

Summer Training
At
Apollo Hospitals
Jubilee Hills, Hyderabad

May- 10 to July -2 2021

A Report

By

Dr. Neha Tokas

Roll No – 1142

Under the guidance of

Dr. Nutan P. Jain

MBA Hospital and Health Management

2020-2022



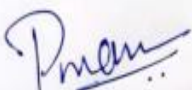
02nd Jul, 2021

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Dr.Neha Tokas** of IIHMR University Jaipur has completed her Project on “**A Study COVID-19 Vaccination, Where we stand & challenges ahead**” at Apollo hospitals, Hyderabad. She has done her Internship from 10th-May-2021 to 02nd-Jul-2021 in **Operations & Human Resources** department. During the period we found her performance to be good and regular in her duties.

We wish all the success in her future endeavors.

For Apollo Hospitals Enterprise Limited


E.POONAM REDDY
MANAGER
HUMAN RESOURCES



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ACKNOWLEDGEMENTS

On the very outset of this report, I would like to extend my sincere and heartfelt gratitude towards all the respected personages who have helped me in this endeavor. Without their active guidance, help, cooperation, and encouragement, I would not have made headway in the report. It is a privilege to have a wonderful 8 weeks (10th May – 2nd July) internship in one of the world's most renowned hospital organization. The internship opportunity I had with the **APOLLO HEALTHCITY, HYDERABAD** was a great chance for learning and professional development. I'm appreciative for this chance and for getting an opportunity to meet such countless brilliant individuals and experts who directed me through this internship.

I would also like to take this opportunity to express my deepest gratitude and special thanks to the HR-training and development team, **Mr. Suresh Reddy sir** (Regional Head/General Manager- HR, Apollo hospitals), who despite being extraordinary busy with his duties, took time to hear, guide and keep us on the correct path and allowing us to carry our internship at their esteemed organization and guiding throughout the internship.

It is my radiant sentiment to place on record my best regards, deepest sense of gratitude to Ms. **Poonam Reddy mam** and Mr. **Naveen Kumar Reddy sir** (Executive-HR apollo hospitals) for their careful and precious guidance which were extremely valuable for my study both theoretically and practically.

I express my deepest thanks to **Ms. Sreelayka mam** and **Ms. Geeta Mam**, operations executive at vaccination department for giving necessary advice and guiding me during every step. I am using this opportunity to acknowledge their contribution gratefully.

I would like to express sincere thanks to **Dr. P.R. Sodani** (president, IIHMR university, Jaipur) for giving me a chance to do summer internship. Now, I would like to express my gratitude towards my mentor at IIHMR University, **Dr. Nutan P. Jain Ma'am** for her extraordinary cooperation, invaluable guidance and supervision. This report is the result of her painstaking and generous attitude.

I would also like to express a deep sense of gratitude to the Placement Cell of my esteemed university for guiding me throughout the internship process and for providing time to time internship guidelines.

I perceive this opportunity as a big milestone in my career development. I will strive to use gained skills and knowledge in the best possible way, and will continue to work on the improvements, to attain desired career objectives.

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ACRONYMS/ABBREVIATIONS

AEFI – Adverse Event Following Immunization

COVID – Corona Virus Disease

CREDAI – Confederation of Real Estate Developers Associations of India

CT – Computerized Tomography

DCGI – Drugs Controller General of India

EMA – European Medical Authority

EMD – Emergency Medicine Department

ENT – Ear, Nose and Throat

HRMS – Human Resources Management System

IPD – In-Patient Department

IT – Information Technology

IVP – Intravenous Pyelogram

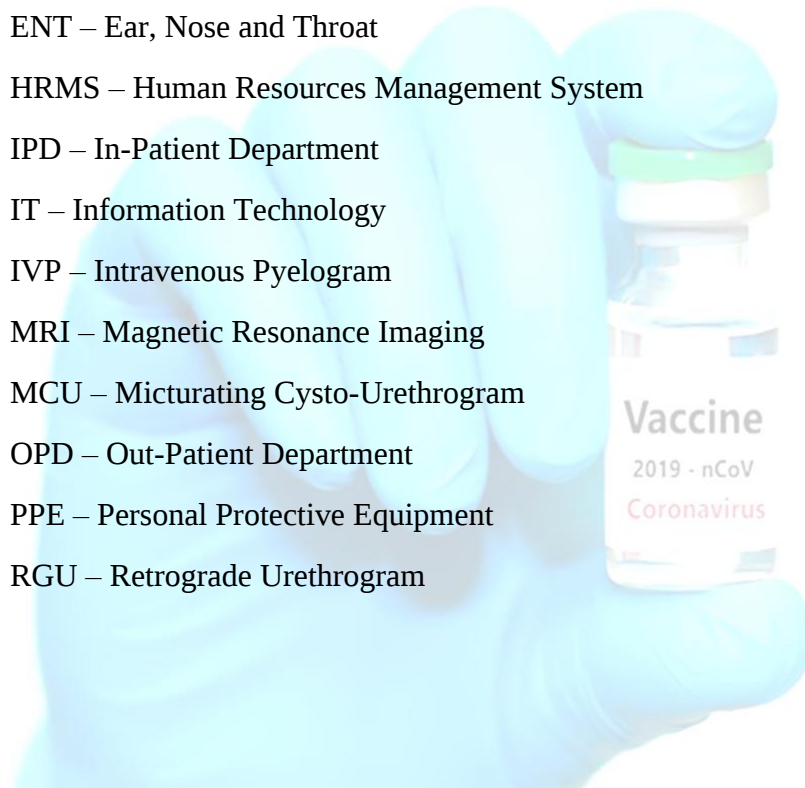
MRI – Magnetic Resonance Imaging

MCU – Micturating Cysto-Urethrogram

OPD – Out-Patient Department

PPE – Personal Protective Equipment

RGU – Retrograde Urethrogram



INTRODUCTION

As part of the MBA Hospital & Healthcare management at IIHMR University, Jaipur the students are required to undergo summer training at health sector organization at the end of their first year. The duration of this summer training is of eight weeks during which the trainee is required to work in an organizational setting and learn their day-to-day activities, apart from helping them out in the tasks assigned to the trainee. The trainee is required to submit a project report at the end of their training and present it to the organization as well as the panel at IIHMR in order to get the training certificate.

The objectives for this summer training are:

1. To understand and learn day to day micro-level operations management of a hospital/healthcare/pharma/rural organization.
2. To identify issues/problems associated with some specific operational area/programs
3. To provide some solution to the identified problems.

This trainee was placed at Apollo Hospital, Jubilee Hills, Hyderabad, Telangana. She was assigned the work in Operations Department for the Vaccination Project. The Apollo health city conducted mega mass vaccination drive and the trainee could follow the entire process, observing vaccination procedure, interacting with public and staff, knowing the registration and billing, and observing patients.

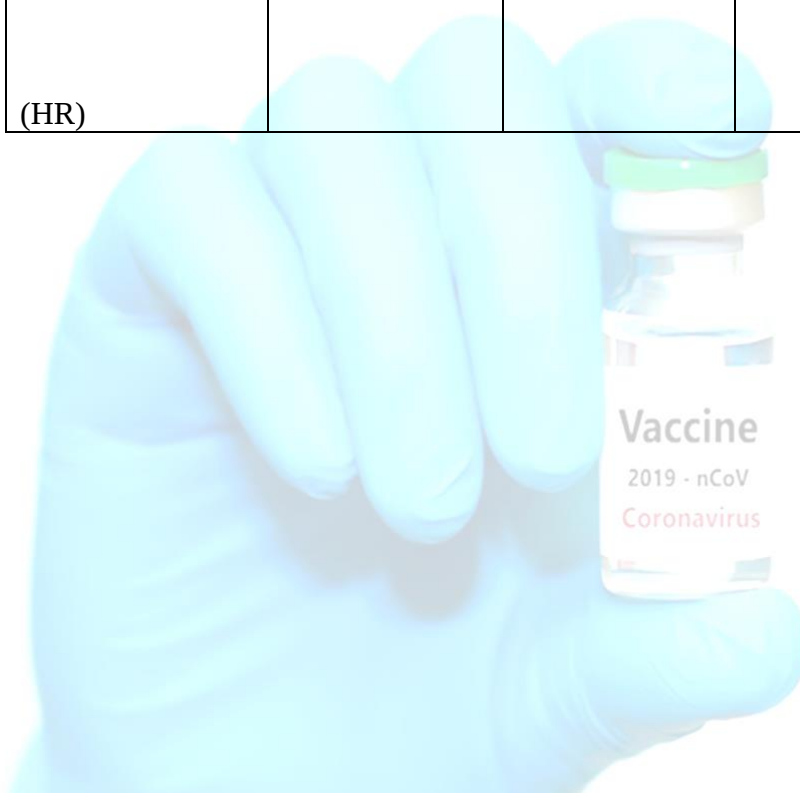
Apollo clinics has immunized almost 1.5 million individuals so particularly far as a component of its obligation to help the Center and Telangana government's Coronavirus inoculation drive. Apollo gathering of emergency clinics has arisen as single biggest vaccinator in India with near 1.5 million pokes and Apollo emergency clinics, Hyderabad with more than 2 lakh hits so far is the biggest private vaccinator in Telangana.

Table 1.0 : A Snapshot of the work done during the Summer Training

WEEK	ACTIVITY PERFORMED	OBJECTIVES	KEY LEARNING
1 (May 10-16, 2021) (VACCINATION PROJECT)	Managing people coming for vaccination	To maintain the social distancing and to make it easier for people to get vaccinated without any hustle.	How to manage a bigger crowd with patience and how to apply various techniques to simplify the vaccination process.
2 (May 17-23, 2021)	Interacting with people coming	To improve the quality of the	How to collect data and what steps can be taken to

(VACCINATION PROJECT)	for vaccination to know the problems they are facing during the process.	vaccination process.	improve the quality of the vaccination process.
3 (May 24-29, 2021) (VACCINATION PROJECT)	Interacting with the nursing staff to know about their problems at vaccination centre.	To understand the vaccination process from the point of view of the nursing staff.	What are the problems that the nursing staff is facing and how it can be managed in a better way.
4 (May 31- June 6, 2021) (VACCINATION PROJECT)	At billing counter and doing registration.	Understanding the billing process and how registration is done.	How the registration and billing process works.
5 (June 7-13, 2021) (VACCINATION PROCESS)	Managing the vaccination data for Corporates and Companies who were having tie ups with Apollo Health City.	To have a proper count of people who came for vaccination.	How to manage the data for huge number of people.
6 (June 14-20, 2021) (VACCINATION PROCESS)	Conducted survey on the vaccine preference and side effects.	To see people's understanding and knowledge about vaccine and to guide them about it.	How to guide people who are not having proper knowledge about vaccine and vaccination process.
7 (June 21-27, 2021) (HR)	Did the insurance for staff.	To ensure the nurses and staff of people whose income is less than 21,000 per month get the	Why we register the staff on ESIC platform and how to register them.

