

INTERNSHIP REPORT

Submitted to



The IIHMR University, Jaipur

For the partial fulfilment for the award of the degree of

Master of Business Administration (MBA) in

Hospital and Health Management

By

Nadar Mercy Sam

Under the Supervision and Guidance of

Prof. Sandesh Sharma

Table of Contents

Introduction.....	3
Objectives of Internship	5
Organization Profile.....	6
Services Provided by m16 Labs	6
Key Activities/ Projects Undertaken Other than Dissertation.....	7
Key Learnings from Internship	8

Introduction

The internship is an integral platform for anyone to realize expertise in an actual work. Internship could be a sensible chance to be told and gain, to realize expertise and conjointly to create preparation. expertise in my eyes could be a terribly valuable factor in life as a result of we'd like to be brave in taking risks. It conjointly helped me to regulate and develop my angle and behavior in handling completely different sorts of individuals and scenario. I have determined to require the office course to grab the golden opportunities to use theories and information that I even have in real operating life setting. except for that, I actually need to realize skilled information and skills by taking the office course. A health system (HIS) refers to a system designed to manage care knowledge. This includes systems that collect, store, manage and transmit a patient's electronic anamnesis (EMR), a hospital's operational management or a system supporting care policy choices. Health data systems conjointly embrace those systems that handle knowledge associated with the activities of suppliers and health organizations. As an integrated effort, these could also be leveraged to enhance patient outcomes, inform analysis, and influence political and decision-making. as a result of health data systems unremarkably access, process, or maintain giant volumes of sensitive knowledge, security could be a primary concern. m16 Labs being a health IT start-up that has been curating HIS per the particular and distinctive wants of assorted hospitals from the scratch. this chance has well-tried to be a real-life expertise of however a start-up works and has exposed ME to the challenges visaged by a similar.

Objectives of Internship

- A practice-oriented and ‘hands-on’ working experience in the real world or industry, and to enhance the learning experience.
- To develop a right work attitude, self-confidence, interpersonal skills and ability to work as a team in a real organizational setting.
- To further develop and enhance operational, customer service and other life-long knowledge and skills in a real-world work environment.
- To learn about project management and the skills required to grow in my career.

Organization Profile

Meta16labs Healthcare and Analytics Private Limited (m16 Labs)

Meta16labs Healthcare and Analytics Private Limited also known as m16labs is a Bangalore based Health IT start-up that strongly believes in the philosophy of Awareness, Adoption and Accessibility. m16 Labs aims to create affordable Healthcare IT solutions, make healthcare solutions easy for & accessible to every stratum of society while keeping healthcare data private and safe.

Rather than breaking up the industry into bits and pieces and solving one specific problem, we built an umbrella platform which can be adapted both horizontally and vertically depending on the size and scale of your Healthcare Enterprise. From Solo Practices, Small Clinics, Group Practices, Nursing Homes, Diagnostic/Imaging Centers, Large Corporate Hospital to NGO's delivering healthcare in remote areas and Government Healthcare infrastructure.

Indian healthcare is evolving and so is the regulatory and governance framework. With our international exposure and experience, we have ensured data security and patient data privacy. We are compliant with HIPAA, MCI, TRAI and IT Act of India. We are all set to comply with the proposed Digital Information Security in Healthcare Act (DISHA), which is around the corner.

Vision

To be the Patient Health-Centric Platform to Manage Everyone's Health & Wellness

Mission

#HealthyIndia through #HealthyYou by Making Care & Wellness Accessible

Goals

1. Create Affordable Healthcare IT Solutions
2. Make Healthcare Solutions Easy for & Accessible to Every Strata of Society
3. Keep Healthcare Data Private & Safe

Services Provided by m16 Labs

MetahOS - Healthcare Operating System

MetahOS makes running healthcare facilities a breeze by bringing your entire hospital together on one Operating System. Patients, Staff, Facilities and Medical Records are all connected through an easy-to-use interface that you can access from everywhere.

MyTeleOPD - Digital Clinic

Secure Two-Way Communication Channel between Doctor and Patient; Security to Safeguard All Sensitive Private Patient Information; Works well with low-speed Internet; Simple and Easy-to-Use; Prescreen Patients.

Wurkwell - Workplace Wellness Platform

Human Resources can now run employee health & wellness initiatives all through the year using the m16.health WeCare AtWork Program. From Annual Health Checks, Stress Management to Cancer Screening, we have built all the initiatives on the platform so that you can run it using OneClick service.

Camps & Screening

As an NGO you will need a sleek interface with real-time analytics on metrics such as screening, health camps using Pathology, Imaging / Devices & Rule Based Assessments to Stratify and Provide Treatment Plans.

Population Health

To understand how your population is doing over a geography deploy the PHM Module to get insights on Disease Control, SDOH & comorbidities that affect your populations.

Home Care+

Service Companies which Provide After Hospital Services such as Home Care for Lab Tests, Medication Delivery, Nursing Support and any other activities. You can now run all of them on a single structured and streamlined platform.

Key Activities/ Projects Undertaken Other than Dissertation

Sr.no	Projects	Tasks Undertaken
1	Bhatia Hospital IT integration	Initial Assessment Data flow mapping Clinical forms incorporation
2	Sunridge Hospital	Data flow mapping Clinical forms incorporation Creation of Platform Guide User Acceptance Testing (UAT)
3	Shanbaug Hospital	Bed Management Clinical forms incorporation
4	Population Health - Saudi Arabia	Demo session with the Clients Clinical forms incorporation
5	KIMS Hospital	Assessment Report
6	Camps	Camps creation and management

Key Learnings from Internship

Teamwork

Interacting with other teams of Engineering department, Projects team, marketing department and assisting them, understanding the workflow, shadowing them to understand operation of each department, being proactive and taking responsibility.

Problem Solving skills

Daily interacting with project managers and understanding their needs and service request, providing solution up to the toe, tracking issue and always ready to provide assistance.

Co-ordination

Co-ordinating with fellow team members to timely deliver the services and requirements.

Data Analysis

Analyzing data monthly, providing trend and strategics future plans for implementation, Data visualization, Presentation skills.

Communication

Communicating well is a gem of a skill, practicing effective Email communication, active listening, paying close attention to client's issue, giving and receiving feedback, being empathetic and com passionate in conversation.