

INTERNSHIP

at

Octavo Solutions Pvt. Ltd, Delhi

By

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MBA Hospital & Health Management

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INTERNSHIP REPORT

Introduction

This report summarizes the experiences and learnings gained during my internship at **Octavo Solutions Pvt. Ltd., New Delhi**. The internship was undertaken for a period of **three months, from 10th March 2025 to 10th June 2025**, and my designation during the internship was **Healthcare Intern**. This opportunity provided valuable exposure to the healthcare consultancy domain and allowed me to work on several critical aspects of hospital planning and management. The internship served as a bridge between academic learning and practical implementation in the field of healthcare infrastructure development.

Objectives of Internship

1. To gain hands-on experience in healthcare consultancy projects.
2. To understand the methodologies used in hospital planning and feasibility analysis.
3. To contribute to real-time projects like proposal writing, Detailed Project Report (DPR) preparation, and hospital infrastructure planning.
4. To conduct a market survey and feasibility study for a government hospital as part of my dissertation.
5. To develop a professional understanding of hospital equipment procurement and manpower planning.

Organizational profile

Octavo Solutions Pvt. Ltd. is a healthcare consultancy firm based in New Delhi, India. The organization specializes in providing end-to-end consultancy services for healthcare infrastructure projects. It serves both public and private sector clients, offering strategic, operational, and technical support for healthcare planning and execution. With a team of experts in hospital management, architecture, biomedical engineering, and public health, the organization ensures holistic and efficient healthcare project delivery.

Services provided by the organization

Octavo Solutions Pvt. Ltd. offers a comprehensive range of services across various domains of healthcare consultancy. The firm specializes in planning, managing, and optimizing healthcare infrastructure and systems, with a focus on quality, sustainability, and efficiency. The services include:

Hospital Planning & Design

- **Feasibility Studies:** Assessing the viability, demand, and strategic need for new hospital projects or expansion of existing facilities.
- **Facility Planning:** Designing hospital layouts, spatial configurations, and infrastructure specifications to support clinical and operational efficiency.
- **Equipment Planning:** Identifying, selecting, and planning the procurement of appropriate medical equipment based on service scope and hospital size.
- **Project Management:** Overseeing hospital construction, equipment installation, and implementation activities to ensure timely and budget-aligned delivery.

Skill Development & Capacity Building

- **Training Programs:** Designing and delivering training sessions for healthcare professionals, focusing on clinical, operational, and management skills.
- **Curriculum Development:** Creating structured curricula for various healthcare roles and specialties to support institutional and government training initiatives.
- **Mentorship and Coaching:** Providing personalized mentoring and skill-building guidance to healthcare leaders and practitioners.

Equipment Procurement & Management

- **Procurement Assistance:** Supporting hospitals in vendor selection, tendering, and procurement of medical and diagnostic equipment.
- **Supply Chain Management:** Coordinating the end-to-end logistics and supply chain activities related to hospital equipment.
- **Maintenance & Repair:** Offering technical support and maintenance services to ensure equipment longevity and optimal functionality.

Quality Certification & Accreditation

- **NABH Accreditation:** Assisting hospitals in preparing for and obtaining accreditation from the National Accreditation Board for Hospitals & Healthcare Providers.

- **ISO Certification:** Helping healthcare organizations meet the standards for ISO 9001 certification through system audits and documentation.
 - **Quality Assurance:** Designing and implementing quality management systems to ensure continuous improvement in service delivery.
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Public & Rural Health

- **Public Health Issues:** Engaging in initiatives targeting maternal, neonatal, and child health, communicable diseases, and health education.
 - **Community Healthcare:** Strengthening primary healthcare services and supporting system development in underserved and rural areas.
 - **Public Health Unit Accreditation:** Establishing quality standards and accreditation frameworks for PHCs (Primary Health Centres), CHCs (Community Health Centres), and FRUs (First Referral Units).
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Public-Private Partnerships (PPP)

- **Service Plans:** Formulating service delivery frameworks for hospitals under PPP models.
- **Facility Plans:** Designing macro and micro layouts for PPP healthcare facilities.
- **Equipment Plans:** Preparing detailed equipment requirements and technical specifications for PPP hospitals.
- **Financial Projections:** Developing financial models, including capital and operational cost projections, for PPP initiatives.
- **Business Model Development:** Creating sustainable and scalable business models for healthcare projects operating under public-private collaboration.

Key Activities/Projects Undertaken Other than Dissertation

During my internship as a **Healthcare Intern**, I was involved in several key projects and activities:

1. **Proposal Writing:** Assisted in drafting proposals for government and private hospital projects, focusing on service offerings and technical methodology.
2. **DPR Preparation for 500-Bedded Hospital:** Contributed to the development of a DPR, including sections on infrastructure planning, service departments, and financial projections.

3. **Market Survey and Feasibility Studies:** Participated in field surveys and secondary data collection to assess the viability of hospital projects.
4. **Manpower Planning Projects:** Assisted in preparing detailed staffing requirements based on hospital size, type, and specialty mix.
5. **Equipment Procurement Projects:** Supported the preparation of equipment lists, technical specifications, and vendor analysis.
6. **Hospital PMC Projects:** Participated in planning meetings and monitored project timelines under PMC assignments.

Key Learnings from Internship

The internship was an enriching experience and provided me with a comprehensive understanding of healthcare consultancy. It enhanced my technical, analytical, and communication skills through practical involvement in live projects. The key learnings include:

1. Developing practical skills in **proposal writing** and **DPR preparation**, with a focus on aligning content to technical and government standards.
2. Gaining hands-on experience with **primary and secondary research** methods during market surveys and feasibility studies—conducting field interviews, analyzing public health data, and reviewing policy documents.
3. Learning to apply project management principles using tools like **MS Project** for planning timelines, tracking deliverables, and managing resources.
4. Designing manpower and equipment plans in accordance with healthcare norms and accreditation standards such as NABH.
5. Enhancing communication, collaboration, and documentation skills by working closely with cross-functional teams including architects, public health experts, and biomedical engineers.