

Khushi Garg
MBA-HM, 1975

University Mentor: Alok Kumar Mathur

Organisation Mentor: Rekha Chakrabarti

Summer Internship at Apollo Hospital, BG road, Bangalore

KEY LEARNINGS:

1. Practical application of JCI standards.
2. Audit and compliance skills.
3. Incident reporting and patient safety culture.
4. department specific quality interventions
5. communication and training delivery
6. teamwork and interdepartmental coordination
7. reporting and documentation
8. professional ethics and documents.

MAJOR CHALLENGES:

1. Co-ordination across departments.
2. Data Collection challenges.
3. Adapting to hospital culture.
4. Limited engagement from Non Clinical Staff
5. Operational and scheduling constraints

Suggestions:

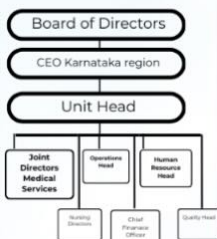
1. Daily audits by nursing heads.
2. Modular microlearning.
3. Simplify access to AIRS.
4. Initiatives such as "Quality champions".
5. Regular department briefings

Apollo Hospitals, founded in 1983 by Prathap C. Reddy, is a leading integrated healthcare provider in Asia. It began as India's first corporate hospital and is credited with revolutionizing private healthcare in the country.

VISION: 'TOUCH A BILLION LIVES'

Mission: "Our mission is to bring healthcare of International standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity"

STRENGTH	WEAKNESS	OPPORTUNITIES	THREAT
- Strong brand and market leadership - Comprehensive network and services - Cutting-edge technology and skilled staff	- Uncoordination among departments. - Nonchalance by the non-clinical staff. - Time constraints and overworked staff.	- Expansion through telemedicine and digital health. - Leveraging medical tourism. - Integration of preventive and primary care.	- Rising costs and regulatory pressures. - Intense competition. - Cybersecurity and data risks.



	STRENGTH	WEAKNESSES
OPPORTUNITIES	- Leveraging network and services through expansion or telemedicine and medical tourism. - Extend leadership in network and service by cutting-edge technology. - Use the comprehensive network to counter competition. - Use skilled staff and cutting-edge technology to improve security.	- Enhance employee coordination through preventive care. - Integration of clinical and non-clinical staff to reduce workload. - Improve operation efficiency to cut costs. - Improve security of digital health systems.
THREAT		

Theoretical

Taught survey design and analysis.

Studied mock codes and disaster management.

Academic exposure to EMRs, and HIS.

Practical

Conducted audits, surveys and drills.

Observed gaps in documentation, communication and staff engagement.

Recognized gaps in HIS integration across departments.

Key Activities Performed:

- JCI training- Department specific educational intervention.
- AIRS (Apollo Incident Reporting Portal)- Staff training for promoting SAFE reporting culture.