		Govt. insurance by registering them at ESIC.	
8 (June 28-July 2, 2021)	Filling of incomplete data of the staff.	To digitalize every information of the staff.	What is the information that is required and how to fill up the incomplete data and how to generate the data for a new employee and why is it necessary.
(HR)			



ORGANIZATION PROFILE :-

APOLLO HOSPITAL, JUBILEE HILLS, HYDERABAD



Image 1.0

Apollo Hospitals Hyderabad first opened its doors to the world in 1988. It was worked with a mission to carry elite medical services to individuals with a firm confidence in the upsides of greatness, skill, sympathy, and advancement. Today, after almost thirty years, Apollo Hospitals, Hyderabad has arisen as the most famous and confided in incorporated Health City in Asia, gaining practical experience in the whole range from sickness to wellbeing and comprehensive treatment.

There was not even a dull second at Apollo Hospitals, Hyderabad. Every day, the clinic gets numerous drug store walk-ins, affirmations, crisis cases, and health counsels. With consistently spent at the medical clinic, committed specialists and staff play out a large number of administrations including CT filters, MRIs, Cardiac Surgeries, Dialysis strategies, organ transfers, and that's just the beginning; this for a portion of worldwide expenses. The Centre of Excellence at Apollo Hospitals offer a one-stop solution for patients with multiple and complex medical problems, saving them valuable time, effort, and cost, from having to meet several doctors and to undergo diagnostic procedures to have their condition pinpointed.

Major specialties including Heart, Cancer, Bones, Joints & Spine, Organ Transplants, Neurology, Gastro & Colorectal, Bariatric Surgery, Gynecology and Ophthalmology are some of the Centers of Excellence available, which offer exceptional group practice programs.

Apart from that now the Apollo health city has been running the COVID – 19 Vaccination programme in which general public is coming as well as Apollo is also having tie ups with many bigger and smaller companies and corporates through which mass population is being vaccinated each day.

DEPARTMENTS: -

Table 1.1 Clinical Departments	
Cardiology	Pulmonology
Gastroenterology	Dermatology & Cosmetics
Neurology & Neurosurgery	ENT
Orthopedics	Ophthalmology
Emergency & Critical Care	Spine
Oncology	Physiotherapy & Rehabilitation
Transplant Unit	Preventive Medicine
Nephrology & Urology	Robotics
Pediatrics & Neonatology	Bariatrics
Anesthesiology	Endocrinology
Psychiatry	Gynecology & Obstetrics
Day care Facility	General Medicine

Table 1.2 Non-Clinical Departments	
Human resources & Training	Quality
Medical records	Marketing & Communications
IT	Biomedical Engineering
Central Sterile Services	Finance & Accounts
Ambulance control	Blood Bank
Laundry & House – keeping	Maintenance
Food & Beverages	Materials & Purchase
Laboratories	Corporate Relations

Clinical Department

Emergency Medicine Department

Emergency Medicine Department (EMD) is the frontline area of patient care in the hospital and is committed to providing early access, appropriate transport and treatment in its pre-hospital care and quality emergency care to all patients visiting the emergency medicine department. The EMD broadly has two areas of operations:

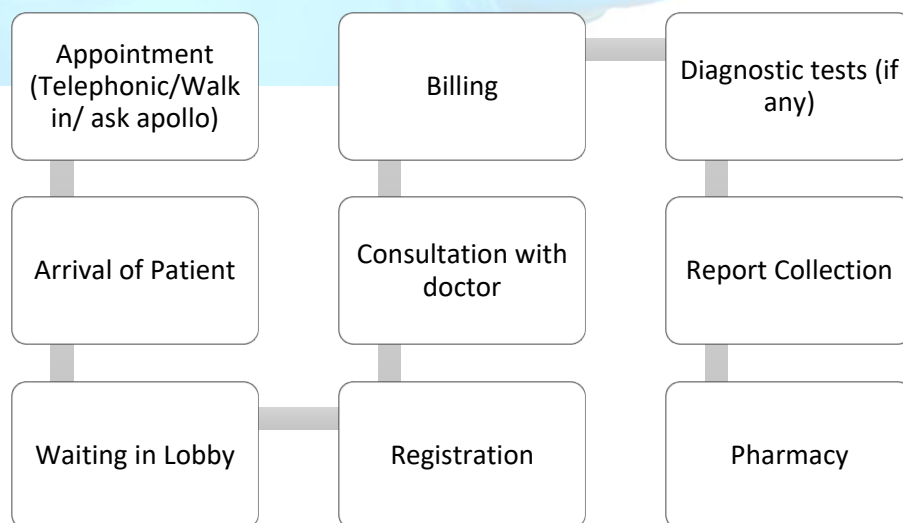
- 1) Emergency Medical Services (Pre-hospital care in ambulance by emergency medical technicians & ambulance drivers)
- 2) Emergency Room (In- hospital care by emergency physicians, emergency nurses, housekeeping & other assistants)

The emergency medicine department is located on the ground floor and has a dedicated access for patient entry. There are in total 20 beds in the ER (including the isolation room bed).

Out - Patient Department (OPD)

The OPD is the first point of contact between the patients and the hospital. OPD includes those patients who do not spend a night in the hospital. The general OPD process in Apollo hospital Jubilee Hills Hyderabad is presented in Fig 1.

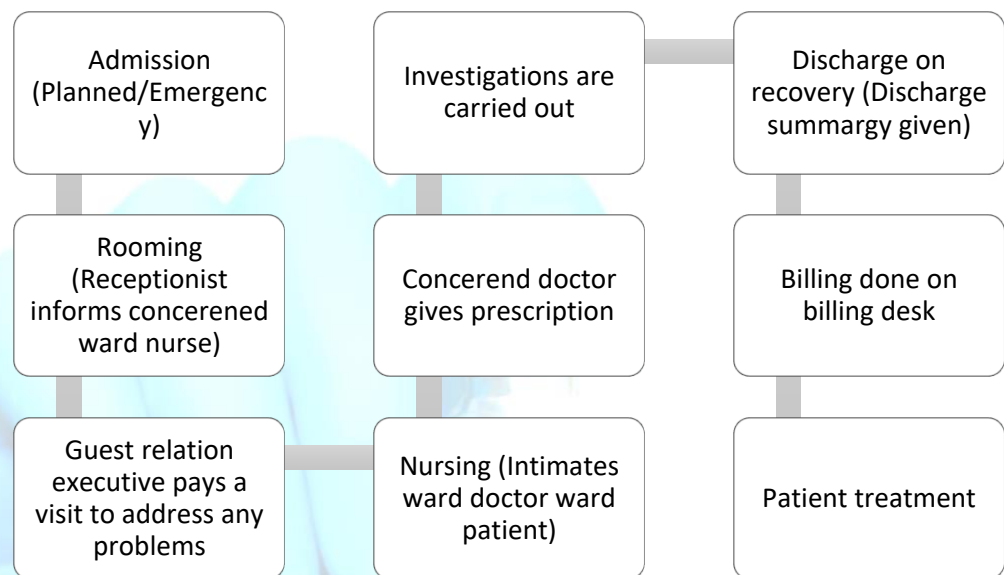
Fig 1: General OPD process in Apollo hospital Jubilee Hills Hyderabad



In – Patient Department (IPD)

The IPD is the department where the patients are admitted in the hospital. In other words, they are those who spend at least one night in the hospital for their treatment. The general process flow for the IPD patients in Apollo Hospital, is as follows (Fig 2)

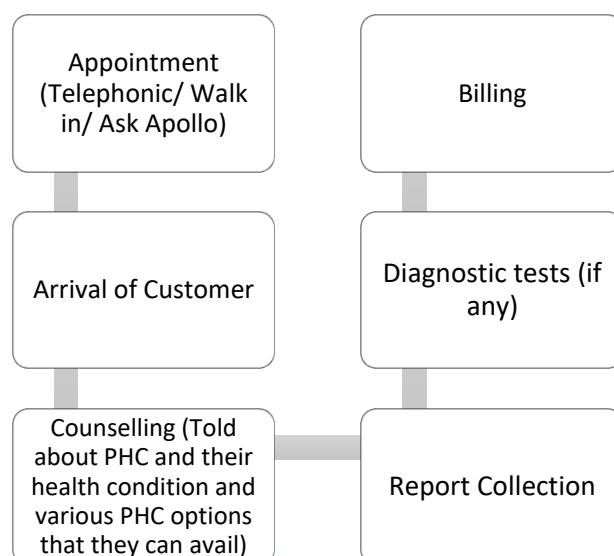
Fig 2: IPD process in Apollo hospital Jubilee Hills Hyderabad



Apollo Personalized Health Checkup:

Apollo Personalized Health Checkup is basically a preventive health check-up plan for its customers. Here every individual can tailor his/her health check-ups according to their needs and wishes. The touch points for APHC in Apollo Hospital is presented in Fig 3:

Fig 3 : Preventive health check-up process in Apollo hospital Jubilee Hills Hyderabad



Non-Clinical Departments

Central Sterile Services Department (CCSD):

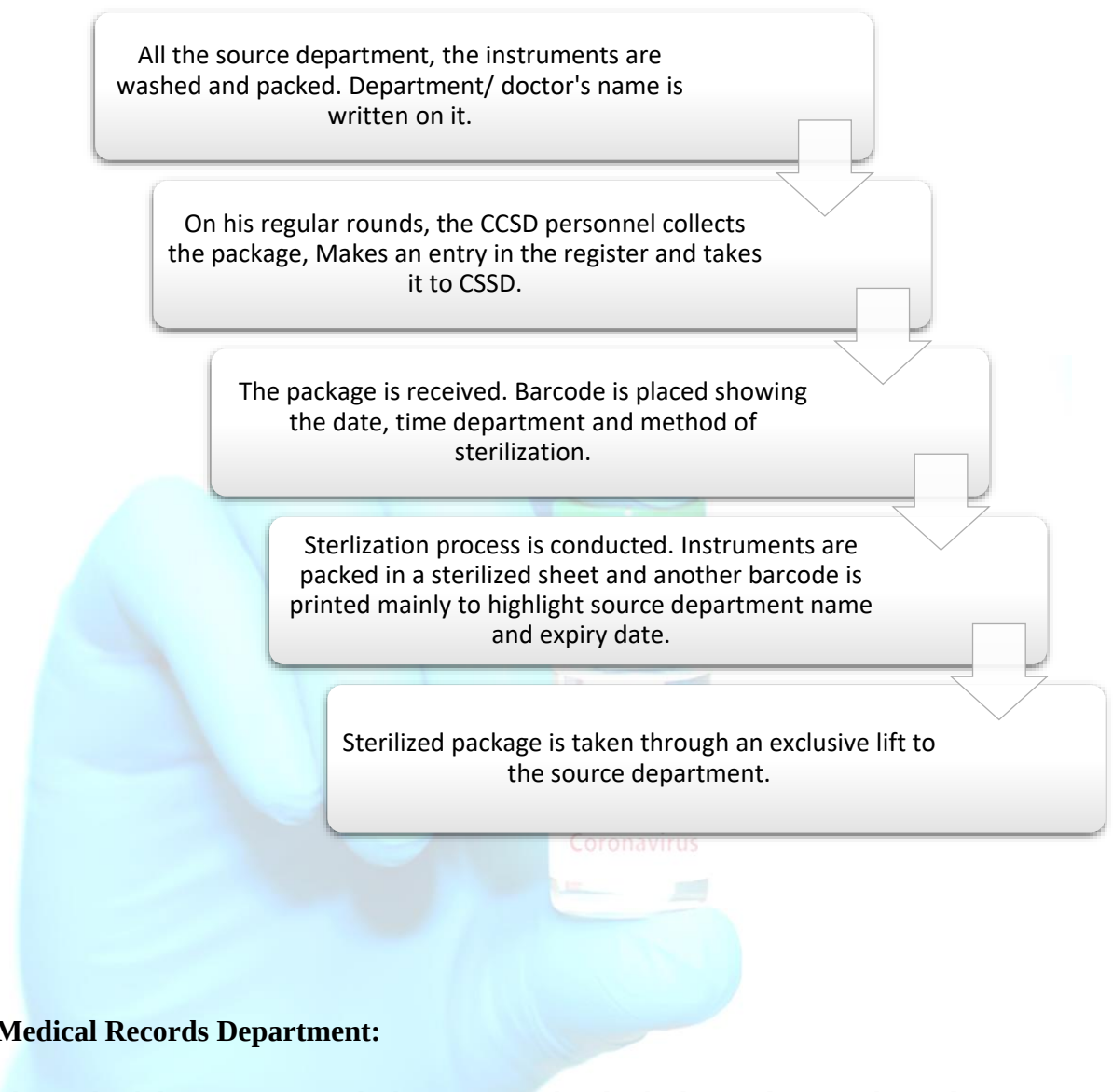
The CCSD is located on the third floor of the hospital. The department is functional 24×7. There are multiple methods of sterilization followed based on the type of material. (table 1.3)

