

**Summer Training at
Apollo Hospitals Enterprise Limited, Visakhapatnam
(April 3 to June 2, 2017)**

**Facilitating Hospital Workflow Through Minimizing Errors in
Information Technology Department**

**By
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**Under the guidance of
Dr. Monika Chaudhary**

**MBA Hospital & Health Management
2016-2018**

The logo for IIHMR University features a stylized 'i' in a square followed by the letters 'IIHMR' in a large, bold, serif font, and the word 'UNIVERSITY' in a smaller, sans-serif font to the right.
Institute of Health Management Research
The IIHMR University, Jaipur
2017

CERTIFICATE

This is to certify that **Dr. SHRAVAN KUMAR MEDINI** has undergone summer training in **Apollo Health city Hospital, Arilova colony, Visakhapatnam** from **3rd April to 2nd June, 2017**.

The candidate himself completed the project assign to his during summer training. His approach to the project was sincere and proactive. This summer training is in partial fulfillment of the course requirement recommended for the award of MBA in Hospital and Health Management.

I wish him success in all his future endeavors.



Col. (Dr.) Ashok Kaushik
Dean (Academic & Student Affair)
The IIHMR University, Jaipur



Mentor
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TO WHOMSOEVER IT MAY CONCERN

This is to certify that Dr. Shravan Kumar Medini S/O. Bhujangam Medini a student of Management of Hospital Administration in Indian Institute of Health and Hospital Management and Research (IIHMR University), Rajasthan. has successfully completed his Summer Internship in our organization.

Subject :1. "Minimizing Errors in Information
Technology Department"
:2. "Measures of development in Radiology"
Date : 03-04-2017 to 03-06-2017.

His performance was found to be good.

We wish him all the best for his future endeavors.

S. B. Kumar
S.BHARANI KUMAR

MANAGER HUMAN RESOURCE

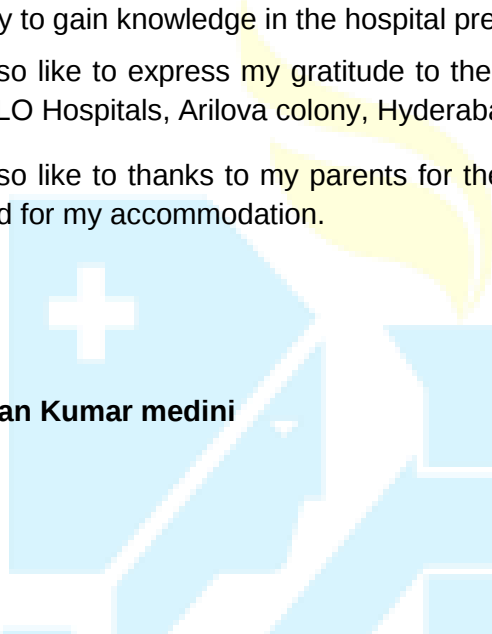
ACKNOWLEDGEMENT

There are many people without whose support, guidance and knowledge this project would not have been possible. It gives me immense pleasure to express my gratitude towards all of them. First, I would like to express my thanks to the HR Manager - **Mr. Bharani**, operations manager – **Mr. Mohan Krishna**, it department head **Mr. Siva** (Apollo Hospital) as they provided me an opportunity to gain knowledge in the hospital premises.

I would also like to express my gratitude to the doctors, nurses, housekeeping and patients of the APOLLO Hospitals, Arilova colony, Hyderabad.

I would also like to thanks to my parents for their blessings and my friends who motivated me and helped for my accommodation.

