

INTERNSHIP REPORT

Submitted to



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**For the partial fulfilment for the award of the degree of
Master of Business Administration (MBA) in
Hospital and Health Management**

BY

Dr Sheryar Battiwalla

Roll no 1196

MBA HM 25

UNDER THE SUPERVISION AND GUIDANCE OF

Col Dr Mahender Kumar

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INTRODUCTION

Healthcare project managers are responsible for regular coordination and operation within the process. On the initiation of a new project, it is their responsibility to come up with a detailed project plan and solution for the problem that might arise. They are responsible for overseeing a considerable spectrum of projects within the organization from initiation till completion, stay on schedule, monitor the project progress, and manage the team.

ORGANIZATIONAL PROFILE:

M16 Labs- M16 Labs is a health-tech company that is working towards development and implementation of a Patient Health-Centric Platform to Manage Everyone's Health & Wellness. With over 65 years of collective experience in healthcare and having worked in North Americas, Middle East & India, M16Labs have built the Healthcare Operating System which is designed by Doctors and Built by Techies.

Rather than breaking up the industry into bits and pieces and solving one specific problem, M16Labs 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 Centres, Large Corporate Hospitals to NGOs delivering healthcare in remote areas and Government Healthcare infrastructure.

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

MISSION: #HealthyIndia through #HealthyYou by Making Care & Wellness Accessible

COMPANY 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

PRODUCT

METAHOS OPERATING SYSTEM

Meta hOS platform is designed to help healthcare organizations improve patient care, maximize operational efficiency, and reduce administrative costs. The system enables providers to focus on treating patients not on technology. This easy-to-use platform is intuitive; enabling caregivers to process the right information at the right time, in the right hands, every time.

Easy to Use

MetahOS Healthcare Operating System was designed from the ground up to be easily configured, managed and used to get your healthcare institution up and running quickly.

Focus on What Matters

MetahOS lets you focus on your patients, and the platform takes care of all the chores. Go ahead and move your Healthcare institution to the MetahOS Healthcare Operating System.

Powered by Clinicians

MetahOS lets you configure and run your Healthcare institution based on your practice and experience, you can build your own EMR, rules engines, reports and everything that you need to run and manage your Healthcare institution.

