

INTERNSHIP REPORT



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management (HHM)

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Under the Supervision and Guidance of

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Introduction

Sankara Eye Foundation India (SEFI) is a Not-for-Profit organization committed to provide quality eye care services to the poor and marginalized sections of the society since last 47 Years. Started as a small primary health care centre in the year 1977 by Dr R.V. Ramani and Dr Radha Ramani, today Sankara is one among the largest and fastest growing social enterprise with a group of 18 hospitals equipped with world class facilities & robust Infrastructure and catering to the rural & the urban population.

Sankara's Community Outreach Model is a unique, replicable & sustainable model which has transformed over ten million lives since inception and continues to do so.

While Sankara's Pan India footprint is expanding, serving more States and Districts, it has been realized that Primary Eye Care is very important especially at the Village level, for which the concept of Vision Canters has been introduced across all Sankara Units.

Today SEFI is having 42 vision centres spread across 10 states in the country. These vision centres are located in the states of Tamil Nadu, Madhya Pradesh, Karnataka, Gujarat, Rajasthan, Punjab and Uttar Pradesh, Anand. In the upcoming years SEFI is planning to add more units and vision canters in other states of country to achieve the goal of "Eradicating Preventable Blindness" across the country.

Since the past 47 years, Sankara Eye Foundation India (SEFI), has worked to offer the underprivileged and underserved segments of society with high-quality eye care

services. Beginning as a small basic healthcare facility in 1977 under the direction of Dr. R.V. Ramani and Dr. Radha Ramani, Sankara is now among the largest and fastest expanding social enterprises, with a network of 13 hospitals offering top-notch services to both the rural and urban populations.

Overview of Sankara Eye Hospital's Vision centres:

Sankara's Vision centres serve as Satellite Primary Eye Care centres, which are small, permanent facilities designed to offer affordable primary eye care services to semi-rural and rural communities. They serve as the general public's first point of contact for comprehensive eye care services delivered by a single skilled eye care professionals. The facility is often run by optometrists in ophthalmology. Every day, an optometrist screens the patients, and secondary and tertiary consultations are conducted with the base hospital through tele-ophthalmology. Patients who are found to have refractive errors are given glasses. Patients who need surgery are advised by the councillor and taken to the Base Hospital for further care. The Sankara Eye Foundation now operates 36 vision clinics throughout India.

Objective of Internship

- To get knowledgeable about managing and monitoring every vision center under Sankara.
- Gaining knowledge of the operations of vision centers is the objective of the internship.
- To find out more about the camp and outreach program.
- To become familiar with the Rainbow and Gift of Vision programs.
- To gain knowledge of the Sankara Eye Hospital's various departments and non-paying section overview.

Organizational Profile

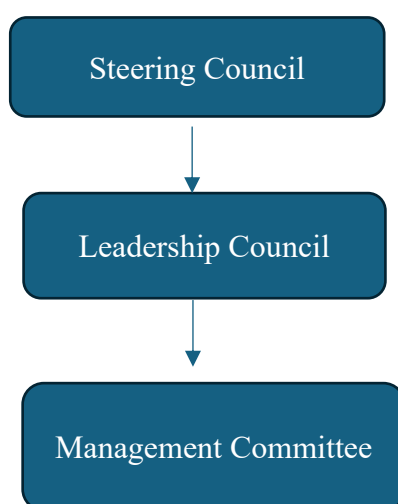
Sankara Eye Hospital is a premier eye care institution in India, dedicated to providing exceptional eye care services and eliminating preventable blindness. Founded in 1977 by Dr. R.V. Ramani and Dr. Radha Ramani, the hospital has grown into a network of specialized eye care centers known for their high-quality treatment, innovative techniques, and community outreach programs.