Dr. Shravan Kumar medini



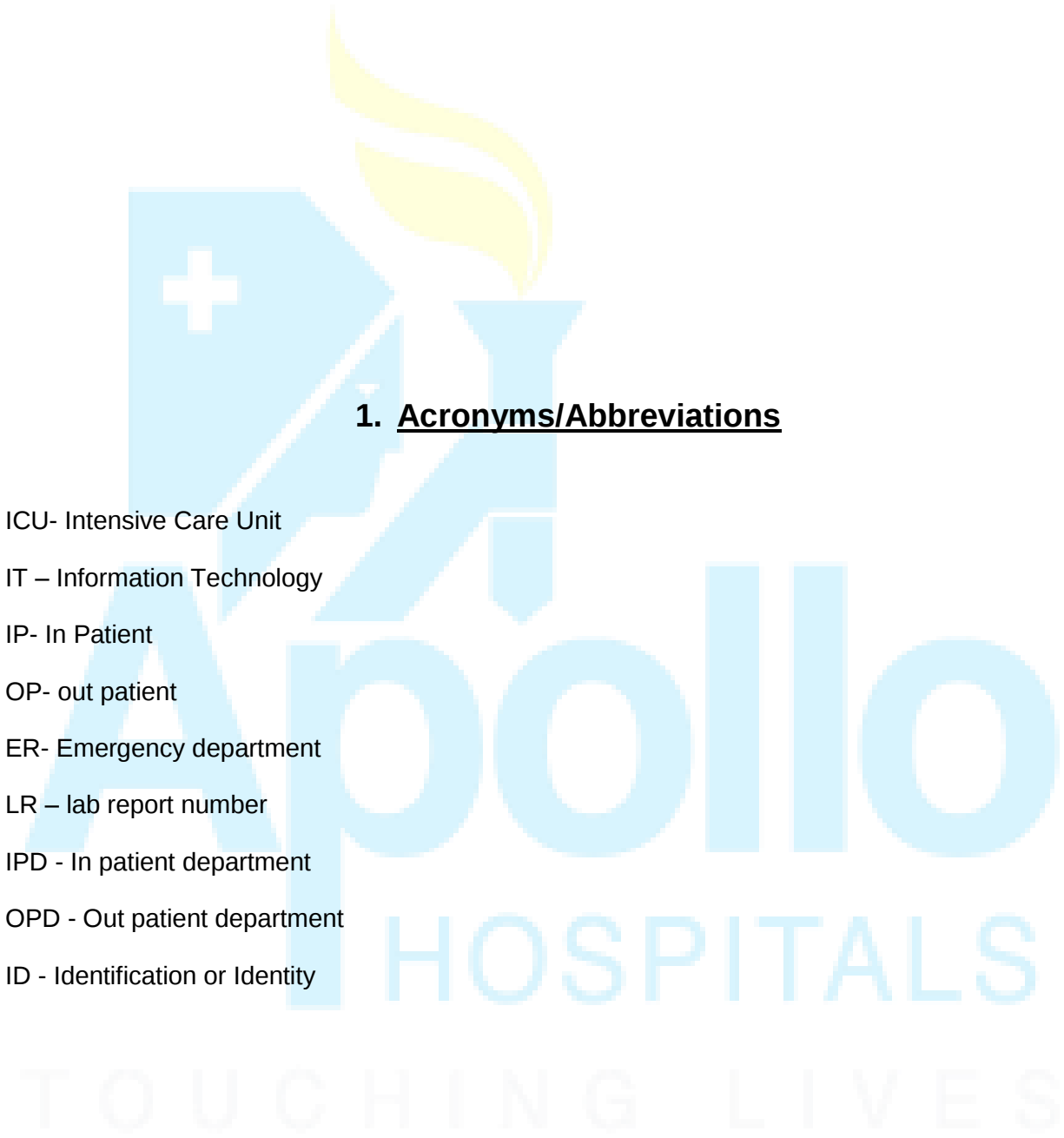
Apollo
HOSPITALS

TOUCHING LIVES

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1. Acronyms/Abbreviations

ICU- Intensive Care Unit

IT – Information Technology

IP- In Patient

OP- out patient

ER- Emergency department

LR – lab report number

IPD - In patient department

OPD - Out patient department

ID - Identification or Identity

2) ORGANIZATION PROFILE:

Dr. Prathap C Reddy has started The Apollo Hospitals in 1983. Apollo hospital holds the significance of being first corporate hospital. Since then, Apollo has risen to a position of leadership and has emerged as Asia's foremost integrated healthcare services provider. It has a strong foundation in healthcare industry, including Hospitals, Pharmacies, Primary Care & Diagnostic Clinics. It further added Telemedicine in 10 countries.

Apollo group also started health insurance services, education and training programs and a diploma course in hospital administration.

