



## **INTERNSHIP REPORT**

**Submitted by – Dr Harshita Upadhyay**

**Internship Place - IQVIA Consulting & Information Services India Pvt.Ltd.**

**Internship Date – 11-04-2022 to 10 - 07-2022**

**Submitted to - Dr Anoop Khanna**

### **Introduction –**

As a part of the MBA curriculum, I had an opportunity to work with IQVIA Consulting pvt.ltd, New Delhi location.

During my internship I was associated with the DMHS teams- Disease Management Health System Strengthening team for SEARO (Southeast Asia region).

### **Objectives of Internship-**

- 1)** Overall exposure to public health consulting; providing a platform to learn from the challenges and opportunities presented during the experience.
- 2)** Independently conduct project tasks with opportunities to learn time and task management.
- 3)** Learn and demonstrate multi-task management skills including communication, coordination with vendor's service.

4) Opportunities to conduct document and knowledge management, shadow primary qualitative interviews with senior stakeholders, understand how data is collated and analyzed and how data becomes information that can be converted into impactful presentations and reports.

#### **Deliverables:**

- **Project data management**
- **Data collation and analysis of primary qualitative interviews**
- **Daily end-of-day updates to the team and vendor management**

Expected to aid the Disease management and Health System Strengthening team in project coordination, primary research (interviews), report writing, documentation, data management and analysis and timely deliverables.

#### **About the Organization –**

##### **IQVIA**

IQVIA, formerly Quintiles and IMS Health, Inc. is an American multinational company serving the combined industries of health information technology and clinical research. It is a provider of biopharmaceutical development and commercial outsourcing services, focused primarily on Phase I-IV clinical trials and associated laboratory and analytical services, including consulting services. It has a network of more than 58,000 employees in more than 100 countries. As of 2019, IQVIA was reported to be one of the world's largest contract research organizations. It is a global leader in providing healthcare advisory, consulting, research, performance management, technical assistance, technology, and data analytics services to both the public & private sector. IQVIA is a recognized leader in human data science, machine learning, predictive analysis, and healthcare technology. The company was founded in 1954, and today a Fortune 500 company with revenue of \$10 billion, with over 50,000 employees operating in more than 100 countries around the world, with thousands of proprietary methodologies, including patented systems for analytics, data encryption, and forecasting. IQVIA is publicly listed at the New York Stock Exchange (NYSE). They serve more than 5,000 healthcare clients globally. Global data and analytics capabilities of IQVIA draw on data from 100,000 suppliers and on insights from more than 45 billion healthcare transactions are processed annually. They connect knowledge across all aspects of healthcare to improve patient outcomes and operate more efficiently. In India, they have over 15+ years of experience delivering services to private and 14 public healthcare stakeholders across pharmaceutical sector, providers, payers, patients, doctors, academia and research institutions. IQVIA has have conducted several large-scale

health care assessments, policy advocacy, impact evaluations, program implementation, formulating strong monitoring frameworks, assessing community-based model, and a strong presence in the healthcare market across data, analytics and consulting services and is the "ONLY" integrated healthcare informatics player in India, with solutions across healthcare sector value chain.

Ari Bousbib is the CEO while Mr. Lokesh Sharma is the Senior Principal & Practice Leader - Public Health, AMESA at IQVIA. The company is also working with the Government of India to support implementation of flagship programs such as Technical PMU for Ayushman Bharat, National Health Resource Repository (NHRR), National Family Health Survey, Global Youth Tobacco Survey, etc.

### **The range of services includes**

- business strategy
- market research
- performance monitoring tools
- global market insights
- regulatory policy support
- operations improvement
- quality assurance supply chain management
- allied technology solutions

IQVIA's Public Health Practice in India works with the Ministry of Health & Family Welfare, National Health Authority, Department of Pharmaceuticals, Department of Medical Health for Uttar Pradesh, Andhra Pradesh, Karnataka & Nagaland, NITI Aayog, National Health Authority (NHA), Directorate General of Health Services (DGHS), NPPA, UPHSSP, The World Bank, UNDP, CHAI, JSI, USAID Deliver, BMGF, DFID, PSI, Pharmexcil, Tata Trusts on significantly large mandates. IQVIA has experience of working across various states including Uttar Pradesh, Bihar, Jharkhand, Chhattisgarh, Madhya Pradesh, Tamil Nadu, Karnataka, West Bengal, Odisha, Nagaland, Mizoram, Arunachal Pradesh, Assam, etc. IQVIA has strong presence of experienced healthcare professionals including MBBS, Health Insurance specialists, Epidemiologists, Public Health experts, Biostatisticians, Hospital Administration, Civil & Structural Engineers, Hospital experts, Health Economists, Researchers, etc. specialized in Program Management, Implementation, Monitoring & Evaluation, Supply Chain Management, Medical Education and Efficiency improvement across India.

### **The key marquee projects:**

1. PMJAY-Programme Management and Consultant for Ayushman Bharat
2. MoHFW-National health resource Repository- First National Health Facility Registry
3. Niti Ayog-Access to affordable medicines and Healthcare and role of Pharmaceutical Industry
4. UPHSSP-Revamping of 41 district level hospital
5. Bill and Melinda Gates Foundation- Technical Assistance in private sector TB disease Burden Estimation and Surveillance for monitoring and evaluation of PPIA
6. The World Bank- Independent Verification of Disbursement Linked Indicators (DLIs) and

Process Documentation of ISSNIP

## **Strengths of IQVIA**

### **Largest in-house public health work force**

- 1200+ Healthcare professionals
- 4500+ Technology experts
- 2500+ Advanced analytics
- data scientists
- 1400+ PHDs

### **Vast experience in Technology advisory, Consulting and Implementation support**

- Delivered 100+ Public Health projects in last 5 years
- Worked with multilateral agencies and Central and State Governments, including BMGF

### **Executing projects of national importance**

- Project Management Consultant to National Health Authority for implementing AB

PMJAY

- Project Management and Implementation partner for India's first health facility registry NHRR

- Implementation of NFHS - 5

### **Extensive experience in healthcare software implementation**

- Partner of the Dubai Health Authority for the implementation of eClaimLink
- Deployed solutions at 3,500+ healthcare providers, 70+ healthcare payers, 20,000+ clinicians

### **Globally acclaimed ready to deploy solutions**

- Solution is deployed in more than 100 healthcare units supporting 20,000+ beds
- Performance Management Dashboard Solution Centralized MIS deployed across 70 countries

### **Key Learnings from Organization**

- Learnt how to do secondary research for different government proposal.
- Repository creation plan of action creation for WHO and MoHFW. (RKSK - AH Project)
- Presentation creation for big government project.
- Worked on different proposals for Disease management in Southeast Asia region e.g.- Tuberculosis, Malaria. (Malaria elimination Projects in detail)
- Attended a lot of webinars for AMR and prepared notes for the DMHS team.
- Learnt corporate basics and ethics, did a lot of mandatory trainings.
- Worked on workplace validation of different states for primary sheets in AH counsellors.
- Learnt the ethics of Proposal Writing and RFPs.
- Learnt the approach to write the approach and methodology of the proposal which is the heart of the proposal and understood the importance of write to win.
- Learnt mapping of different data.
- Learnt to use different infographics according to the need of the document and creation also.
- Learnt to create cloud as per the needs of client.