Table 3: Method of Sterilization and Number of Equipments

Method of Sterilization	Number of Equipment
Steam	3
Plasma	3
Ethylene Oxide (ETO)	1

The process followed for sterilization is presented in figure 4:

Fig 4: Process of Sterilization in Apollo hospital Jubilee Hills Hyderabad



Medical Records Department:

The medical department is in the basement, -3 level. The hospital stores physical records of the patients i.e., hard copies of the files. The files are stored according to the registration number of the patient. The hospital also maintains soft copies by scanning the files and storing them in external storage devices.

The records are kept for a duration as directed by the government. It is as follows:

1. OPD records: 3 years
2. IPD records: 10 years
3. Medico-legal cases: 15 years
4. Death record: 15 years

5. Birth record: 18 years

IT Department:

The IT department is located on the fourth floor of the hospital. This department is outsourced from Tata Consultancy Services (TCS). The employees are responsible for the smooth functioning of the internal HMIS, Med Mantra. Any support required, hardware or software, is provided by IT to the hospital.

Blood Bank:

Apollo Hospitals Hyderabad has licensed blood bank with Component and Phresis lab. It successfully meets the request for rare blood transfusion. It offers 24 hours service and has an excellent diagnostic and support service.

Finance Department:

Since Apollo hospitals are a chain of corporate hospitals, they give due importance to the finances. The finance department works closely with the corporate relations department. They have a separate section on the website displaying financial reports for investors to view. They prepare and upload unaudited quarterly reports and audited annual reports.

Food and Beverage Department:

In Apollo Hospitals, Hyderabad, the food and beverage services are provided by the Apollo Sindoori. Apollo Sindoori is one of the leading hospital caterers in India. They work in coordination with the dieticians to provide services to the patients according to their specific needs.

Laboratory Services:

The hospital lab services provide essential diagnostic services which help the physician/doctor to make important decision related to the treatment of the patient. The sample collection from the patients on outpatient basis is done through the sample collection department. For the in-house patients, it is directly dispatched through the sample dispatch boys.

Departments in Hospital Laboratory are:

1. Biochemistry
2. Hematology
3. Microbiology
4. Transfusion Services/ Immunology
5. Immuno-Histopathology (IHC)
6. Cytology
7. Histopathology
8. Radioimmunoassay

Radiology:

The main aim of this department is to provide imaging diagnostic facilities which helps the clinician to plan the treatment of the patient. The department is well-equipped with state of art equipment and provides the following facilities:

1. Conventional Radiology:
 - 1.1. Plain radiography
 - 1.2. Barium swallow, meal, follow through
 - 1.3. IVP, RGU, MCU
2. Imaging Facilities
 - 2.1. US including Doppler
 - 2.2. CT scans
 - 2.3. MRI including MR angiography
 - 2.4. Mammography
3. Invasive Procedures
 - 3.1. Percutaneous needle biopsy
 - 3.2. Percutaneous drainage procedure
4. Diagnostic facilities and Instruments:
 - 4.1. Conventional X-ray machine
 - 4.2. Portable X-ray unit
 - 4.3. Ultrasound
 - 4.4. Ultrasound with color Doppler
 - 4.5. CT-Scan
 - 4.6. MRI



A GLANCE ABOUT APOLLO

A snapshot of a revolution

- Touched over 26 million lives
- 6.5 million Preventive Health Checks
- Patients from over 120 countries
- Over 125,000 Heart Surgeries
- Over 10,000 Joint Replacements
- First Liver Transplant in Children & Adults
- First Multi-Organ Transplant
- Over 7000 Kidney Transplants
- Over 500 Bone Marrow & 929 Liver Transplants

Apollo at a glance

- Turnover - 31,475 (INR Millions)
- PAT - 2,194 (INR Millions)
- Total Hospitals - 50
 - Owned Hospitals - 36
 - Managed Hospitals - 14
- Total no of beds - 8,276
- Pharmacies - 1,364
- Diagnostic clinics - 76

One Day at Apollo Hospitals

- Over 30000 Foot falls
- Over 2200 Admissions
- Over 50000 Lab tests
- 600 Major surgeries
- 3000 emergency cases
- 400 Dialysis
- 2-3 organ transplants
- 250 MRIs
- 400 CT scans
- 30-35 cardiac surgeries



PROJECT REPORT



TITLE OF THE PROJECT:-

COVID – 19 VACCINATIONS DRIVE AT APOLLO HOSPITAL, JUBILEE HILLS, HYDERABAD

Covid sickness (COVID-19) is an irresistible infection brought about by a newfound Covid-19 Virus. Many people contaminated with the COVID-19 infection will encounter gentle to direct respiratory ailment and recuperate without requiring extraordinary treatment. More established individuals, and those with basic clinical issues like cardiovascular infection, diabetes, persistent respiratory sickness, and malignant growth are bound to foster genuine ailment. The most ideal approach to forestall and hinder transmission is to be all around educated about the COVID-19 infection, the sickness it causes and how it spreads. Shield yourself as well as other people from contamination by washing your hands or utilizing a liquor-based rub habitually and not contacting your face. The COVID-19 infection spreads essentially through drops of spit or release from the nose when a contaminated individual hacks or snuffles, so it is significant that you likewise practice respiratory decorum (for instance, by hacking into a flexed elbow).

WHO is bringing the world's researchers and worldwide wellbeing experts together to speed up the innovative work measure and foster new standards and norms to contain the spread of the Covid pandemic and help care for those influenced? The accessibility of a protected and successful antibody for COVID-19 is very much perceived as an extra device to add to the control of the pandemic. Simultaneously, the difficulties and endeavors expected to quickly create, assess, and produce this at scale are colossal. It is imperative that we assess whatever number antibodies as could reasonably be expected as we can't anticipate the number of will end up being practical.

To fight this pandemic, various laboratories were putting their best efforts in the production of the vaccine and as a result of that some of them are successful. As till date 3 vaccines has been launched in India and by comparing all the 3 vaccines, we can know their difference and we can also answer when to take a particular vaccine, who should/should not take a specific kind of vaccine and how much they are

effective. Till now, 2624733776 vaccine doses were administered in India and the vaccination drive is going on at an enormous rate.

The framework consists of three main ‘D’ – dimensions of achieving widespread global COVID-19 immunity via vaccinations. The three D’s are ‘development’, ‘dissemination’, and ‘deployment’: ensuring the continued development of safe and effective vaccines, supplying and disseminating the vaccine around the world, and deploying the vaccine within countries.

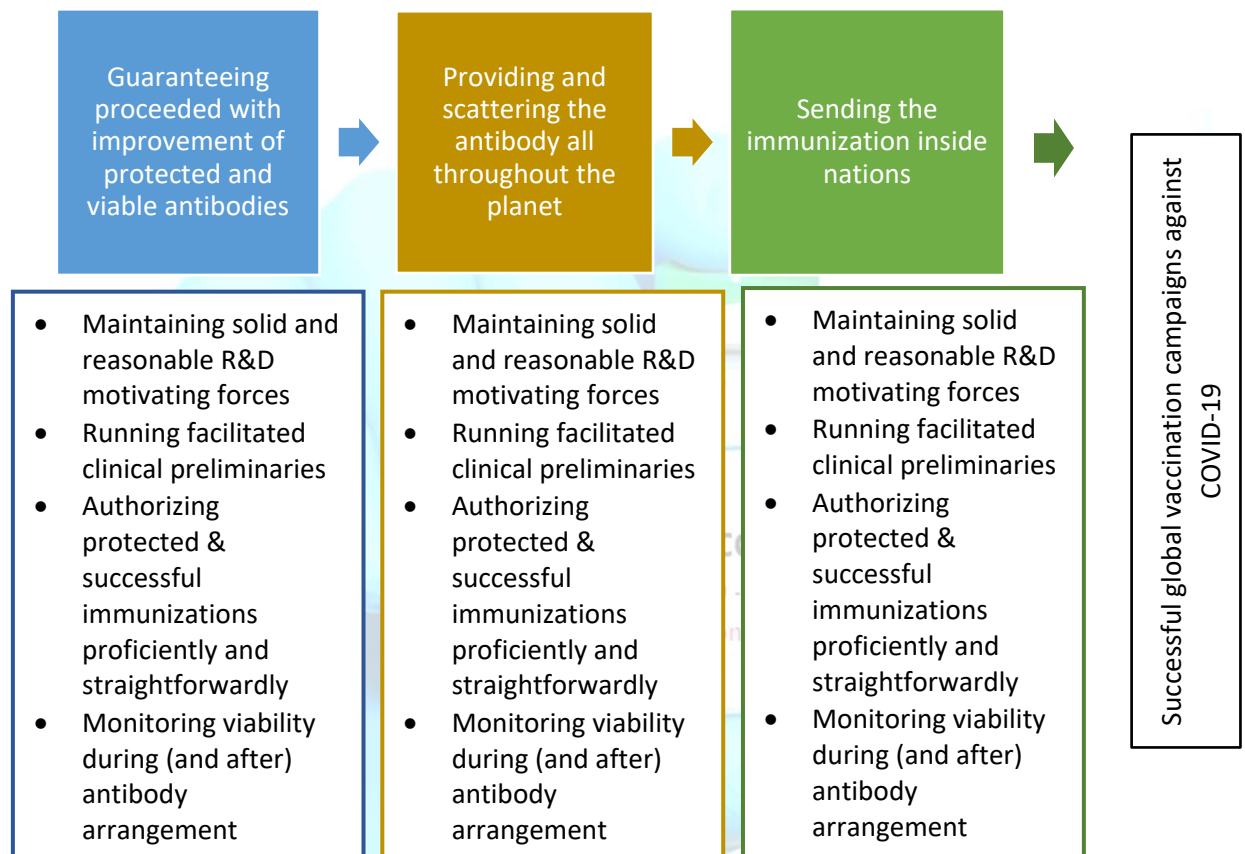


Fig. 1.6

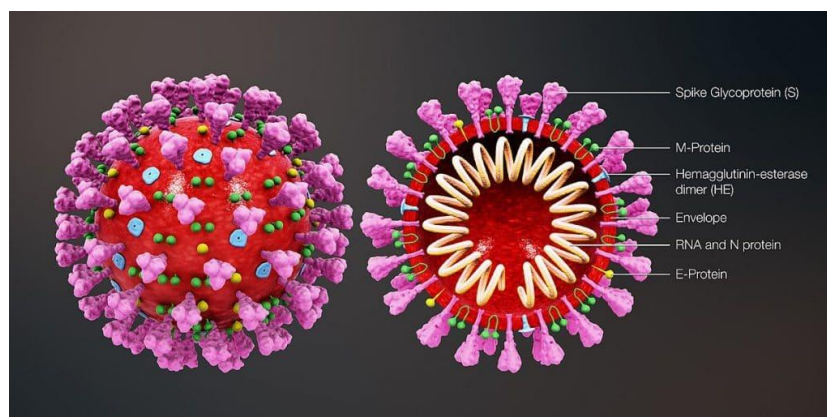


Image 1.1

ABOUT VARIOUS COVID VACCINES

COVAXIN

Covaxin is an inactivated antibody that contains the dead infection, which triggers the resistant reaction however does not make the individual debilitated. Bharat Biotech, a 24-year-old antibody creator with an arrangement of 16 immunizations and fares to 123 nations, utilized an example of the Covid, detached by India's National Institute of Virology. The preliminary data of the phase 3 trial shows that the vaccine has an efficacy rate of 81%. The two doses of the vaccine are given 28 days apart.