The foundations of Apollo's heritage are its excellence in clinical perfection, costs-effective, innovation and forward-looking exploration. As a capable corporate resident, Apollo Doctor's facilities takes the soul of initiative well past business and it has grasped the duty of keeping India sound. Perceiving that Non-Transferable Maladies (NCDs) are the best risk to the country, Apollo Doctor's facilities is consistently teaching its kindred Indians on customized preventive social insurance as a key to health. Dr. Prathap C Reddy's drive suitably named the "Billion Hearts Thumping Establishment" attempts to keep Indians heart-sound; over a large portion of a million people have vowed on www.billionheartsbeating.com

3) PURPOSE

MISSION: "our mission is to bring healthcare of international standards within reach of every individual. We are committed to the achievement and maintain of excellence in education, research and healthcare for the benefit of humanity "

VISION: Apollo's vision for the next phase of development is to 'Touch a Billion Lives'.

VALUES:

Values make us who we are, defining us not only as individuals, but also as a family. Apollo has always been a family, working together, crossing hurdles together, and notching up victories together. Our values hold us and unite us for a common purpose. It upholds what we believe in, what we hold close to our hearts, and that is what makes Apollo one of the greatest healthcare providers in the world.

- Pioneering Attitude:
- Proactive Involvement:
- World Class Excellence:
- Trustworthy Spirit:
- Compassionate Care:

(a)LOGO



APOLLO HOSPITALS VISAKHAPATNAM

- Apollo Hospitals Group is a super speciality healthcare provider. The multi-specialty 110 bedded hospital at Health City, Arilova colony, Visakhapatnam became functional since 2016.

SPECIALITIES

• Anaesthesiology	• Nephrology & Dialysis
• Urology	• Organ Transplant
• Orthopaedics & Joint Replacement	• Plastic surgery
• Ophthalmology	• Pulmonology
• Paediatrics	• Radiology & Imaging Services
• Physiotherapy	• Blood Bank
• Lab Services	• Cardiology
• ENT	• Emergency & Critical care
• CT surgery	• General & Laparoscopic Surgery
• Gastroenterology	• Gynaecology
• Internal Medicine	
• Neurosciences	

INFRASTRUCTURE

- Operation Theatres
- ICUs
- Endoscopy Suite
- Non-Invasive Laboratory

- Radiology
- Nuclear Medicine
- Catheterization Laboratory
- Dialysis & Department of Nephrology

FACILITIES

- Emergency Unit
- Blood Bank
- Ambulance
- Pharmacy
- Laboratory services
- Pathology
- Haematology
- Microbiology
- Biochemistry.

SPECIFIC PROJECT LEARNING

FACILITATING HOSPITAL WORKFLOW THROUGH MINIMIZING ERRORS IN INFORMATION TECHNOLOGY DEPARTMENT

INTRODUCTION

Nowadays, information and communication technologies are an important part of daily routine for academic and non-academic purposes. Most of us can't imagine work without The Ease of technology.

Our main task is to maintain and take care of the constantly developing information technologies, follow modern trends and respond to current challenges, so we can provide Good quality support for our hospitals.

As our hospital is newly established branch, there are a lot of software errors happening inside the hospital, which affecting the work flow of information technology department

PROS IN IT DEPARTMENT

- Apollo has a very good design of hospital software known as ``med mantra`` software
- Resolving the complaints on time
- Resolving new requests raised by staff, admin staff, doctors
- Maintaining proper documentation to resolve complaints
- Updating information regarding ask Apollo and e-doc
- Immediate response to software issues in hospital premises.
- Power full organogram of it team.
- Good secured services to prevent cyber-attacks.

PROBLEM STATEMENT

“Minimising Errors in Information Technology Department”

RESEARCH QUESTION

How complaints are affecting information technology department in Apollo hospitals at Visakhapatnam?

OBJECTIVES OF STUDY

- To increase error free software usage among hospital staff.

- To assess the departments and staff who are more prone to complaints.
- To assess the services of IT department.

RESEARCH DESIGN

- Observational, Quantitative, Analytical study
- Sample frame– software users (staff, doctors)
- Sample size- 90 complaints & 180 requests
- Tool- Questionnaire
- Time span- 2 months

COMPLAINT AND REQUESTS

What is a complaint?

“Complaint is a mistake happened in the software by hospital staff.”

What is a raised request?

“Raised request is a request application kept to “IT” department by administration staff to insert or include specific options inside the software.”

METHODOLOGY

- A sample of 90 complaints,180 requests has been taken from the hospital.
- Primary data has been collected by means of questionnaire.

