

Impact of Hospital Information Systems on Effectiveness and Efficiency: A Case Study Analysis



Internship Report Submitted to

The IIHMR University, Jaipur

for the partial fulfilment of the award of the degree of Master of Business Administration (MBA)
in

Hospital and Health Management

by

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Under the Supervision and Guidance of

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2024

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INTRODUCTION

As a part of my dissertation, I did my internship as a Project Manager Intern at Meta 16 Labs Healthcare & Analytics Pvt. Ltd. Bangalore, Karnataka from April 1, 2024, to June 30, 2024.

During this period, I worked on project “Impact of Hospital Information Systems on Effectiveness and Efficiency: A Case Study Analysis”.

OBJECTIVES OF INTERNSHIP

- To support my efforts in organizing and coordinating the assignment activities across several business functional areas.
- To actively participate in collaborating closely with the teams in charge of developing products, expediting, quality control, and logistics management to guarantee that all project deliverables are fulfilled.
- To support myself in providing project managers with information on the state of their work.
- To hone the managerial and leadership abilities that will be necessary for my further advancement within the company.
- To get an understanding of the procedures and processes at the bottom level through field work, enabling me to build my knowledge and abilities from the ground up.
- I hope to gain knowledge of corporate culture, collaborate with coworkers and in teams, support administrators, and hone my analytical and documentation abilities with this course.

ORGANIZATIONAL PROFILE

VISION

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

MISSION

Enable Healthcare Providers Everywhere and Every time.

OUR GOAL

1. Create Affordable Healthcare IT Solution.
2. Make Healthcare Solutions Easy for & Accessible to Every Strata of Society.
3. Keep Healthcare Data Private & Safe.

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

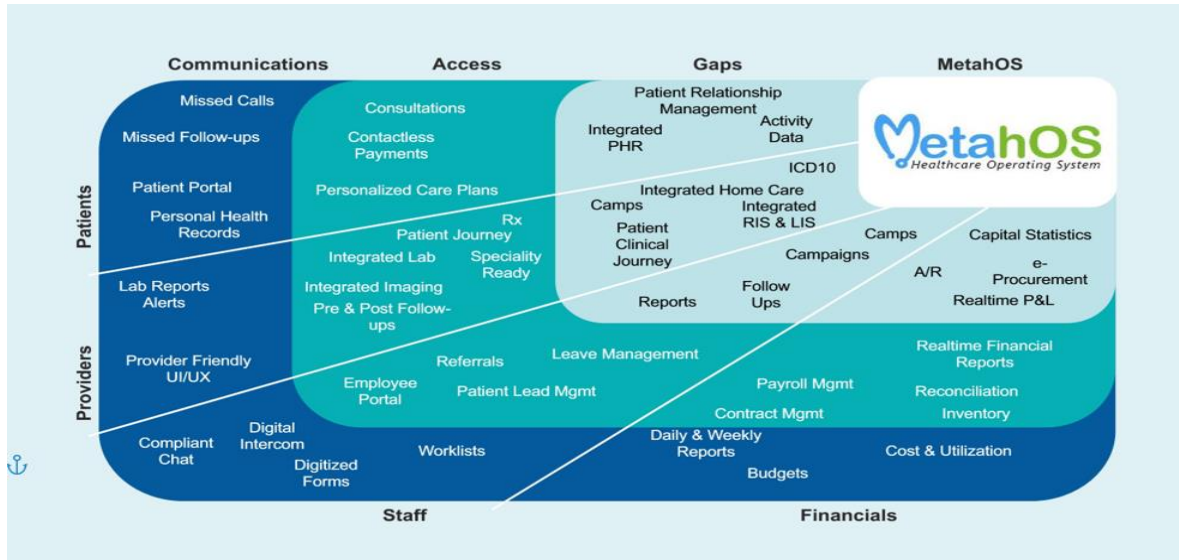
- Create affordable healthcare IT solutions.
- Make healthcare solutions easy for & accessible to every stratum of society.
- Keep healthcare data private and safe.

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.