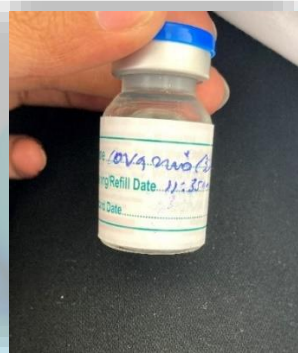


Image 1.2

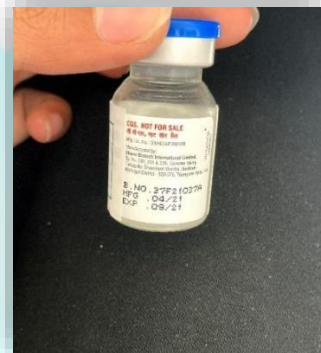


Image 1.3

COVISHIELD

The Oxford-AstraZeneca vaccine's (SII), Covishield is based on the viral vector platform. The vaccine is made from a weakened version of a common cold virus from chimpanzees. When the vaccine is injected into a patient, it prompts the immune system to start making antibodies and primes it to attack any coronavirus infection. The doses of COVID-19 vaccine have a 70% efficacy rate. It is two doses shot, where the second one is administered 12 weeks after the first one.



Image 1.4

SPUTNIK V

The vaccine, developed by Moscow's Gamaleya Institute is also a vector vaccine, based on adenovirus. It uses a cold-type virus, engineered to be harmless, as a carrier to deliver a small fragment of the coronavirus to the body. Safely exposing the body to a part of the virus's genetic code in this way allows it to recognize the threat and learn to fight it off, without the risk of becoming ill. Sputnik V gives around 92% protection against coronavirus. Two slightly different versions of the vaccine are administered at the gap of 21 days.



Image 1.5



Image 1.6



Image 1.7

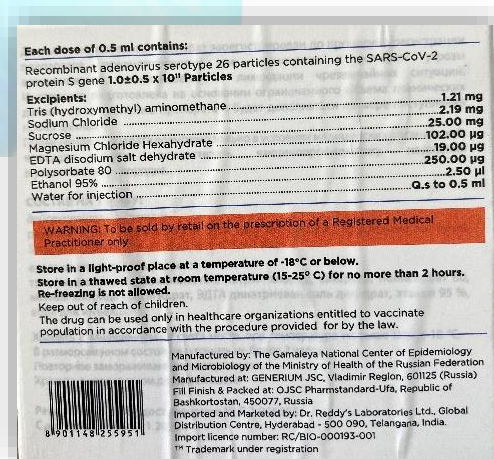


Image 1.8

A comparison between Covishield, Covaxin and Sputnik V

This table gives us the basic idea about the differences in the vaccines available till the date. The initial price announced by the government of COVID-19 vaccines are given in this table.

Table 1.4: Comparison of three COVID Vaccines: Covishield, Covaxin and Sputnik V

Vaccine	Type of Vaccine	Dosage and time gap between doses	Storage and expiry	Price in INR (Rs)
AstraZeneca (Covishield from SII - Pune)	Viral Vector	2 injections, 12-week gap	2 to 8 degrees Celsius, 6 months	Rs. 780/-
CoVaxin (Bharat Biotech, Hyderabad)	Inactivated Virus	2 injections, 4-8-week gap	2 to 8 degrees Celsius	Rs. 1410/-
Sputnik V (Gamaleya - Russia & Dr Reddy's)	Viral Vector	2 injections; 21 days to 3 months	-18.55 degree Celsius (liquid form) and 2 to 8 degrees Celsius (dry form)	Rs. 1145/-

Vaccine efficacy-

All three vaccines have shown promising results in their respective clinical trials.

COVISHIELD

The peer-reviewed results of the Phase-III trials of the Covishield show that it is up to 90% effective. The outcomes additionally uncovered that the immunization was just 62% viable when members were given two full portions, however its adequacy rose to 90% when a half portion followed by a full portion was managed. Likely, the immunization will be viable against the new strain too.

Covishield works effectively against the UK strain and is being tested against the Brazilian variant.

COVAXIN

The updated second interim phase 3 trial data shows that Covaxin has an efficacy rate of 78% a tad lower than the earlier reported efficacy of 80.6% based on the first interim trials conducted in March. The efficacy against severe COVID-19 disease was 100%, the company claimed, but that against protecting from asymptomatic COVID-19 infection was 70%. The vaccine can induce antibodies that can neutralize even the UK strain and other heterologous strains.

Covaxin is successful in protecting against both, the UK, and Brazilian variants.

SPUTNIK V

Manufacturers of the Sputnik V vaccine released a statement detailing an impressive 95% efficacy rate. Estimations depended on the examination of information on volunteers who got both the first and second portions of the Sputnik V antibody or fake treatment at the subsequent control point as per the clinical preliminary convention. Fundamental information from volunteers got 42 days after the primary portion or 21 days after the subsequent portion demonstrates Sputnik V's viability is over 95%.

According to the makers of the vaccine, Sputnik is one of the best options against the mutations of the virus as it is the only one that uses two totally different shots.

Safety and Side-Effects

The one aspect where Covaxin has an obvious edge is the eligible age group. Covaxin can be controlled to anybody more than 12 years old, while Covishield has been considered safe just for those over 18 years old.

Recent studies of the European Medical Authority (EMA) have shown the possibility of “unusual” blood clots (thrombosis) with abnormally low blood platelets (thrombocytopenia) as a very rare side effect of the AstraZeneca vaccine. This has provoked the Indian specialists, including the National Committee for Adverse Event Following Immunization (AEFI), to audit the unfavourable responses of Covishield and Covaxin.

While taking both antibodies, it is ideal to tell your immunization supplier ahead of time on the off chance that you are pregnant, breastfeeding, invulnerable compromised, or confronting some other genuine wellbeing related issue.

COVISHIELD

Covishield does have a few side effects, such as pain, redness, itching, swelling or bruising, feeling unwell, fatigue, chills, fever, headache, nausea, joint pain, and muscle ache, but they are mostly mild to moderate in nature and can be treated with over-the-counter pills.

It is likewise known to have set off unfavourably susceptible responses like bothersome skin rash, windedness, and growing of the face or tongue, so on the off chance that you have a background marked by sensitivities, it is fitting to talk with a specialist first.

COVAXIN

Along comparable lines, Covaxin also has actuated results including site torment, infusion site growing, infusion site redness, infusion site tingling, firmness in the upper arm, shortcoming in the infusion arm, body hurt, migraine, fever, disquietude, shortcoming, rashes, queasiness, heaving.

However, Covaxin is less likely to cause any allergic reaction. But if there is any, it is advisable to consult with a doctor first without any delay.

SPUTNIK V

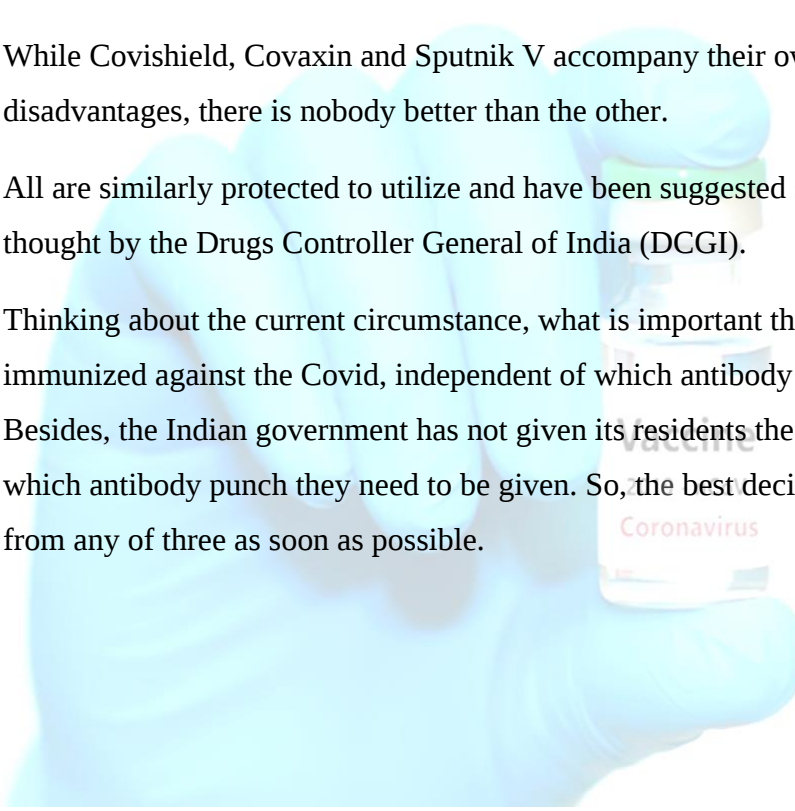
Sputnik as well, has transient minor unfriendly occasions, for example, torment at the infusion point and influenza like indications including fever, shortcoming, weakness, and migraine. No unforeseen antagonistic occasions were recognized as a feature of the examination.

It ought not be regulated to anybody in an intense phase of hypersensitive response. One ought to complete blood tests for Immunoglobulin E and C-responsive protein in the event of sensitivities, and on the off chance that they are not inside as far as possible, they ought to rethink getting the Sputnik hit.