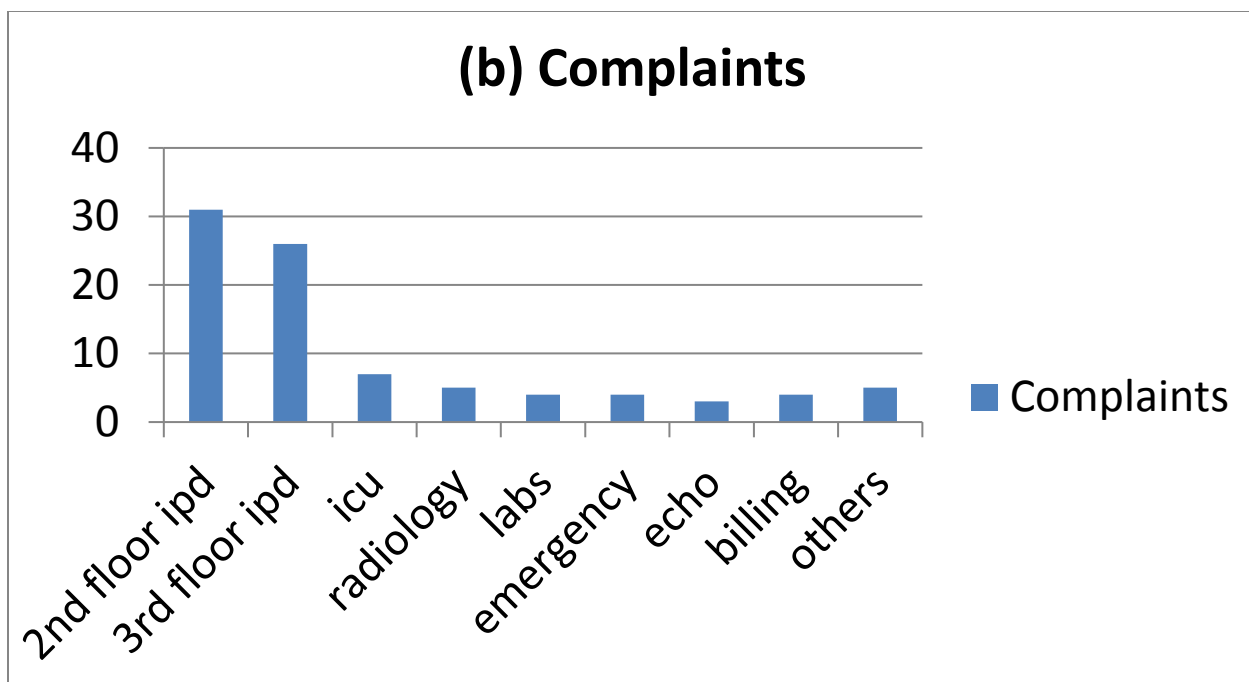
- The period of the study has been April & may 2017.
- The complained staff will be made aware about the survey & those who accepts our survey will be a part of survey.