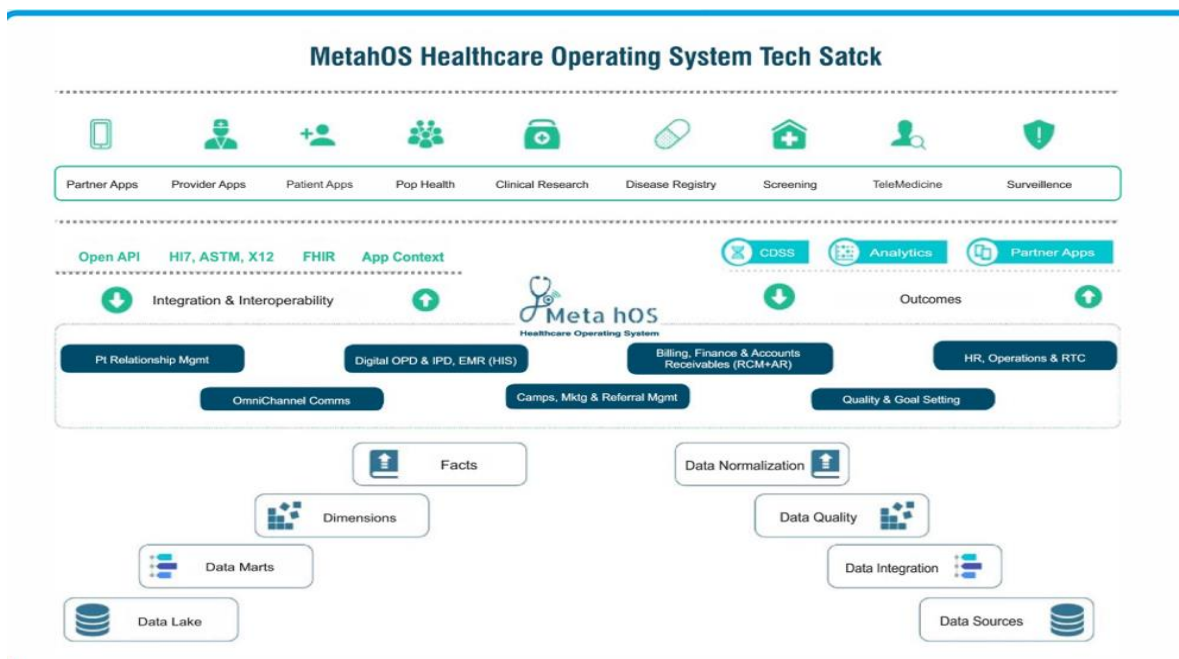
Founded in 2018, the team includes experienced technology-driven individuals from Siemens, Cerner, NHS UK, Swiss Re, Innovaccer, 1mg and practicing doctors, they have crafted a comprehensive suite of innovative healthcare management software that caters to the unique needs of healthcare organizations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

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.



DIGITAL 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.



KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

During this period, I worked on multiple projects like:

- Familiarization with basic terminologies: work order, purchase order, production, deployment, sprint cycle, monolithic, microservices Research on EHR software systems of Africa, Europe. PPT on ICD-10, SNOMED, LIONIC
- Project documentation of ERP. Explored Eternelle Aesthetics (EA) and reported some bugs. Prepared Minutes of Meetings. Client Document Study
- Completed the project documentation of ERP which include Accounts Payable, Payment Management, Payment Worklist, Purchase Requisition. Testing of ERP Modules, Pharmacy.
- Accounts Payable Editing on the basis of this edited screenshots. Vendor Management Documentation.
- Market Research of ERP and Inventory Comparison between stocks & audit sheets on Excel Sheet from EA Website.
- Meeting on IP and Pharmacy
- Work on Product Standup User Story and Workflow on IP Pharmacy Voucher Management Documentation
- Voucher Management Editing. Adding New features to documentation. Screenshots will also be changed on the basis of new features.
- To check download option available on which module in staging. Editing and reviewing of previous documentation.
- Worked on Dissertation.
- Prepared Site Management Documentation.
- Prepared Discharge Log Report Documentation.
- Meeting on how project plan is planned, processed and implemented.

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.
- Learning about bug report and fixation done during the testing of the software.
- 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.