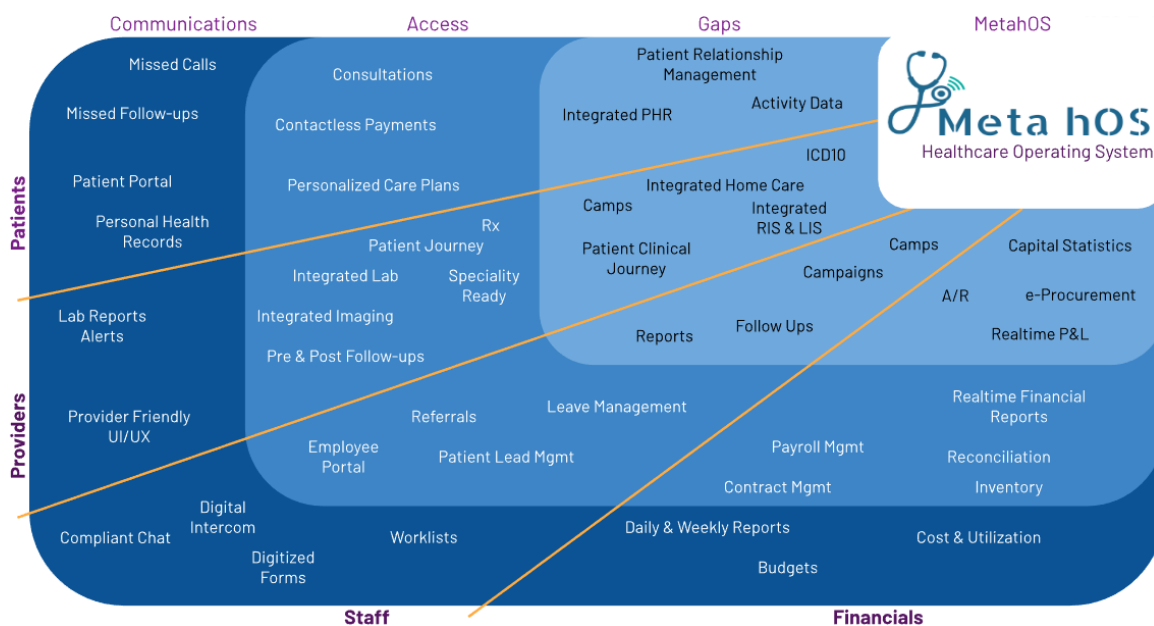


Figure1.1 : MetahOS Covers wide array of system for all end users

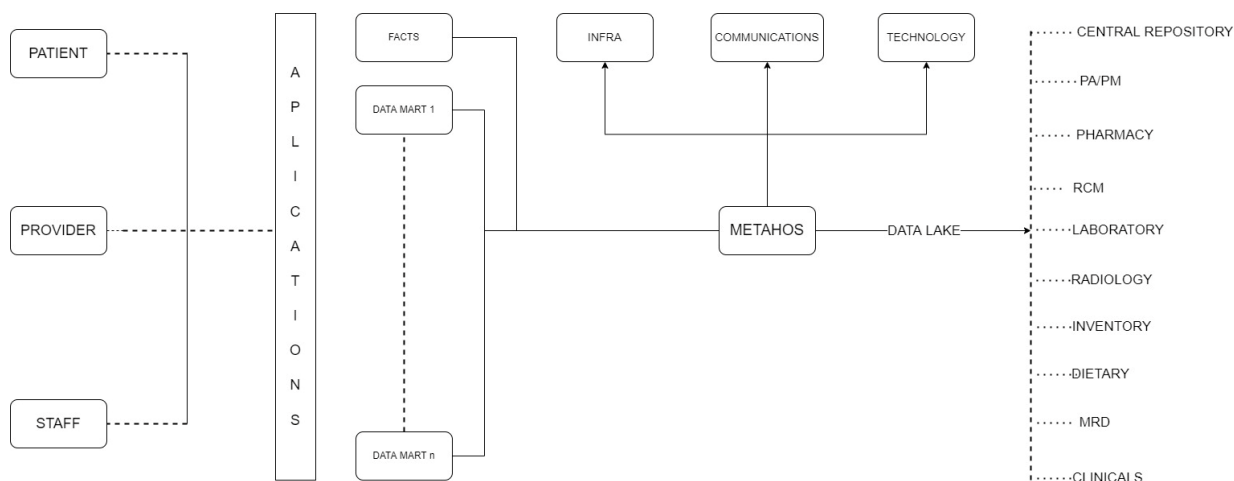


Figure 1.2: MetahOS Data Lake structure

A data lake is a storage repository that holds a vast amount of raw data in its native format until it is needed for analytics applications. Data lakes commonly store sets of big data that can include a combination of structured, unstructured and semi structured data.

MetahOS has a built in Data lake to collect data of patients from all clinical as well as non clinical Departments and stores them in its own built in repository from where the data is cleaned and formatted to the Unique health ID of that particular patient.