Vision and Mission

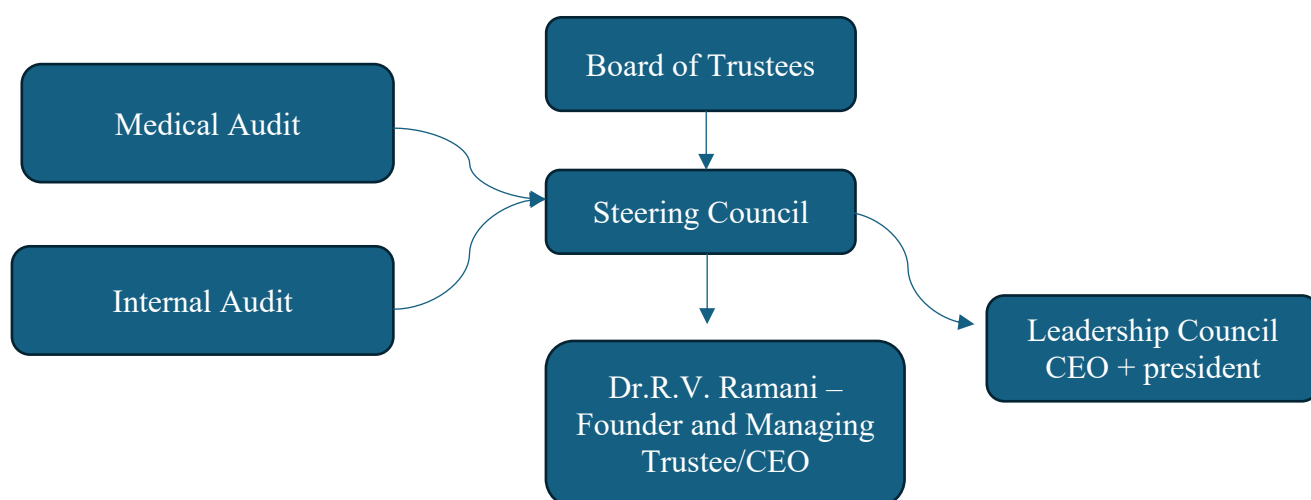
Vision: To work towards freedom from preventable and curable blindness.

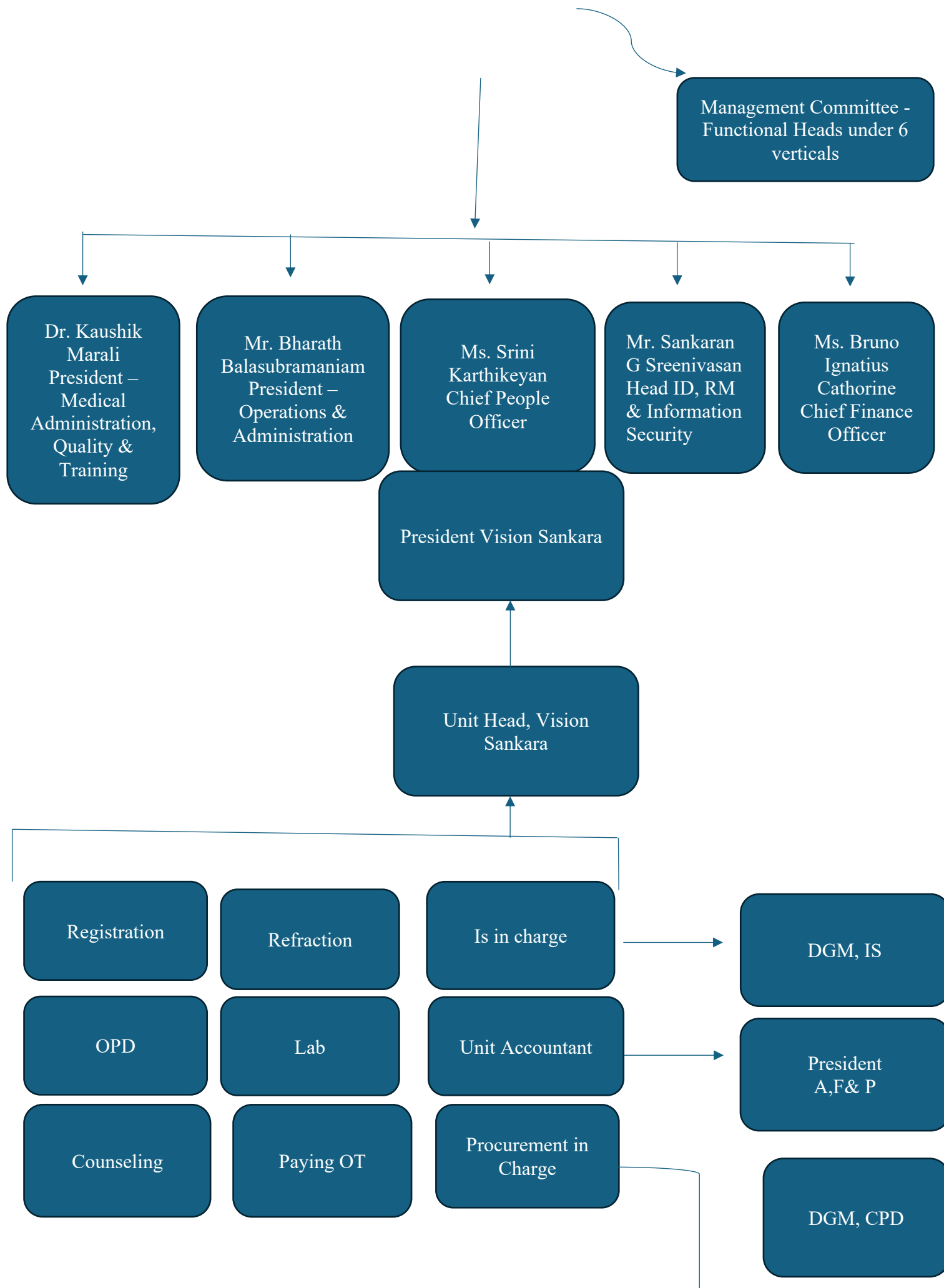
Mission: To provide unmatched eye care through a strong service oriented team.