DATA ANALYSIS

- Total number of complaints sample: 90
- Total number of requests raised: 180

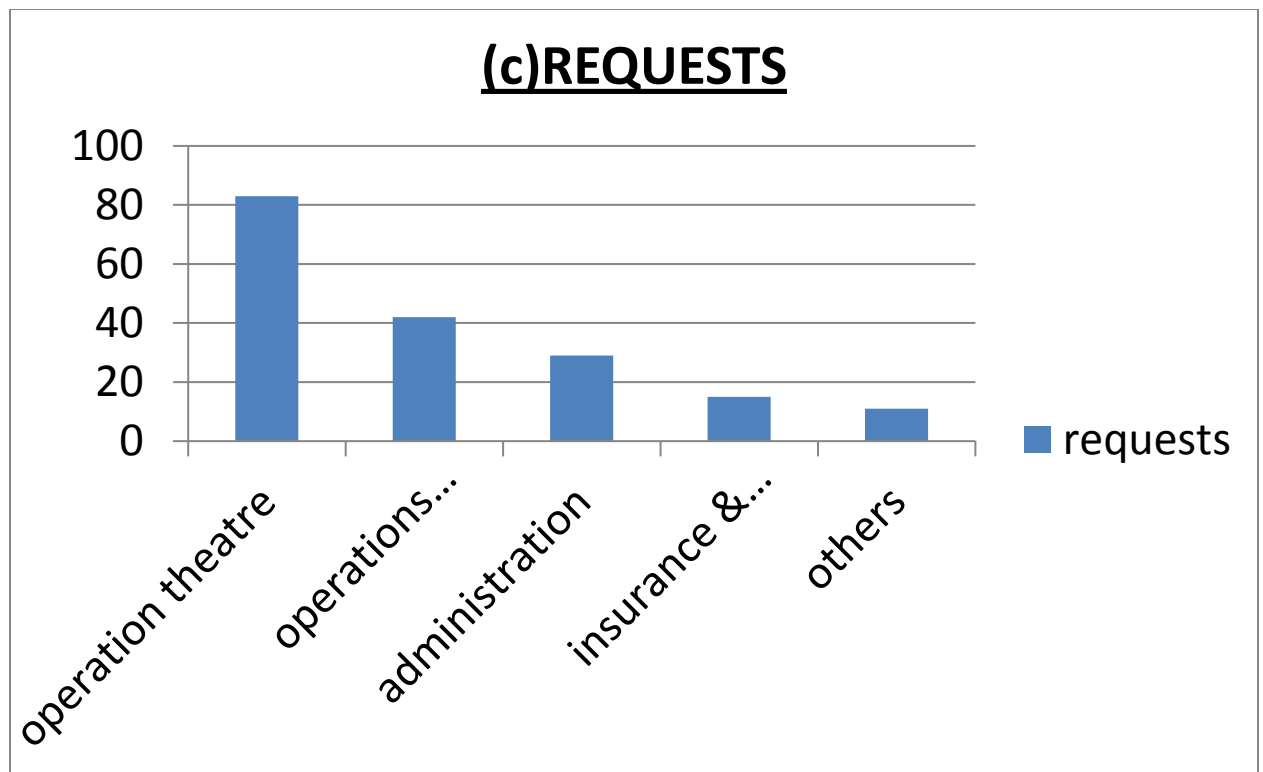
DATA ANALYSIS OF COMPLAINTS

- Complaints:
- 2nd floor ipd: 31
- 3rd floor ipd: 26
- Icu: 7
- Radiology: 5
- Labs: 4
- Emergency: 4
- Echo: 3
- Billing: 4
- Others: 5



