

INTERNSHIP REPORT

Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the
degree of Master of Business Administration

(MBA)

in

Hospital and Health Management

by

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Stream-Hospital management

Batch-2020-2022

Place: Burjeel Hospital, Abu Dhabi, UAE

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Introduction

Internship program has become the bridge for those who want to enter to corporate level from the college life, through internship I got to know the real working environment that was very much different from my course study. During my internship, I got a chance to work in the operations department of a tertiary care hospital named Burjeel Hospital in Abu Dhabi to know about how operations department contribute in day today running of an hospital. I have spent a lot of time creating dashboards, understanding data and creating strategies to improve the process of different workflows. All my experience helped me realize parts like grouping work, work environment, peering support, carried out in the organization. Thus, the internship duration provided me with the opportunity to broaden my knowledge, acknowledge my strengths/weakness that would be more helpful to shape up my career in the future.

Objectives of Internship

As partial fulfillment of the requirements of the Master Business Administration program of IIHMR University, I was assigned to Strategy and Operations Department of Burjeel Hospital Abu Dhabi. The primary objective of the internship is to generate a thorough understanding of the workplace relationship, performing of the activities and engaging oneself in the working environment. In a way, it was more to get practical implication of all the studies, theories that I had acquired so far. This would help me to pave a way towards growth in my academic as well as personal development. Apart from general objectives, the specific objectives are highlighted below:

- To acquire exposure in the working environment resulting in the development of practical knowledge, confidence and diplomacy.
- To learn and apply theoretical knowledge practically in the workplace.

- To develop interpersonal, managerial and communication skills
- To come up with the possible strategies to gain competitive advantage.
- To be a valuable asset for the organization by contributing positive aspects
- To fulfill the partial requirements for the Master of Business Administration program of IIHMR University

Organizational Profile

Vision

To be the preferred choice in quality healthcare and associated services, wherever we operate.

Mission

To achieve world-class corporate governance in healthcare, using technology and the latest medical advances to provide services and outcomes that exceed expectations.

Core Values

Compassion for our patients. Teamwork with our staff and partners. Integrity in our professional conduct. Responsible corporate citizenship.

Governance

Our strength as a dynamic organization, guided by teams of global professionals, is reflected in our commitment to sound governance policies and practices. We have several teams working on implementing and sharing the best governance practices and on establishing common standards for best practices across all entities. Our teams work diligently to ensure compliance with regulatory requirements across multiple domains and sectors. This is particularly relevant in the GCC, where states and constituent emirates tend to vary in their control requirements. Recognition by international accreditation authorities such as Joint Commission International (JCI), the College of American Pathologists (CAP), and ISO – the International Standards Organization, underline our resolve to ensure the highest standards of quality. Additionally, our pharmaceutical products that are manufactured at a state-of-the-art plant are approved by the US Food and Drug Administration (FDA), the UK's Medicines

and Healthcare Products Regulatory Agency, and regulators and health ministries in the Americas, Europe, Africa, Australia and Asia.

Reach

Our journey began in the UAE, and we are extremely proud of our contributions to the healthcare industry in our home nation. However, our brands hold universal appeal, and we are dedicated to offering the same quality of care and service to people around the world. The diversity and extent of the VPS Healthcare network is one of our greatest strengths, enabling patients to be referred from geographically remote facilities to more centralized super-specialty hospitals. We are continuing to grow at an exponential rate to meet the evolving needs of the markets in which we operate, and those where we believe we can make a difference

Services Provided by Organization

- Anesthesiology
- Bariatric and Metabolic Surgery
- Cardiology and Cardiovascular Surgery
- Dentistry
- Dermatology and Cosmetology
- Dietetics
- Emergency medicine
- Endocrinology
- Ent, Head and Neck Surgery
- Family Medicine
- Gastroenterology
- General and Laparoscopic surgeries
- Gynecology and Obstetrics
- Internal Medicine
- Long Term care, Physiotherapy
- Neonatology
- Nephrology
- Neurology
- Neurosurgery
- Oncology
- Ophthalmology
- Orthopedics and Sports Medicine
- Pediatrics
- Plastic, aesthetic and Reconstructive surgery
- Pulmonology
- Radiology