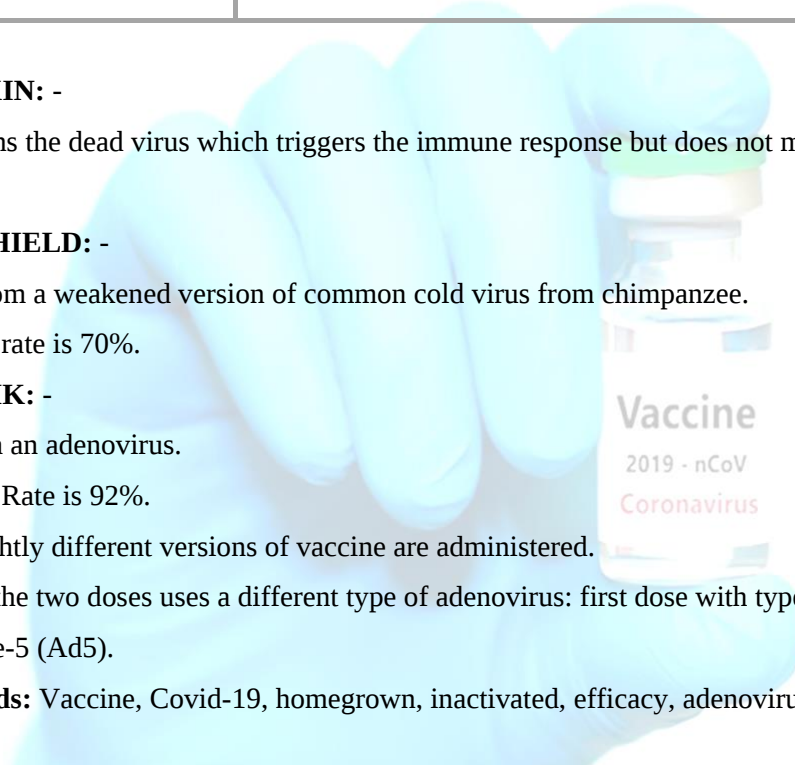
While Covishield, Covaxin and Sputnik V accompany their own advantages and disadvantages, there is nobody better than the other.

All are similarly protected to utilize and have been suggested solely after cautious thought by the Drugs Controller General of India (DCGI).

Thinking about the current circumstance, what is important the most is being immunized against the Covid, independent of which antibody has been controlled. Besides, the Indian government has not given its residents the decision to choose which antibody punch they need to be given. So, the best decision is to get vaccinate from any of three as soon as possible.



LITERATURE REVIEW

S.NO	TITLE	AUTHOR/ NEWSPAPER	DATE/ YEAR
1.	COVISHIELD VS COVAXIN VS SPUTNIK V: WHICH ONE IS BETTER?	TIMES OF INDIA https://timesofindia.indiatimes.com/life-style/health-fitness/web-stories/best-coronavirus-vaccine-covaxin-vs-covishield-vs-sputnik-v-which-one-is-better/photostory/83205740.cms	4 TH JUNE 2021
 COVAXIN: - It contains the dead virus which triggers the immune response but does not make the person sick. Efficacy rate is 81%. COVISHIELD: - Made from a weakened version of common cold virus from chimpanzee. Efficacy rate is 70%. SPUTNIK: - Based on an adenovirus. Efficacy Rate is 92%. Two slightly different versions of vaccine are administered. Each of the two doses uses a different type of adenovirus: first dose with type-26 (Ad26), then a booster dose with type-5 (Ad5). Keywords: Vaccine, Covid-19, homegrown, inactivated, efficacy, adenovirus, infection			
2.	CORONAVIRUS VACCINE: WHY DO SOME PEOPLE GET SIDE-EFFECTS AND SOME DON'T?	TIMES OF INDIA https://timesofindia.indiatimes.com/life-style/health-fitness/health-news/coronavirus-vaccine-why-do-some-people-get-side-effects-and-some-dont/photostory/83511534.cms	15 TH JUNE 2021, 11:00 IST

1. Different vaccines showcase different responses.
 2. Covaxin tends to dole out 'fewer' inflammatory reactions in comparison to Covishield.
 3. Women, more than men, tend to experience harsher, and more intense side-effects from the vaccine doses.
- Keywords:** Coronavirus, vaccinated, side-effects, antibodies, immunity, symptoms, immune system

3.	ADVERSE EFFECTS OF COVISHIELD: 26 CASES OF MINISCULE BLEEDING, CLOTTING REPORTED, SAYS GOVERNMENT	ZEE NEWS https://zeenews.india.com/india/adverse-effects-of-covishield-26-cases-of-miniscule-bleeding-clotting-recorded-says-government-2362654.html	17 TH MAY 2021, 20:31PM IST
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Over 23,000 adverse events have been reported since the vaccination drive involving Covishield and Covaxin vaccines started in the country and of these 700 cases were reported to be serious.

Keywords: Potential, administered, immunisation, beneficiaries, symptoms, monitoring, adverse

4.	SPUTNIK V COVID-19 VACCINE: HOW MUCH DO WE KNOW ABOUT ITS SIDE EFFECTS?	MEDICAL NEWS TODAY https://www.medicalnewstoday.com/articles/sputnik-v-covid-19-vaccine-how-much-do-we-know-about-its-side-effects	10 TH MAY 2021
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Sputnik V is developed by the Gamaleya National Centre of Epidemiology and Microbiology in Russia.

It was the first COVID-19 vaccine to be authorized. The most common side effects were:

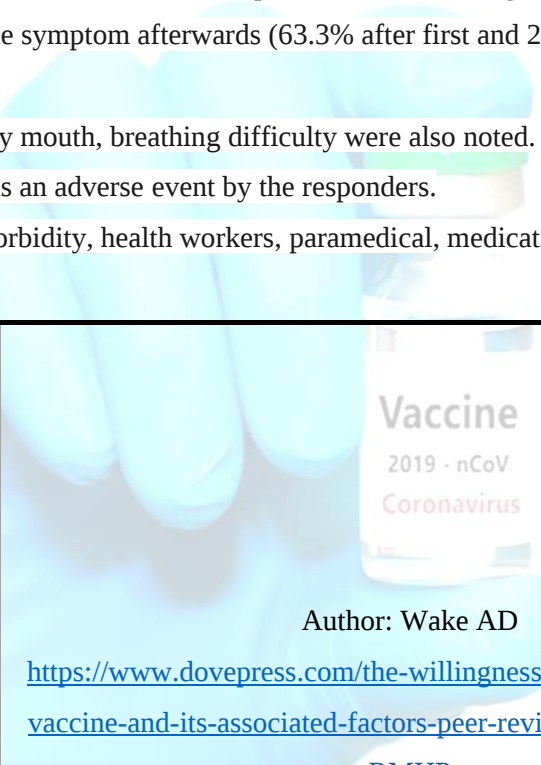
- flu-like illness
- headache
- fatigue

- injection-site reactions

45 out of 16,427 participants who received the vaccine reported serious adverse events, including deep vein thrombosis, haemorrhagic stroke, and hypertension.

Keywords: Sputnik V, Gamaleya, illness, spike protein, vulnerability, side-effects

5.	COVAXIN COVID-19 VACCINE: WHAT TO KNOW ABOUT SIDE EFFECTS	MEDICAL NEWS TODAY https://www.medicalnewstoday.com/articles/covaxin-covid-19-vaccine-what-to-know-about-side-effects	
Covaxin is also known as BBV152. It is a type of whole-virus vaccine called an inactivated vaccine. The vaccine's phase 1 and 2 clinical trial data state that adverse events include fatigue, body aches, nausea, vomiting, and chills. No serious side effects were reported. Of the 380 participants who received the first dose of the vaccine, at a concentration of either 3 or 6 micrograms, 17 participants, or 4.5%, experienced injection-related reactions, and 23 participants, or 6.1%, experienced systemic reactions, such as body aches and fever. A similar number of adverse reactions were reported after the second dose. Keywords: emergency, authorization, biotechnology, replicate, adverse, vaccine			
6.	ADVERSE EVENTS AND THEIR ASSOCIATION WITH COMORBIDITIES AFTER FIRST AND SECOND DOSES OF COVISHIELD VACCINATION AMONG HEALTHCARE	Authors: - A Remlabeevi, Thomas Mathew, G S Harikumar Nair, Greeshma Lathika Rajasekharan Nair, Mariyam Rajee Alex Adverse events and their association with comorbidities after first and second doses of Covishield vaccination among healthcare workers of Government owned medical colleges in Kerala medRxiv	25 th May' 2021

	WORKERS OF GOVERNMENT OWNED MEDICAL COLLEGES IN KERALA		
The objective of this study was to find the proportion of vaccine recipients with adverse events following the first and second doses of Covishield vaccination. The key findings were that 56.7% of those who responded after receiving either first or second dose of the vaccine developed at least one symptom afterwards (63.3% after first and 24.3% after second dose of the vaccine respectively). Symptoms like chest pain, dry mouth, breathing difficulty were also noted. Seizures were also reported as an adverse event by the responders. Keywords: Covishield, comorbidity, health workers, paramedical, medication, Infection, symptoms			
7.	THE WILLINGNESS TO RECEIVE COVID-19 VACCINE AND ITS ASSOCIATED FACTORS: “VACCINATION REFUSAL COULD PROLONG THE WAR OF THIS PANDEMIC”	 Author: Wake AD https://www.dovepress.com/the-willingness-to-receive-covid-19-vaccine-and-its-associated-factors-peer-reviewed-fulltext-article-RMHP	21 st June' 2021

There was insufficient level of willingness to receive COVID-19 vaccine, and several factors were associated with it. Health education should be provided concerning this vaccine to improve the willingness of the community.

Key Words: COVID-19, vaccine, willingness, acceptance, associated factors, demand

8.	EFFICACY AND SAFETY OF COVID-19 VACCINES	Authors: Kai Xing, Xiao-Yan Tu, Miao Liu, Zhang-Wu Liang, Jiang-Nan Chen, Jiao-Jiao Li, Li-Guo Jiang, Fu-Qiang xing, Yi Jiang https://pubmed.ncbi.nlm.nih.gov/33691913/	March'2021
Most of the COVID-19 vaccines appear to be effective and safe. Double dose vaccination is recommended. However, more research is needed to investigate the long-term efficacy and safety of the vaccines and the influence of dose, age, and production process on the protective efficacy. Keywords: Covid-19 vaccines, Covid-19, Aged, China, muffins, SARS-CoV 2, Vaccines			
9.	ACCEPTANCE AND ATTITUDES TOWARDS COVID-19 VACCINES	Authors: Tamam El-Elimat, Mahmoud M. AbuAlSamen, Basima A. Almomani, Nour A. Al-Sawatha, Feras Q. Alali https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0250555	23 rd April' 2021
Jordan is identified a one of the lowest countries in the acceptance of COVID-19 vaccines, where 36.3% of its total population refused to get vaccinated. Hence, there is a need of awareness campaigns in order to boost COVID-19 vaccines acceptance. Keywords: availability, affordability, population, attitude, acceptance			
10.	CONCERNS & MOTIVATIONS ABOUT THE	The Lancet Infectious Diseases https://www.thelancet.com/journals/laninf/article/PIIS1473-3099(20)30926-9/fulltext	15 th Dec' 2020

	COVID-19 VACCINATION		
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This study presented data collected in Australia in April 20, which suggested that 86% of people surveyed (3741 of 4362) would be willing to vaccinate against COVID-19 if a vaccine became available. The data showed that the most reported reasons to get vaccinated were to protect family and self, with safety being the main concern about the vaccine.

Keywords: Community, pandemic, vaccinate, Covid-19, vaccines



Learnings during the Summer Training-

In this section, the learnings are presented based on Department wise/programme wise observations.

As being posted in the operations department and was working with the covid 19 vaccination programme has given a brief idea how the vaccination programme is actually running and what are the major critical factors that are affecting the programme.