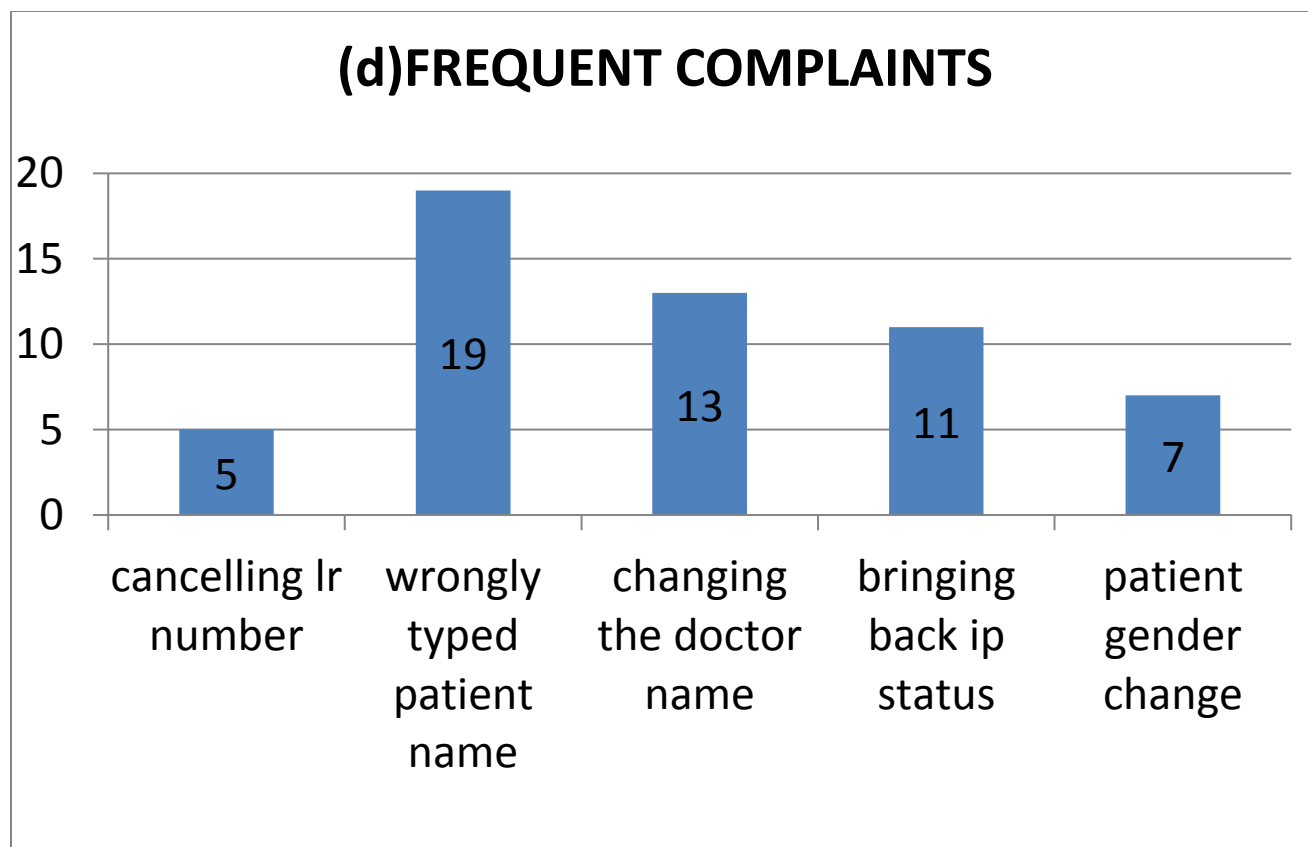
DATA ANALYSIS OF REQUESTS

- Operation theatre: 83
- Operations department: 42
- Administration: 29
- Insurance & billing: 15
- Others: 11



FREQUENT COMPLAINTS

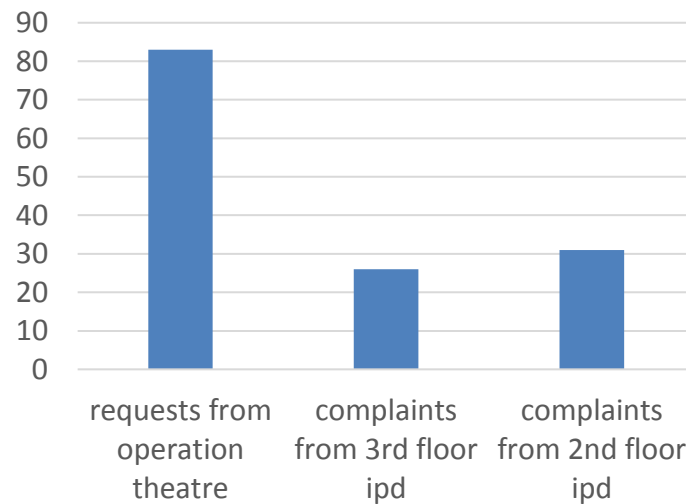
- Cancelling the LR number cases --5
- Changing the wrongly typed patient name -- 19
- Changing the doctor name --13
- Bringing back the ip status --11
- Patient gender change --7



MAJOR DEPARTMENTS OF COMPLAINING

- Complaints more prone from: 2nd floor ipd, 3rd floor ipd
- Requests more prone from: operation theatre
- Complaints from 2nd floor ipd: 31
- Complaints from 3rd floor ipd: 26
- Requests from operation theatre: 83

(e) MAJOR DEPARTMENTS OF COMPLAINING



OBSERVATIONS IN THE STUDY

- Most of the Staff were not using their given user id & password.
- Few staff were dropping their same complaint twice or thrice.
- Few staff were making mistakes while complaining in software at ``reported to`` and ``reported by`` headings.
- Old employee id's are still existing and they are in use, which may lead to complication.
- Staff was not checking whether the complaint has been resolved or not!!

SUGGESTIONS

For complaints:

- 1) New employee's induction should include training on med mantra software.
- 2) Staff are advised to use their own id`s
- 3) Staff are advised to provide proper documents or mails to continue with their requests or complaints.
- 4) Staff are encouraged to look back their complaint status.
- 5) Errors occurred can be minimized by establishing seminar classes twice a month.
- 6) Old id`s should be permanently removed.

For requests raised:

The present existing software should be compared with the old existing Apollo branches and include the major required options in the software.

FOLLOW UP WEEK

A counseling session of software errors was done on 22nd may and we followed up the staff from 22nd may to 27th may to minimize errors. Significantly follow up week program lead to decreased errors in the later week.

ANNEXURE

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