

Internship at
PricewaterhouseCoopers Private Limited (PwC), Gurgaon

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MBA (Hospital & Health Management)



INTERNSHIP REPORT

INTRODUCTION

I am currently working on my dissertation at PricewaterhouseCoopers (PwC), an internationally renowned consulting organization that provides professional services across diverse sectors. As a member of the Healthcare Strategy Team, I engage in projects aimed at enhancing healthcare service delivery and organizational effectiveness in hospital environments. My responsibilities include contributing to initiatives that focus on improving patient care outcomes and streamlining operational processes within healthcare systems.

My involvement in projects spanning digital transformation, care optimization, and performance enhancement has provided me with significant understanding of healthcare operational complexities and strategic approaches. The goals of my internship encompass both academic development and professional advancement, going beyond theoretical learning to hands-on implementation and career development.

I strive to make valuable contributions to PwC's initiatives while leveraging the knowledge acquired during my academic journey at IIHMR University, Jaipur. My primary learning objectives include enhancing analytical capabilities, mastering industry practices, and cultivating strategic problem-solving competencies specific to healthcare settings.

I express sincere appreciation to the PwC healthcare team for their ongoing mentorship during this internship period. Their expert guidance has been crucial in understanding complex healthcare initiatives and grasping consulting approaches. Additionally, I extend my gratitude to my academic supervisors at IIHMR University, Jaipur for their consistent encouragement and thorough preparation that made this valuable experience possible.

OBJECTIVES OF INTERNSHIP

- i. To comprehend the complexities of healthcare facility management, encompassing various divisions such as administration, financial operations, supply chain management, and patient services.
- ii. To explore the interconnections among diverse operational units and their collective impact on healthcare facility effectiveness.
- iii. To enhance analytical capabilities for recognizing and eliminating operational inefficiencies while identifying cost-reduction opportunities that maintain quality patient care and safety standards.
- iv. To analyze departmental workflows within healthcare organizations, detect process bottlenecks, and gain expertise in implementing efficient operational procedures.

- v. To build professional relationships with sector specialists, healthcare leaders, and industry practitioners while expanding networking connections to understand career trajectories and advancement prospects in healthcare advisory services.

ORGANISATIONAL PROFILE: PricewaterhouseCoopers Private Limited (PwC)

- i. **Overview:** PwC is a leading global professional services firm, ranking as the world's third-largest healthcare services company by revenue. With operations in 158 countries and 169,000 professionals, PwC provides assurance, tax, and advisory services focused on creating organizational value.
- ii. **Sector Leadership:** PwC leads in pharmaceutical, life sciences, payer, provider, and government healthcare consulting. The firm's global network includes over 5,000 health professionals with expertise in medicine, bioscience, IT, clinical operations, and health policy.
- iii. **Service Portfolio and Expertise:** PwC offers management consulting, business assurance, taxation, finance, advisory services, HR solutions, and business process outsourcing across multiple industries.
- iv. **Global Network and Thought Leadership:** PwC supports governments, businesses, and healthcare organizations through thought leadership, research insights, and strategic counsel for operational excellence and sustainable growth.
- v. **Regional Operations:** India: Within India, PwC operates across major cities including Ahmedabad, Bangalore, Bhubaneswar, Chennai, Delhi NCR, Hyderabad, Kolkata, Mumbai, and Pune. The company provides a comprehensive range of advisory, tax, and regulatory services customized to the local business environment.



SERVICES PROVIDED BY ORGANIZATION

- i. **Enterprise Strategy and Business Development:**
 - Organizational design and startup development
 - Healthcare feasibility studies and business plans
 - Clinical service planning and competitive assessment
 - Service line analysis and financial restructuring
- ii. **Medical Equipment Management:**
 - Equipment planning and lifecycle cost analysis
 - Procurement and commissioning support
 - Replacement planning

- iii. **Operational Optimization:**
 - Patient flow redesign and utilization analysis
 - Accreditation support and inventory management
 - Facility management and patient satisfaction metrics
- iv. **Transaction Services:**
 - Opportunity identification and deal structuring
 - Due diligence and post-investment enhancement
 - Growth through acquisitions
- v. **Information Technology:**
 - Business transformation services
 - IT-business strategy alignment
 - Digital health and EHR implementation
- vi. **Workforce Optimization:**
 - Human resource planning and skill development
 - Change management and performance monitoring
- vii. **Education and Research:**
 - Academic model development
 - Research establishment and partnerships
 - Risk identification and mitigation strategies

KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- i. **Departmental Audits:**
 - Performed healthcare facility inpatient assessments to detect revenue gaps, enhance process efficiency, and maintain regulatory compliance, leading to improved operational performance and financial results.
- ii. **Cost Efficiency and Process Improvement:**
 - Evaluated healthcare operations to pinpoint cost-reduction opportunities while maintaining quality patient care and safety standards.
 - Examined workflow processes across multiple departments to identify bottlenecks and recommend optimized procedures.
 - Collaborated on process enhancements and assessed their influence on operational effectiveness.
- iii. **Real-world Ownership and Stakeholder Management:**
 - PMO for a health institute to help them launch a new program in collaboration with a foreign university.

- Assumed responsibility for designated project components and deliverables centered on operational enhancement.
- Functioned autonomously and collaboratively to accomplish project objectives and deadlines.
- Recorded project development, results, and insights gained for future application and evaluation.
- Developed reports and presentations to convey findings and recommendations to key stakeholders.

KEY LEARNINGS FROM INTERNSHIP

- i. **Hospital Management Insight:** Gained comprehensive understanding of hospital functions such as administration, finance, procurement, and patient care, and how they impact overall performance.
- ii. **Cost and Process Efficiency:** Learned to identify and reduce unnecessary hospital costs while ensuring patient safety; implemented process enhancements to improve efficiency.
- iii. **Healthcare Consulting Skills:** Used consulting frameworks to assess challenges in healthcare operations and develop actionable improvement strategies with senior consultants.
- iv. **Project Execution:** Led specific operational improvement tasks, managed deliverables, and assessed project outcomes for further analysis.
- v. **Impact Evaluation:** Assessed cost-effectiveness and outcome improvements of implemented solutions; created detailed reports and presentations for stakeholders.
- vi. **Team Collaboration:** Actively contributed in cross-functional team efforts, improving communication and coordination across departments.
- vii. **Professional Networking:** Built connections with professionals in the healthcare industry to explore career paths and gain insights into the consulting domain.

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