The COVID-19 immunization can give basic assurance and decrease the danger of mortality and is viewed as a vital counteractant out of this emergency and a rampart against an expected third wave. But, casual specialists are less inclined to be inoculated because of different obstructions in the current immunization structure.

a. Digital Divides

To start with, the immunization system is vigorously subject to innovation and confined by age. Online enlistment is required for those in the 18-45 age bunch. This advantages metropolitan inhabitants with assets, however a huge extent of laborers need computerized proficiency and don't approach gadgets or web.

Besides, a greater part of the casual labor force are in the 18-45 age bunch because of the laborious idea of work. Need by age gathering and innovation driven-inoculation programs have prompted antibody incongruities. In families where nobody has gotten inoculation, immunize procuring individuals from the family, paying little heed to age and admittance to gadgets, so they are secured and can keep on working.

b. Employer Responsibility

Second, at every possible opportunity, bosses should be roped in to help inoculation arrive at a bigger populace of laborers. Like a few private corporate associations that have made responsibilities to inoculate representatives and their families, in certain areas it could be feasible to stretch out immunization to casual specialists through the channel of business. The development to an inoculation drive should zero in on solid general wellbeing informing.

c. Effective Messaging

Third, the development to an inoculation drive should zero in on solid general wellbeing informing. Since numerous specialists don't approach news media or web-based media, it is important to investigate different methods of correspondence to bust legends around immunization. This is imperative to ensure the cycle of assent isn't compromised.

d. Inclusive Vaccination

Fourth, attributable to the significant expense of immunization procurement and conveyance, state governments are starting to limit inoculation by residence status. For example, the Uttar Pradesh government as of late pronounced that first inclination will be given to local people. This is unexpected thinking about that UP conveys a larger number of travellers than it gets.

The gathering said that at the current speed, India's inoculation drive will require 2.4 years to finish, while worldwide disease transmission specialists have cautioned that the infection may transform in less than a year, making it hard for ebb and flow antibodies to contain the spread.

e. Limitations - Where are the stocks?

Serum Institute of India as of now has a limit of delivering 70 million dosages every period of Covishield, which it vows to increment to 100 million portions by June. Bharat Biotech has a current limit of delivering 10 million dosages of Covaxin a month, which it has vowed to twofold by May and make 60 million by July. This implies India will have a supply of around 90 million antibody dosages each for the period of May and June.

The Centre would in any case require that numerous dosages as the work of immunizing the 45 or more-age bunch has far to go. Test this: while more than 100 million individuals of this classification have their first portion, just 13 million have their second up until now and the excess 87 million will line up in May and June for it. There are 450 million individuals in the 45 or more-age classification, showing that the errand is a long way from accomplished for this need bunch which represents 80% of Covid mortalities.

f. Private hospitals step out

Private emergency clinics, according to the new strategy, can neither immunize individuals of the 45 or more class at Rs 250 for every portion from May 1 nor will they get any more antibody supplies from the Center. They have been advised to secure their provisions solely from the antibody providers from May 1. This would imply that 3,977 private immunization destinations functional in the nation as of now would stop to work from May 1 as they would not get any stocks quickly from the two providers for any of the age gatherings. Individuals who got their first portion from a private clinic may well need to make a beeline for one of the 53,438 government immunization places for their subsequent portion. This would just press government inoculation focuses till private clinics get stocks straightforwardly from providers and resume immunization in June or much later as they will get the stocks after the states do.

g. Vaccination numbers falling

The falling immunization numbers are a further reason for stress with the states putting it's anything but an absence of stocks from the Center while the focal government has focused on that the states actually have almost 11 million dosages in their stock with 2 million more on the way. The lockdowns in different states have eased back the inoculation drive with individuals wondering whether or not to venture out given the rampaging second flood of the pandemic. The fall in immunization numbers is distinct in the most exceedingly awful influenced states like Delhi where the activity ought to have been done in mission mode given the dramatic ascent in cases.

h. Production

Starting May 1, the Great Indian Vaccine Rollout was relied upon to cover a huge number of individuals in the 18-44 age section the nation over in the immunization drive against Covid-19. At the point when it was dispatched on January 16, the staged rollout of the program was in a state of harmony with the accessibility of Covid immunizations in the country. The primary goal was the medical services and bleeding edge laborers managing the pandemic. Then, at that point it was the turn of those over 60 years where death rates were the most noteworthy for the

infection. Everything looks OK. Things started to turn out badly in late March when the public authority brought down the age for antibody qualification to 45 years or more from April 1 and request started exceeding stock. Focal government authorities guarded themselves by calling attention to that India had immunized more than 143 million individuals and keeping in mind that it was not the biggest number (the US and China have vaccinated more), it was as yet the quickest as far as the quantity of days taken. What those figures concealed was the awkward reality that they covered scarcely 1.5 percent of the populace. Of those figured as generally defenceless (over 60), just 50 percent of an expected 120 million have been inoculated up until this point, including 9.3 million who had likewise gotten the second portion by April 27. About 60 million senior residents still need to be covered even as, from April 1, another 200 million of those 45 years or more joined the line for the immunization.

i. Distribution

A complete guide for the antibody rollout, figuring in assembling destinations, dissemination focuses and last-mile wellbeing utilities, and guaranteeing that there is insignificant wastage, and the immunization is put away at the right temperatures in cool chains, is as yet underway. Without such an outline, antibody creators are anxious the fault for the looming intense immunization deficiency will be set at their entryway. General wellbeing specialists contend that arranging and controlling the stream to the inoculation habitats will represent a more prominent test than the immunizing costs.

j. Pricing

Covishield is at present the most moderate immunization in the worldwide antibody market as costs depend on advance financing given by the nations for in danger antibody producing. Bharat Biotech Covaxin is inactivated and profoundly cleaned making the assembling cycle costly because of low interaction yields. Medication firm Dr Reddy's Sputnik V immunization (imported) will cost Rs 995.40 per shot in India. Notwithstanding, there is a likelihood that the antibody will be sold at a cheaper once the neighbourhood supply starts in the country. The main transfer of imported portions of the Sputnik V antibody arrived in India on May 1, and got administrative

freedom from the Central Drugs Laboratory, Kasauli, on May 13, 2021. Price was revised on June 10th.

Table 1.4 : Vaccine Prices at Apollo Hospital, Jubilee Hills, Hyderabad				
Vaccine	Cost per dose	Tax	Maximum Service Charge	Maximum Price per dose
COVISHIELD	Rs. 600	Rs. 30	Rs. 150	Rs. 780
COVAXIN	Rs. 1,200	Rs. 60	Rs. 150	Rs. 1,410
SPUTNIK V	Rs. 948	Rs. 47	Rs. 150	Rs. 1,145

All these vaccines are being offered free of cost at government-run hospitals and health centres, and these prices are applicable only to those who opt to pay and get vaccinated at private hospitals.

The cost of Covaxin stands out in contrast to everything else particularly given the way that industry specialists gauge it costs around Rs40 to deliver one portion of the antibody. Covaxin is a local antibody, grown together with the Indian Council for Medical Research (ICMR), the public authority's clinical exploration arm. Such an antibody ought to have undeniably offered a monetary advantage to the Indian government and its residents, particularly since it chops down the exertion of haggling in a global market. Expenses being settled straight by the immunizer maker is moreover the central government's mistake. "The condition is exacerbated by how the public authority is an accessory in this immunizer and has not stepped in to fix this.

Prosperity experts say the example is unreasonably affecting people in remedially underserved networks. Facility chose to scatter the inoculation first to crisis centers, which then transformed into the fundamental deliverer of the shot to their own clinical consideration workers and others who qualified. When in doubt, people should have a fundamental thought expert auxiliary with the clinical facility, or get care from the clinical centre, to have a chance there.

That suggests that people living in more shocking organizations without critical facilities routinely face a lot harder time finding induction to the still-insufficient vaccination. The issue highlights one of the challenges specialists face in the push to inoculate people fairly. One of the patients referred to "You need to know somebody who knows somebody who acknowledges how to get it, and shockingly then, it's

anything but's a sure thing". The condition has dealt with possibly recently as more centres have started the immunization enrolment.

However, wellbeing service has asked state government to use 100% limit of all private emergency clinics empanelled under Ayushman Bharat, focal government wellbeing plan and state medical coverage plans to empower them to adequately work as Coronavirus immunization focuses. It is additionally recommended that medical clinics not empanelled under these three classifications ought to likewise be worked as immunization focuses on the event that they have sufficient number of vaccinators, adequate room for perception of those inoculated, cold chain offices and game plans to deal with any unfriendly impacts.

RATIONALE

COVID-19 vaccine is on track to become the fastest developed vaccine in history. At the start of 2021, India launched world's largest vaccination drive against COVID- 19 across 3006 vaccination sites in our country. Understanding what we know and still don't know about a vaccine for covid 19 can help shed light on its safety and efficacy. The vaccine will help us achieve two things - one it will bring down the number of cases and decrease mortality ratio. Vaccines train our immune system to recognize the targeted virus and create antibodies to fight off the disease without getting disease itself. The combination of getting vaccinated and following CDC recommendations to protect yourself and other provides the best protection from covid 19. Covid 19 vaccination is now offering a way to transition out of this phase of pandemic. Ending the Covid 19 pandemic will halt the growing negative impact the virus is having on education, health care and countless other activities of a functioning society. However, the biggest challenge at the moment lies in logistic of dispensing vaccines to vast population. As for now it seems that the challenges with the "known knowns" (covid cases, hospitalization, and effective management) are being dealt with, and with India transitioning through "known unknowns" (managing vaccine logistics and unforeseen complications). The real test will lie in dealing with the "unknown unknowns" (short term and long-term vaccine efficacy, capacity to control the pandemic and boosting the economy and health care).

**TITLE OF THE STUDY :- COVID – 19 VACCINATIONS DRIVE AT
APOLLO HOSPITAL, JUBILEE HILLS, HYDERABAD.**

STUDY QUESTION

What is the COVID 19 vaccination process its importance and side-effects of the vaccine(s)?

STUDY OBJECTIVES

- To study about the COVID-19 Vaccination process at the Apollo Hospitals, Jubilee Hills, Hyderabad
- To study preferences for vaccines from community perspectives
- To study side effects by vaccines.

STUDY METHODOLOGY

This study was conducted in different stages through the duration of eight weeks (May-June 2021). The timeline for the same is given table 1.5:

Table 1.5: Different Stages through the duration of 8 weeks

Stage	Weeks							
	1	2	3	4	5	6	7	8
Observation								
Process Design								
Formative Evaluation								

STUDY DESIGN

The study is Cross-sectional survey based descriptive research design.

SAMPLING AND SAMPLE SIZE

The sample size is 10,000 who gave consent out of 12,408 people and these people got vaccinated at Apollo Hospital, Jubilee Hills, Hyderabad during May-June 2021. The sampling is done on people by interviewing them.

DATA COLLECTION METHODS AND TOOLS

The people were interviewed who came for vaccination by asking them few questions and it was done on a daily basis from 10.00 AM to 11.00 AM and from 4 PM to 5 PM.

