audit team, ensuring compliance with international healthcare standards and identifying areas for improvement for our ambulances by checking on 30 markers for quality.

EMT Trainings and Profile Management: Facilitated EMT trainings and managed profiles, ensuring readiness and compliance with organizational requirements, did categorization and analysis of EMTs.

Process Improvements: Implemented process improvements across various departments, focusing on enhancing efficiency and resource utilization including work in marketing department, medical operations and logistics department.

Key Learnings :

Operational Insight: Developed a comprehensive understanding of healthcare operations, including regulatory compliance and quality management.

Strategic Thinking: Applied analytical skills to identify operational challenges and propose strategic solutions for improved efficiency.

Professional Development: Enhanced networking skills through interactions with industry experts and healthcare professionals, gaining valuable insights into career opportunities within healthcare consulting.

Ownership and Execution of Real-World Projects : Took ownership of specific project tasks focused on operational improvement within organization

Networking and Professional Development: Developed networking skills by engaging with industry experts, hospital administrators, and healthcare professionals. Leveraged networking opportunities to gain insights into career paths and future opportunities in healthcare consulting

Application of Academic Knowledge in Practical Settings : Applied theoretical knowledge from academic studies at IIHMR University to real-world scenarios within healthcare consulting. Enhanced analytical skills, industry-specific understanding, and strategic problem solving abilities tailored to healthcare environment