

Internship report

At

ExpressRCM, 314e corporation

Bangalore,Karnataka

By

Dr. Aishwarya

Masters of Business Administration(MBA)

In

Hospital and Health Management

Academic year- 2020-2022



The IIHMR University, Jaipur
1, Prabhu Dayal Marg, Sanganer, Airport
Jaipur 302029, Rajasthan
Ph: 0141 3924700, Fax 3924738
Website: www.iihmr.edu.in

About the internship

This report has been prepared by a trainee working at 314e corp at the end of 2nd year of MBA in hospital and healthcare management from Indian Institute of Health Management and Research. The internship was completed from ExpressRCM, a 314e company, Bangalore from the period of March 2022- June 2022. The key objectives for this internship were to get exposure to the organisation and learn the functions of the organization. Various tasks were allocated during this period which helped in developing the capabilities and skills in preparing for the future managerial role while learning and being guided in a professional work environment.

Main objective of the internship:

- To develop capabilities and soft skills by practically applying their academic knowledge while learning in a work environment.
- To equip students with knowledge and tools to be successful in their future positions
- To familiarize themselves with different departments, staffing and tools and technology used in the organization
- To observe the protocols followed in the organisation and try to acquire skills to accomplish them.
- To work and learn from existing employees and to study the work culture.

Organization profile:

About ExpressRCM

What is today ExpressRCM, started in 2004 as an offshore medical billing company under a different name. 314e Corporation transformed it into a full-blown revenue cycle management company infusing expertise and years of experience of dealing with large hospitals and healthcare systems in the USA.

ExpressRCM is one of the pioneers in the field of offshore medical billing services and has a large team with experience in 20+ medical specialties and 20+ practice management software. ExpressRCM complies with the guidelines of the Health Information Portability and Accountability Act (HIPAA).

ExpressRCM is an innovative service provider of medical billing, revenue cycle management and allied technology services for hospitals, health systems, physician groups and billing companies. Keeping your needs front and center, ExpressRCM works in sync with your existing infrastructure and teams, driving performance improvements, cost reductions and technology enablement to enhance your patient's experience and your bottom line!

About 314e Corporation

314e is a Best in KLAS Healthcare IT Products and Solutions company, serving 250+ Providers, Payers, and Life Sciences companies. We help our customers with digital transformation via cloud adoption, big data, integration, digital learning as well as EHR/ERP implementation, optimization & support. Our team of 500+ worldwide employees is focused on creating cutting-edge products and delivering exceptional services to our customers.

314e helps customers accelerate technology adoption through our state-of-the-art software solutions in the areas of healthcare integration, analytics, and automation. Our global talent allows us to deliver world-class services at great price points to our customers.

The name 314e meaning: 3.14 is the value of the special number Pi (π) – the ratio of a circle's circumference to its diameter. The ubiquitous nature of π makes it one of the most widely known mathematical constants, both inside and outside the scientific community. 'e' is another symbol that shows up in unexpected places in life and mathematics as the base of the natural logarithm. So, how is the 314e name connected to healthcare IT?

Pi (3.14) and 'e' share the same characteristics and qualities needed to deliver healthcare IT solutions successfully: precision, never-ending, connected, and productive. In addition, we believe that our company name is a great way to represent our passion for our healthcare clients and their patients.

By the way, March 14th (Pi Day) has become a special day for us here at 314e. We celebrate this special day at 12:14 PDT (3:14 EDT) on 3/14 with a company party consisting of Pizza and Pi(e)!

Vision

To help our customers achieve the quadruple-aim of healthcare - reducing costs, improving population health, patient experience, and team well-being.

Mission

To provide innovative products & solutions to healthcare organizations as they deliver more efficient, high-quality care and improve the health status in the communities they serve.

Services provided by the organization:

Products:

1. Jeeves: This platform is great because it's like providing At-The-Elbow enterprise application support that never goes away. The end user receives just-in-time assistance with the application within their workflow. No need to call a support line and wait on hold. They receive the help they need directly from Jeeves. For Epic users, Jeeves is listed on the Epic App Orchard.
2. Muspell Health Data Platform – This healthcare data platform brings together data from health claims, EMR, ancillary systems, legacy data, SDoH data, and more. As you'd expect, it has a robust architecture for normalized and structured data with a strong EMPI component. This allows for querying across all your data as one single source of truth for all workloads. Plus, it supports health industry standards like FHIR and API and application access to the data. The future of healthcare is built on the back of data and this platform will help you better leverage this data in your organization.
3. Muspell Archive – This FHIR-native archival solution includes an archive for clinical data, documents & images, non-EHR data, and supports specialty workflows like Release of Information (ROI). It uses a library of legacy connectors and a fast FHIR server to provide single sign-on access from the EHR. Plus, like Jeeves, this application is available for Epic users on the Epic App Orchard.

Services:

- Epic Consulting Services: With an experience of over 300 EHR-related projects and a team of consultants with an average of four certifications and eight years of Epic Implementation experience, 314e is the best partner for end-to-end EHR support. It has rich experience of working with multiple EHR players like Epic, Cerner, Meditech, etc.
- EHR: Speki EHR Help, Consulting, Implementation, Digital Learning Products for EHRs
- Automation: Muspell Automaton RPA Framework, Consulting
- Data/Analytics Services: Business Intelligence, Big Data, Data Warehousing, ETL
- Processing, Data Quality, Master Data Management, Reporting and Data Visualization
- Interoperability Services: Muspell FHIR based CDR, Interface Development, Data Conversion & Archival
- Technology Services: Custom Programming, Robotic Process Automation, Digital Transformation, Cloud Adoption/Migration, Testing

- Payer Services: Claims platforms configuration & testing (TriZetto, Facets, QNXT, HealthEdge, Tapestry)

Key learnings from internship:

1. Learned about US healthcare industry.
2. Learned various technical skills such as Microsoft Excel, Powerpoint, Figma and Trello.
3. Hands on training on different workflows related to revenue cycle management.
4. Intensive training on Product Management and Business development.
5. Worked on a demo project and carried out beta testing and reporting of bugs.
6. Worked on a project of making a dummy online grocery application wherein I carried out competitive analysis, conducted a market research, segmented my customers and made user persona, following this carved the customer journey map along with the minimum viable product design. Lastly made the wireframes for the mobile application.
7. Learnt about time management and work life balance.
8. Organized fun-friday events at the organization every month.