Data Collection

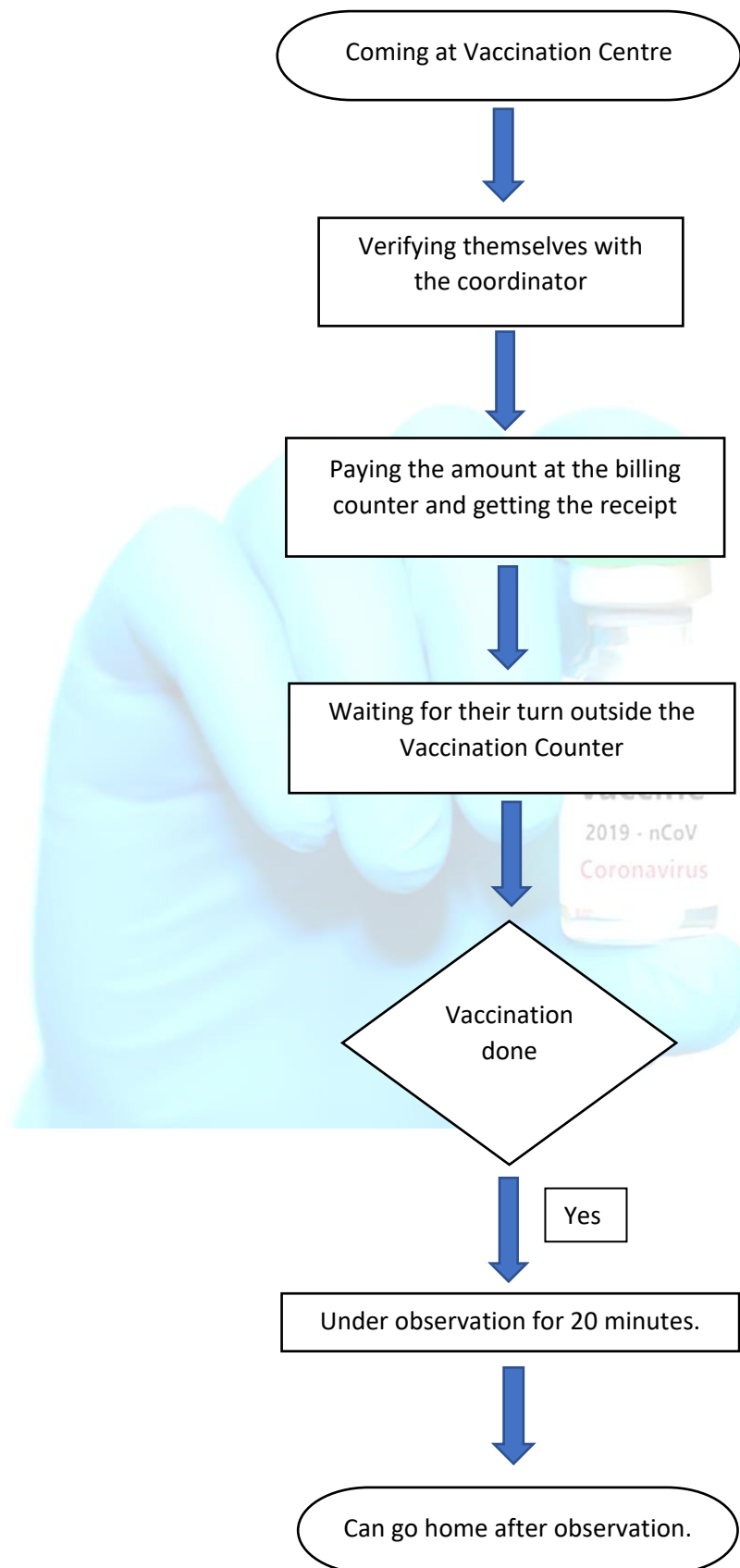
The survey ran for 45 days covering the period of May 10th to July 2nd 2021, garnering responses from a total of 10,000 participants out of 12408 people.

DATA ANALYSIS

The data was analysed for the following indicators:

- % Distribution of respondents by their preferences on vaccination.
- % Distribution of respondents reported side effects by types of vaccine.
- % Distribution of respondents of how they came to know about the vaccination process.
- % Distribution of respondents by their satisfaction for the vaccination related services.
- % Distribution of respondents by their Turn around time at vaccination Centre.

PROCESS FLOW AT APOLLO HOSPITAL, JUBILEE HILLS, HYDERABAD

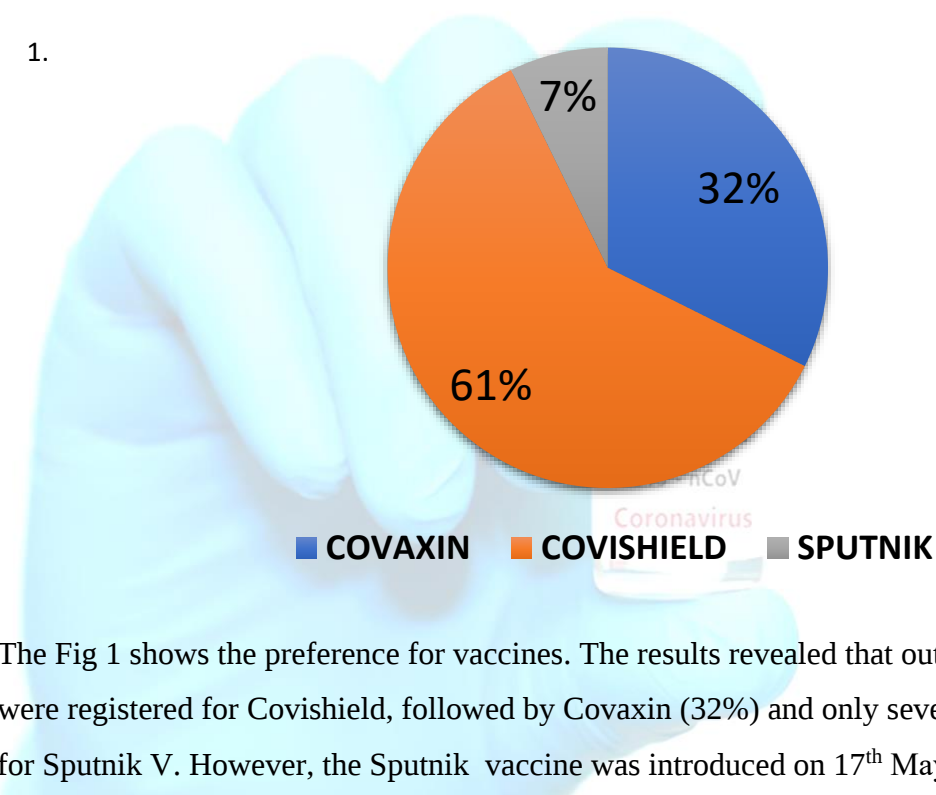


RESULTS

The study was conducted on people coming for vaccination. Out of 10,000, 57% were females and 43% were males. Earlier in the first month till 26th May vaccination was done only for people above 45 years of age and from 27th May it was started for people above 18 years also. So, out of the sample that was received 64% belonged to the age above 45 years and 36% belonged to the age group of 18 – 45 years.

Fig. 1: Per cent distribution of the respondents by their preferences for COVID 19 Vaccines

1.

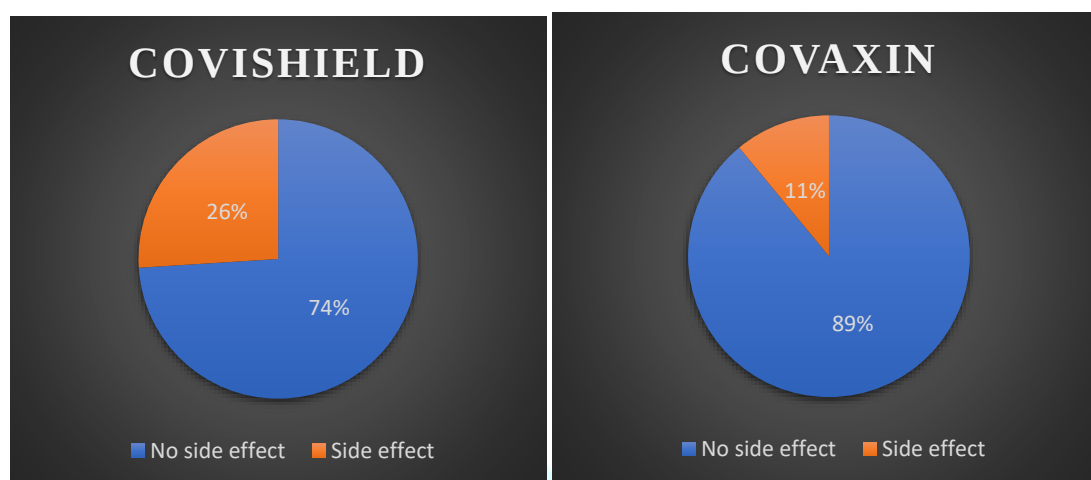


The Fig 1 shows the preference for vaccines. The results revealed that out of 61% were registered for Covishield, followed by Covaxin (32%) and only seven percent for Sputnik V. However, the Sputnik vaccine was introduced on 17th May onwards...

It is assumed that the reasons for their preferences can be based on the following:-

1. The price of Covishield is the least among all the three vaccines i.e., Rs. 780 whereas Covaxin was costing 1410 and Sputnik V was priced at 1145.
2. The availability of Covishield is higher than that of Covaxin and Sputnik V.
3. The Sputnik V was launched on 17th May'2021, which was much later than the other two vaccines and moreover, Reddy lab who launched this vaccine in India had not made it available for the public. Sputnik V is only being given to their employees and the family members of their employees.

Fig 2: Per cent distribution of the respondents reported side effects by types of vaccine



The side effects were reported by 26 and 11 per cent of the respondents who had Covishield and Covaxin respectively. The side effects for Covishield reported were:

- i. Pain or tenderness at the injection site
- ii. Headache
- iii. Muscle or joint aches
- iv. Fever and chills
- v. Nausea

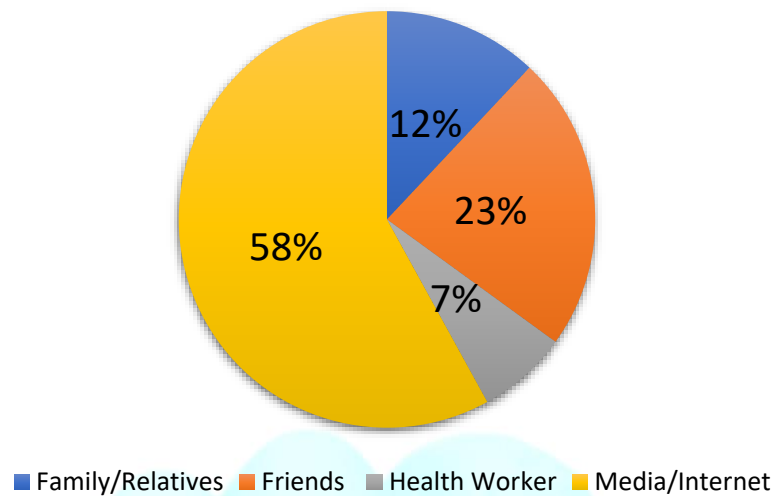
While the side effects for Covaxin did not include muscle or joint pain, and nausea but irritability was reported.

- i. Fever
- ii. Headaches
- iii. Irritability
- iv. Pain, swelling, or both at the site of injection.