- Rheumatology
- Urology
- Vascular and Endovascular Surgery

Key Activities/ Projects Undertaken Other than Dissertation

- OB-GY process flow
- Patient registration SAP system
- Medical Insurance Department process flow
- Dashboard creation via power query
- Patient experience office role and responsibilities
- EDD tracker monitoring
- Clinical Governance
- Process flow of Laboratory
- Strategy presentation on ob-gy to Senior Management Team
- IHF award submission
- Establishment of Diabetes Clinic (Business Development activity)
- Emergency department process flow and problems

Key Learnings from Internship

- Observe- the process flow and patient flow of the obg- gyane department
- Observe- the patient registration process in the SAP system
- Observe- and identify the problems faced by patients during the whole process flow and finding the reasons behind them
- Observe - the problems faced by GSE, Nurse and other stakeholders during the process
- Visit to the Insurance department, learned about the process flow (Performed alone)
- Clerks receive application, coder, application, approval, review and final submission
- A virtual meeting with Dr Disha, got an overview of SAP and the use of power query in correlation to SAP for creating dash boards (observation)

- Tracked one of the patients who even after coming to our facility for 9 months chose BMC for delivery of her baby (to find the reason behind it) (Performed alone)
- Went to the patient experience office and met the director to understand what the way in which feedback is incorporated and the numbers behind the digital and virtual feedback (Performed alone)
- Attended the operations meeting that happens every fortnight to discuss about the operational performance of different clinics in the hospital (Observation)
- Attended a meeting with senior management regarding OBG clinic performance and EDD conversion in particular (Observation)
- Attended a meeting with CEO to discuss the clinical governance initiative regarding appointment of new HOD of OBG clinic (observation)
- Being a part of meeting with lab manager Rajesh where I learnt about the problems faced by the lab regarding process flow of the swabs taken during obs and gyane consultation (observation)
- 2 Also I was given the task to provide some insights into what can be done for new logistics required to provide urine test to OPD patient of OBG Gyane department (performed alone)
- 3 Created a new script for the external referral calling to BDMC including the component of patient satisfaction into it (assisted someone else)
- 4 Experienced the orange code (mass casualty) and worked to prepare a list of all the patients admitted in the physiotherapy department triaged as (GREEN) , looking at their correct registration and discharge(performed alone)
- 5 Learned the registration process at OBG clinic and the steps involved in it , ask for ID, check which insurance , confirm the status of pregnancy , Enter the ID in the document number , in the EMR check for appointment , check in the EMR for appointment, check if EMAIL is there or not in the system .Check for the insurance relationship section, attach ID with the system, Assign nurse, check incoming payments. (Observed alone)
- performed alone- Preparation of presentation on observation in the obs- gyane department and what are the improvements that can be proposed
- Observed- Attended the meeting with Dr Rajeev regarding the IHF award submission, along with Anand sir from quality and discussed about the various components of submission and deciding who will be the process owner for which part
- performed alone- Preparation of 2nd and 3rd trimester structure for the burjeel Farah process flow structurer
- performed alone- Personal introductory meeting with Dr Rajeev regarding work and background
- (Observed)- collaborated with Rajeev sir and joined the meeting on new clinic that we are focusing on to bring up . The Diabetes and Endocrinology clinic. Discussed important business development, marketing, financial and operational aspect of it
- (Assisted others) – Collaborated with the diabetes educator(Mai) to help her in making content for diabetes clinic (new launch) , what will be the structure of things.
- (Performed alone)- Had a meeting with HOD dietician department to understand and explore the possibilities of incorporating dietician visits and educating mothers about the importance of diet during pregnancy their journey as a part of antenatal classes and package
- (Performed alone)-Meeting with Dr Rajeev. discussing the free services and paid service that needs to be included in our antenatal package and to help Savita (Marketing Executive) in making the structure of Antenatal program- week by week

- (Performed alone)- A brief meeting with Dr Lalu discussing about the clinical governance issues and the problems that we face at burgee hospital as a mature organization due to the belief system that “ this thing happens in this way only” Also discussed about the problems faced in the obs and gyne both in terms of clinical administration and patient experience.