

## INTERNSHIP REPORT

**Introduction** – As part of the MBA curriculum, I had an opportunity to work with LLH Hospital, Musaffah, Abu Dhabi. During Internship I was associated with Facility Department and Operations Department and worked under the guidance and support of Director Operations, Assistant Manager Operations and Regional HSE Officer.

### Objectives of Internship –

- To understand the process flow of various departments of the hospital.
- To understand how operations department of the hospital are working.
- To understand the various types of risk associated with clinical and non-clinical departments and implementation of risk management strategies.

**Organization Profile** - LLH Hospital Musaffah, a unit of **VPS Healthcare** Established in the year 2008, LLH Hospital Musaffah is the most advanced secondary care facility in Musaffah -the commercial hub of Abu Dhabi. it represents a classic confluence of top-notch talent, cutting-edge technology, state-of-the-art infrastructure, and most importantly an unrelenting commitment to patient care. this is the only healthcare facility in Musaffah to be accredited by Joint Commission International- the USA for having met the international health quality standard for patient care and organization management.



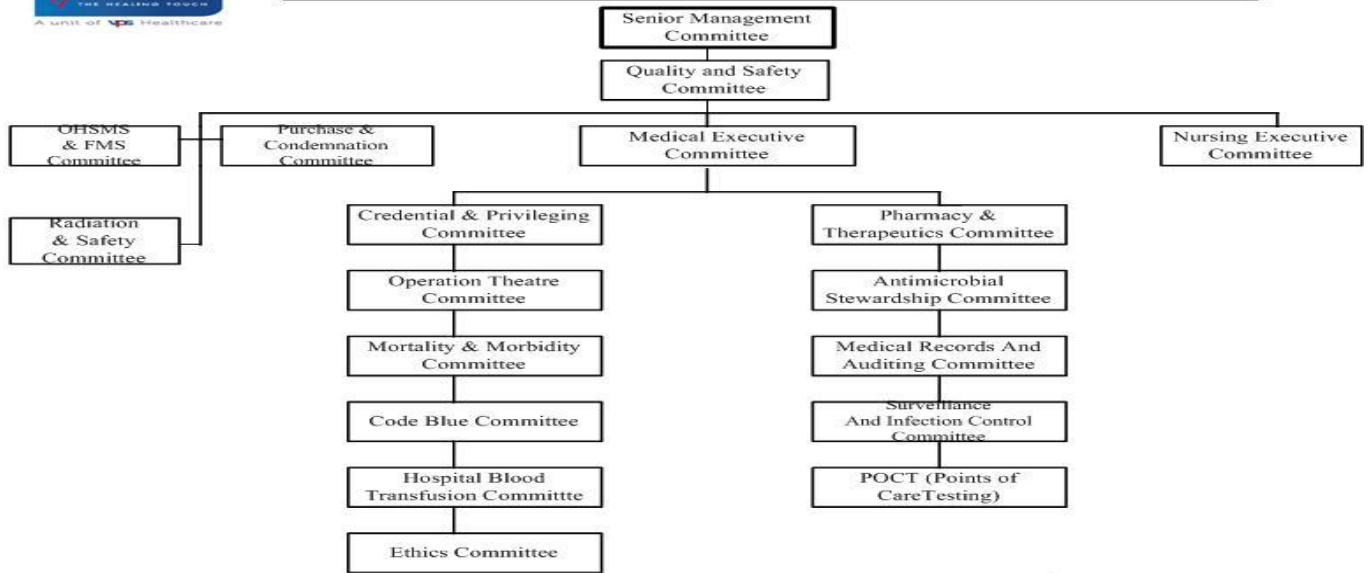
## **HOSPITAL PROFILE**

- 1<sup>st</sup> private hospital in Musaffah region
- Secondary care services
- Re-accredited by Joint Commission International (JCI) – December 2018
- SKEA Appreciation Award – 2014
- Asian Patient Safety Award (Apollo Hospitals Group) in the “Innovation in Safe Communication” category in 2014 & “Innovation in Staff Education on Patient Safety” category in 2015
- SKEA Award-Silver Category – 2016

## **VISION, MISSION AND CORE VALUES**

- **VISION** – To continuously exceed the global standards of excellence in healthcare.
- **MISSION** – To preserve and restore health and well-being through extensive use of empowerment and technology.
- **VALUES** – COMPASSION, TEAMWORK AND INTEGRITY

## LLHM HOSPITAL COMMITTEE STRUCTURE



  
 Prepared By: Mr. Ahamed Sahib  
 Quality Manager

  
 Approved By: Dr. Narendra Sonigra  
 Director Operations

**Key Activities/ Project Undertaken other than Dissertation:**

- Collecting Duty Schedule from all the Departments for compilation and updation of the same in the system.
- Preparing Monthly Duty Roster and Daily Duty Roster for Clinical and Non-clinical Staff (i.e., Specialist, General Physicians, Front Office Team, Arabic Translator, IP Coordinators, Messengers, Physiotherapist, Dieticians and Audiologist).
- Scheduling and Rescheduling of duty timings for Specialists and other staffs and ensuring proper coverage from 8am-10pm in all the OPDs.
- Scheduling and Rescheduling of Patient appointments.
- Sending regularly Patient Feedback SMS to all the OPD patients.
- Collecting and analysing Operational KPI data for all the departments and taking informed decisions based on the analyses.
- Preparing Annual Leave Planner tracker for all the doctors and updation of same in system after approval from Director Operations.
- Maintaining Vehicle Request Calender for the Hospital.
- Slots booking for Meetings in Conference Room.
- Preparing of Weekly HODs Meeting Presentation and Minutes of Meeting for the same.
- Scheduling of Teams and one-to-one meetings and sending Calender Invites for all the meetings.
- Updating of Duty schedule of Clinicians in Careware software.
- Requesting coverage from other VPS units in case of shortage or absence of Clinicians and other staffs.
- Update a tracker in the system for our Hospital Specialist covering other units of VPS.
- Update a tracker in the system for Specialist from other VPS unit coming for providing coverage in place of LLH Specialists.