The results for side effects after the first dose of Sputnik V vaccine cannot be obtained due to the delayed launch of the vaccine.

Fig. 3: Per cent distribution of the respondents by their preferences for Source of Information related to COVID 19 Vaccines

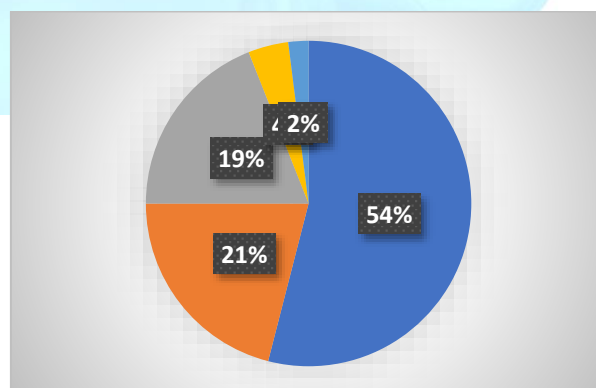
3.



In case, the respondents needed more information regarding the vaccines, they searched on internet.

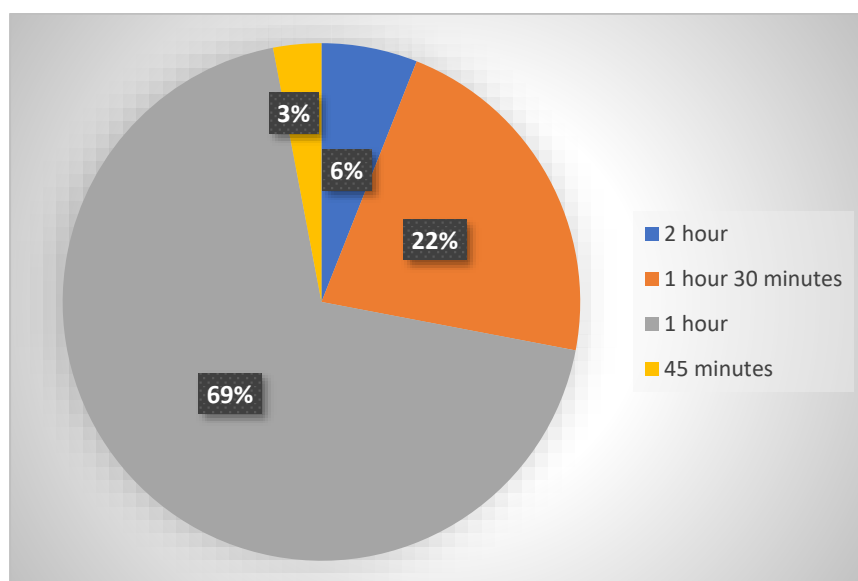
About 58 per cent of the respondents searched the information on internet and media when they have any query regarding the COVID vaccine, followed by family, friends, and relatives Only seven percent contacted the health workers. and the least number of people reach to health workers.

Fig. 4: Per cent distribution of the respondents by their satisfaction levels against COVID 19 Vaccine at the Apollo hospital

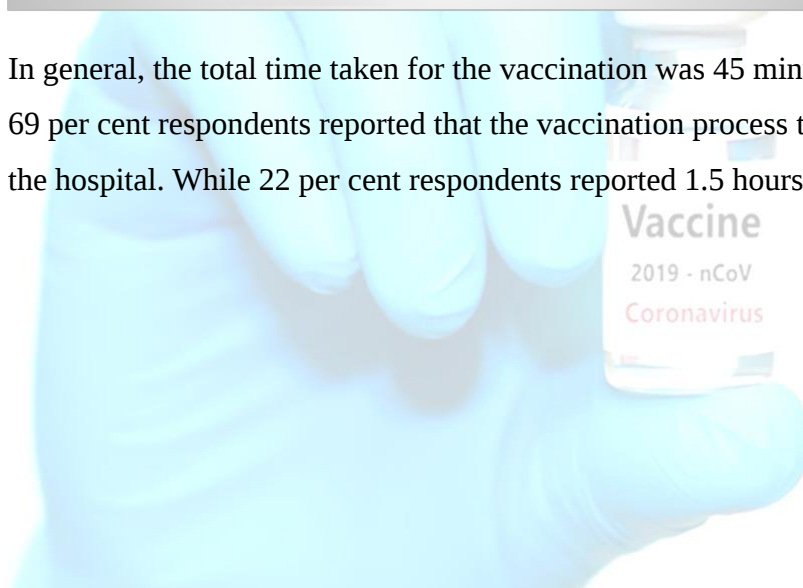


The Fig. 4 results show that 75% of the respondents who availed vaccination services from Apollo Hospitals were satisfied. About one-fifth of the respondents were neutral while six percent did not satisfy at all.

Fig. 5: Per cent distribution of the respondents by time taken for COVID 19 Vaccine at the Apollo hospital



In general, the total time taken for the vaccination was 45 minutes to 2 hours. About 69 per cent respondents reported that the vaccination process took one-hour time at the hospital. While 22 per cent respondents reported 1.5 hours.



CONCLUSION

Currently three vaccines Covaxin, Covishield and Sputnik V are approved for the vaccination in India. From the results it is clear that people are preferring Covishield over other two vaccines and the reason could be it is cheaper, availability of this vaccine is high and it is the only vaccine till now that is approved by WHO.

Covishield has shown more side-effects than Covaxin and from the study also it is clear that Covishield has shown more adverse effects in comparison to Covaxin and the side-effects included potential thromboembolic (formation of a clot in a blood vessel).

The average Turnaround Time for vaccination was 1 hour but it could also be reduced by taking certain measures. From the results it is also clear that respondents used more Media and Internet sources to get the knowledge about vaccination process.

Around 75% respondents were satisfied with the vaccination process at Apollo Hospital as Apollo provides qualitative services to all the people coming for vaccination.

While Covishield, Covaxin and Sputnik V accompany their own advantages and disadvantages, there is nobody better than the other. All are similarly protected to utilize and have been suggested solely after cautious thought by the Drugs Controller General of India (DCGI). So, the best decision is to get vaccinate from any of three as soon as possible.

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ANNEXURE I

Sr. No.	Name of the Department	Date(s) of Visit	% Of Time Spent	Interacted with (Name and Designation)
1.	Human Resources (HR)	10 th May'2021	1 Day	Mr. Suresh Reddy (Regional HR Head) Ms. Poonam Reddy (HR Manager) Mr. Naveen Kumar Reddy (Executive HR)
2	Operations Department (Vaccination Centre)	11 th May'2021 to 12 th June'2021	60% (33 Days)	Ms. Geeta Rani. C (Operations Executive, Head at vaccination centre) Ms. Sreelayka (Operations Executive, in charge of vaccination centre)
3.	Human Resources (HR)	13 th June'2021 to 27 th June'2021	27% (15 Days)	Mr. Suresh Reddy (Regional HR Head) Ms. Poonam Reddy (HR Manager) Mr. Naveen Kumar Reddy (Executive HR)
4.	Quality Department	28 th June'2021 to 30 th June'2021	3 Days	Ms. P. Soma Das (Regional Head) Mr. J. Vamshi Krishna (Executive)
5.	Finance Department	31 st June'2021 to 2 nd July'2021	2 Days	Mr. Sudhir Kumar Sahu (General Manager) Mr. Pavan Kumar Gunda (Executive)

Table 1.6

ANNEXURE II

Following are the questions used for data collection-

Q 1. What vaccine do you prefer to get vaccinated with?

- a) Covishield
- b) Covaxin
- c) Sputnik

Q 2. Which vaccine has the maximum side effect?

- a) Covishield
- b) Covaxin
- c) Sputnik

Q 3. Whom do you turn to for your information on vaccines?

- a) Family/ Relative
- b) Friend
- c) Health worker
- d) Media/Internet

Q 4. What rating would you give to the Apollo Hospital services? (5- Highest, 1- Lowest)

- a) 5
- b) 4
- c) 3
- d) 2
- e) 1

Q 5. How much time they spent during the whole vaccination process?

- a) 2 hours
- b) 1 hour and 30 minutes
- c) 1 hour
- d) 45 minutes

Q 6. Any suggestions for improvement :-

ANNEXURE III

Vaccine	Covishield	Covaxin	Sputnik
Total number of people	6039	3237	724

Table 1.7 Representing the number of people who came for the specific vaccine i.e., Covishield, Covaxin and Sputnik V

Vaccine	Covishield
Total number of people	6039
Side effect	1570

Table 1.8 Representing the percentage or people who experience side effects after the first dose of Covishield.

Vaccine	Covaxin
Total number of people	3237
Side effect	356

Table 1.9 Representing the percentage or people who experience side effects after the first dose of Covaxin.

Source of Information	Count
Family/Relative	1197
Friends	2302
Health worker	694
Media/Internet	5807

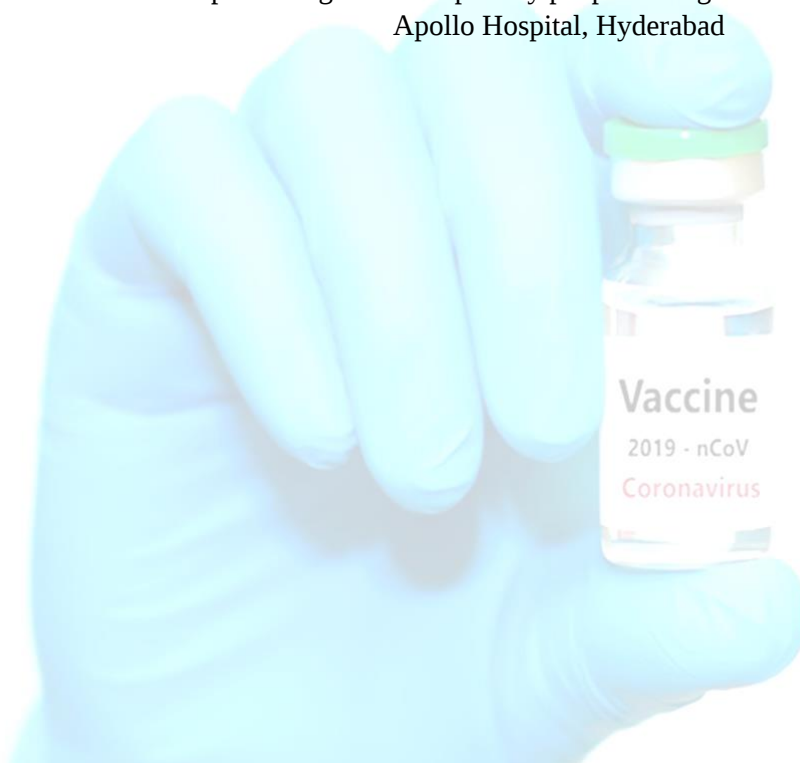
Table 1.10 Representing that to whom an individual turn most to when they have any query regarding the vaccination

Satisfaction level	5	4	3	2	1
Count	5412	2141	1879	374	194

Table 1.11 Representing the satisfaction level of the people who came for vaccination at the Apollo Hospital, Hyderabad

2 hours	1 hour 30 minutes	1 hour	45 minutes
592	2243	6874	291

Table 1.12 Representing the time spent by people during the Vaccination Process at the Apollo Hospital, Hyderabad



-----THE END -----