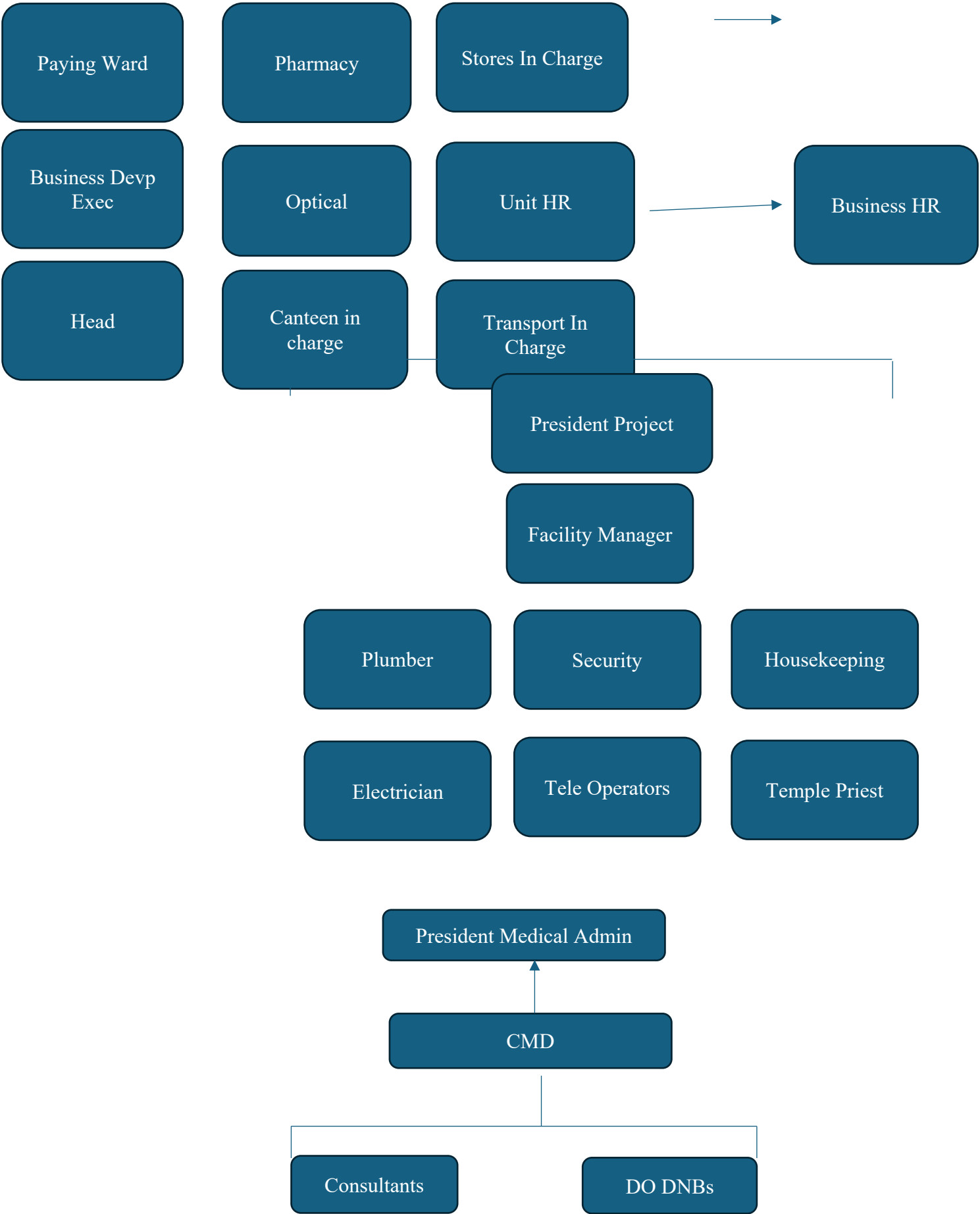
Management Organizational Structure

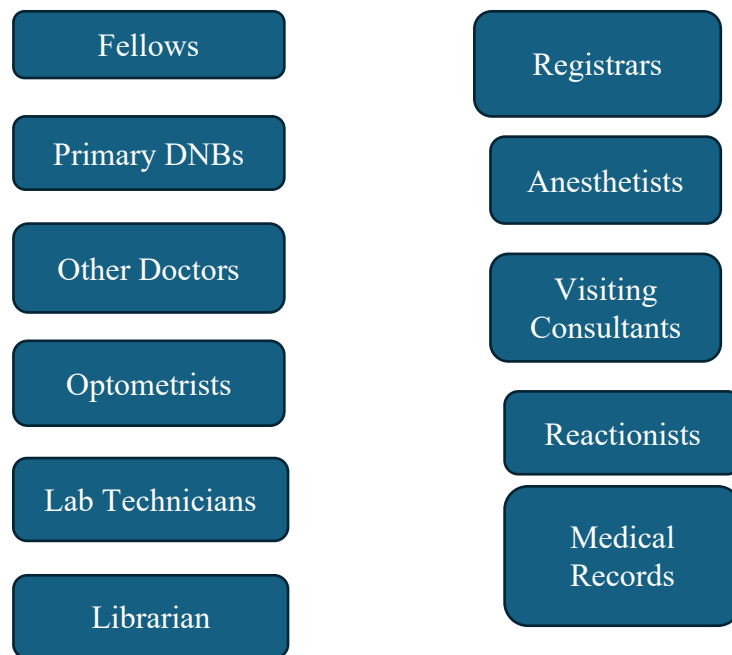


Unit Organization Chart – Integrated Hospital









Services Offered

Sankara Eye Hospital offers a wide range of eye care services, including:

Vitreo Retina Services: Treatment for retinal diseases such as diabetic retinopathy, age-related macular degeneration, and retinal detachments.

Vision Therapy: Vision Therapy centre includes facilities such as Computer Vision Clinic.

Cataract Surgery: Advanced techniques such as phacoemulsification and laser-assisted cataract surgery.

Glaucoma Care: Comprehensive management of glaucoma, including medical, laser, and surgical treatments.

Refractive Surgery: Procedures like LASIK, SMILE, and PRK for correcting vision issues.

Ocular Oncology: Provides specialized care for eye cancers, including diagnosis, treatment, and management of conditions like retinoblastoma, ocular melanoma, and conjunctival tumors, using advanced technologies and a multidisciplinary approach to ensure optimal patient outcomes.

Orbit and Oculoplasty: Procedures for reconstructive and cosmetic surgery of the eye and its surrounding structures.

Pediatric Ophthalmology: Specialized care for children's eye health, including treatment for congenital eye disorders.

UVEA: Focus on the diagnosis and treatment of uveitis and other uveal tract disorders, utilizing advanced diagnostic tools and personalized treatment plans to manage inflammation and preserve vision effectively.