This allows MetahOS to keep a longitudinal record of the patients journey from

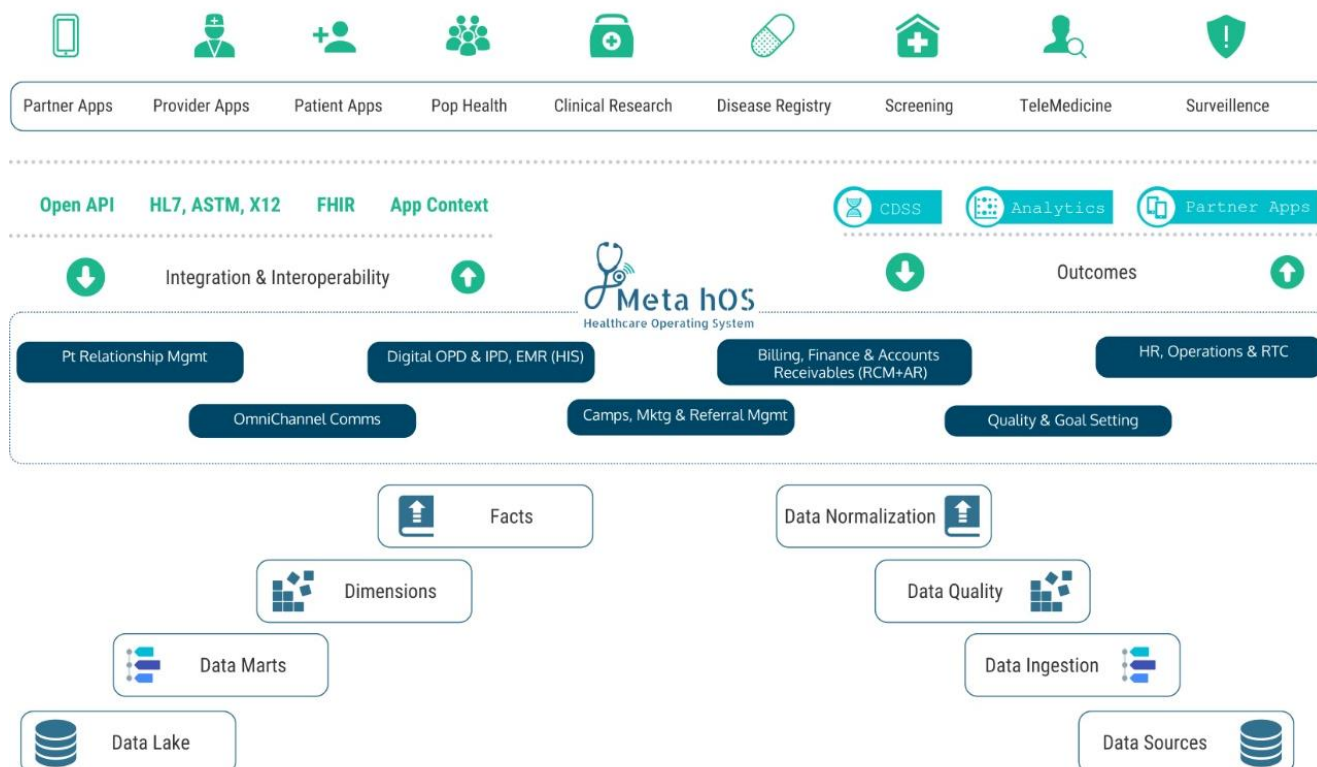


Figure 1.3: MetahOS Built in Health Stack

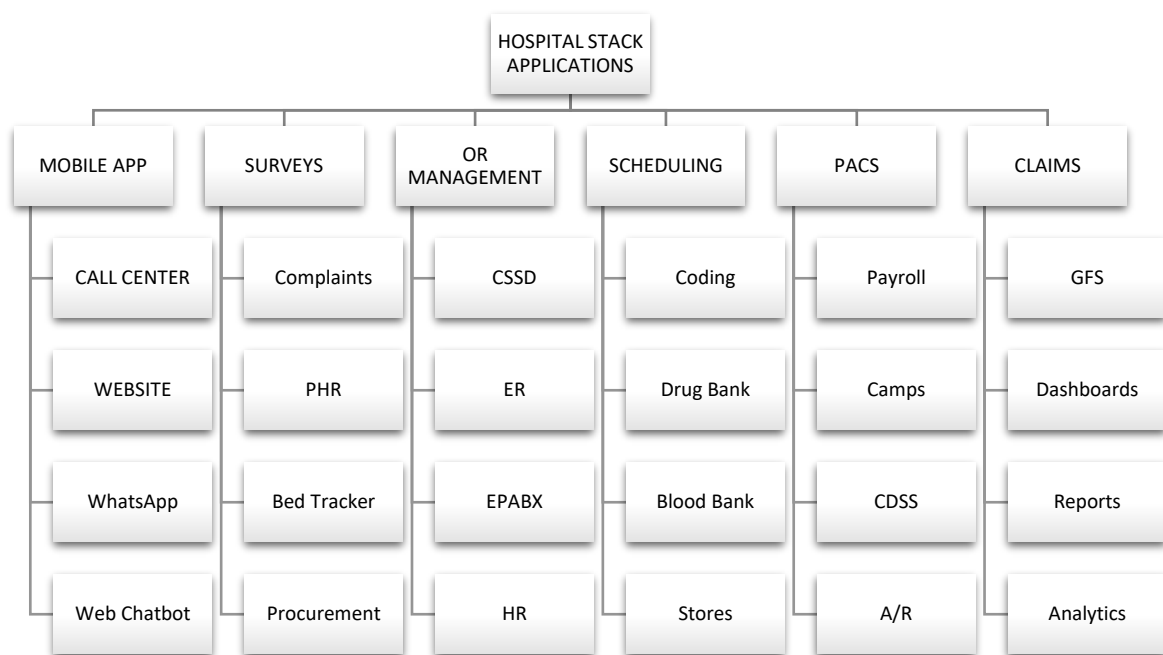


Figure 1.4: MetahOS built in Hospital Stack

SERVICES PROVIDED BY THE ORGANIZATION

Healthcare Operating System: 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. Meta hOS platform is designed to help healthcare organizations improve patient care, maximize operational efficiency and reduce administrative costs. The system enables providers to focus on treating patients not on technology. This easy-to-use platform is intuitive; enabling caregivers to process the right information at the right time, in the right hands, every time.

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 & Co-morbidities 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.

FEATURES THAT SOLVE PROBLEMS

Billing, Finance & Accounts Receivables • Contactless & Direct Pay • Integrated Receivables Mgmt • Financial Reports • HAPS & Payroll Mgmt • GSTR • OPD & IPD Billing • Integrate with Bank Account	Integrated Contact Centre • IVRS • WhatsApp • Web Intake • Web Chatbot • Mobile App
Digital OPD & IPD (HIS) • Patient Registration • Case & Consultation Notes for Clinicians (OP & IP) • Scheduling & Staffing • Bed Management • Patient Management • Integrated Rx, Lab & RIS • Inter Hospital Referrals, Speciality Ready	Marketing, Sales & Referral Mgmt • Referral Management • Run Health Camps • Manage Sales Calls • Run 2nd Opinion Clinics • Digital Footprint • Understand Patient & Digital Trends • Telemedicine Screening • Auto Blood Donation Camps
Patient Relationship Management • Digital Patient Experience • Improve Patient Satisfaction • Track Patient Journey • Patient Lead Management • Pre & Post Follow-ups • Augment with Telemedicine • Point of Care Devices – Integration • Run Home Care & Services	HR, Operations & RTC • Realtime In-App Chat • Intercoms • Scheduling & Staffing • Manage Staff • Payroll • Attendance Mgmt • Notifications

OBJECTIVES OF INTERNSHIP:

- Learning about the daily operations in various Fields, with activities and roles of each field.
- Understanding the Hospital requirements and addressing the issues.
- Planning and implementing solutions.
- Understanding Organizational hierarchy.
- Interpersonal communications within the organizations
- Handling and training end users
- Understanding the organization culture
- Working upon a pain point for the organization

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 requests, providing solutions up to the toe, tracking issues and always ready to provide assistance.

Coordination

Coordinating with fellow team members to timely deliver the services and requirements.

Data Analysis

Analyzing data monthly, providing trend and strategic 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 compassionate in conversation.

KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION:

- Hospital materials
- Platform Stress Testing
- Clients engagement
- Training materials for end users
- Demo trainings
- Technical assistance to end users