Prosthetic(Artificial) Eye Centre: Specializes in creating and fitting custom-made artificial eyes for patients who have lost an eye due to injury or disease, offering natural-looking, comfortable, and functional prosthetic solutions to enhance appearance and confidence.

Cornea Services: Treatment for corneal diseases, including corneal transplants.

Eye Bank Services: Eye Bank Services facilitate the collection, processing, and distribution of donated corneas, providing sight-restoring corneal transplants to patients with corneal blindness.

Community Outreach Programs:

Sankara Eye Hospital is known for its extensive community outreach efforts, aimed at making eye care accessible to underserved populations:

Outreach Program: Regular eye camps in rural areas for screening and treating eye conditions.

Vision Centre: The Vision Centre is providing accessible, high-quality eye care and early detection services to underserved and rural areas.

Key Activities/ Projects Undertaken Other than Dissertation:

- Visit to camp
- An all-round visit to all the departments in hospital.
- Induction and observation of all departments process in hospital.

Key Learnings from Internship:

- Understand about the functioning of various departments of Sankara Eye Foundation.

- Visit outreach camps and review camps on various location.
- Observation and exploration of various functions of outreach department and Vision Centre.
- Develop research questioner for the study.
- Collect data from vision centres and outreach camps through personal and telephonic interview.
- Analyse the data and prepare the final dissertation report.