

Internship Report

Submitted To



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For the partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management (HHM)

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By

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Organization Name: Sankara Eye Hospital, Coimbatore

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Certificate of Completion (Organization)

INTRODUCTION

Sankara Eye Foundation India (SEFI) is a Not-For-Profit organization committed to provide quality eye care services to the poor and marginalized sections of the society since last 45 years. It started as a small primary healthcare center in the year 1977 by Dr R.V. Ramani and Dr. Radha Ramani. Today, Sankara is one among the largest and fastest growing social enterprise with a group of 12 hospitals equipped with world-class facilities & robust infrastructure and catering to the rural and urban population.

Sankara's 'Community Outreach' model is a unique, replicable and sustainable model which has transformed over 10 million lives since inception and continues to do so. While Sankara's Pan India footprint is expanding, serving more states and districts, it has been realized that primary eye care is very important, especially at the village level, for which the concept of 'Vision Centers' has been introduced across all Sankara units. Today, SEFI has 33 vision centers spread across 9 states in the country. These vision centers are located in the states of Tamil Nadu, Madhya Pradesh, Karnataka, Gujarat, Rajasthan, Punjab, Uttar Pradesh, Andhra Pradesh and Maharashtra. In the coming years, SEFI is planning to add more units and vision centers in other states of the country to achieve the goal of "Eradicating Preventable Blindness" across the country. The fixed presence of the Sankara's vision centers provide eye care services on a daily basis to many people. Each vision center of SEFI is responsible for providing comprehensive eye care service to the 'catchment' population of about 50,000-1,00,000 through appropriate infrastructure, trained human resources drawn from local communities and state-of-the-art teleconsultation services. For setting up these vision centers, SEFI invests a huge amount of capital (approx. 13.5 lakhs capital expense and 9.3 lakhs recurring expense) for each vision center, just to provide quality eye care treatment to all sections of the society, but especially to the poor and needy.

OBJECTIVES OF INTERNSHIP

The main objectives of Internship are-

- To understand the work pattern and organizational structure of SEFI
- To understand the technical terms of HR
- To understand the process flow in the organization
- To develop and improve business skills in communication and technology
- To have a valid quantitative reasoning
- To know the importance of teamwork
- To improve soft skills
- To groom myself as a professional personality

ORGANIZATION PROFILE

The origins of Sankara Eye Foundation can be traced back to the Sri Kanchi Kamakoti Medical Trust. By 1982, the activities of Sri Kanchi Kamakoti Medical Trust had grown very diverse and grown well. At this juncture, the Acharyas advised Dr. Ramani to establish Sri Kanchi Kamakoti Medical Trust exclusively to oversee health related activities. A board of Trustees were appointed who have continued to guide its activities.

In May 1977, inspired by the Sankaracharyas of Kanchi, Dr. R.V. Ramani and his wife, Dr. Radha Ramani set up a Primary Health Care Centre for the needy at Coimbatore. With the help of best eye doctors in India offering voluntary services and the support of Coimbatore's Resident Community, the service grew to 12 Medical Centres in 9 states serving 1000 patients every day.

In 1985, Dr. Ramani's attention was drawn to the tangible difference the "Gift of Vision" could make. More than 80% of blindness is preventable and curable. Sankara Eye Hospital was started with the mission to eradicate needless blindness, under the aegis of Sri Kanchi Kamakoti Medical Trust. In keeping with Mahatma Gandhi's dictum, 'India lives in the villages', in 1990, Dr. R.V. Ramani launched Gift of Vision- high quality, cost effective, readily available eye care at the doorsteps of Rural India. With the support of Rotary International and Rotary Coimbatore Central, through a Health, Hunger and Humanity Grant for the first time in India, the "Gift of Vision" programme was initiated. The model aims at providing world-class eye care totally free of cost to 80% of the population and through paid services for 20% which in turn subsidizes the total cost of treatment. The GOV serves a population of 92 districts across 9 states in India. GOV has so far conducted over 26,757 rural outreach camps, screened 4.9 million people, and performed over 1.9 million free vision restorative surgeries. An eye care program for children, "Rainbow", started in the year 1996, has screened over 6 million children for undetected visual defects providing free vision aids and surgeries.

Vision: To work towards freedom from preventable and curable blindness.

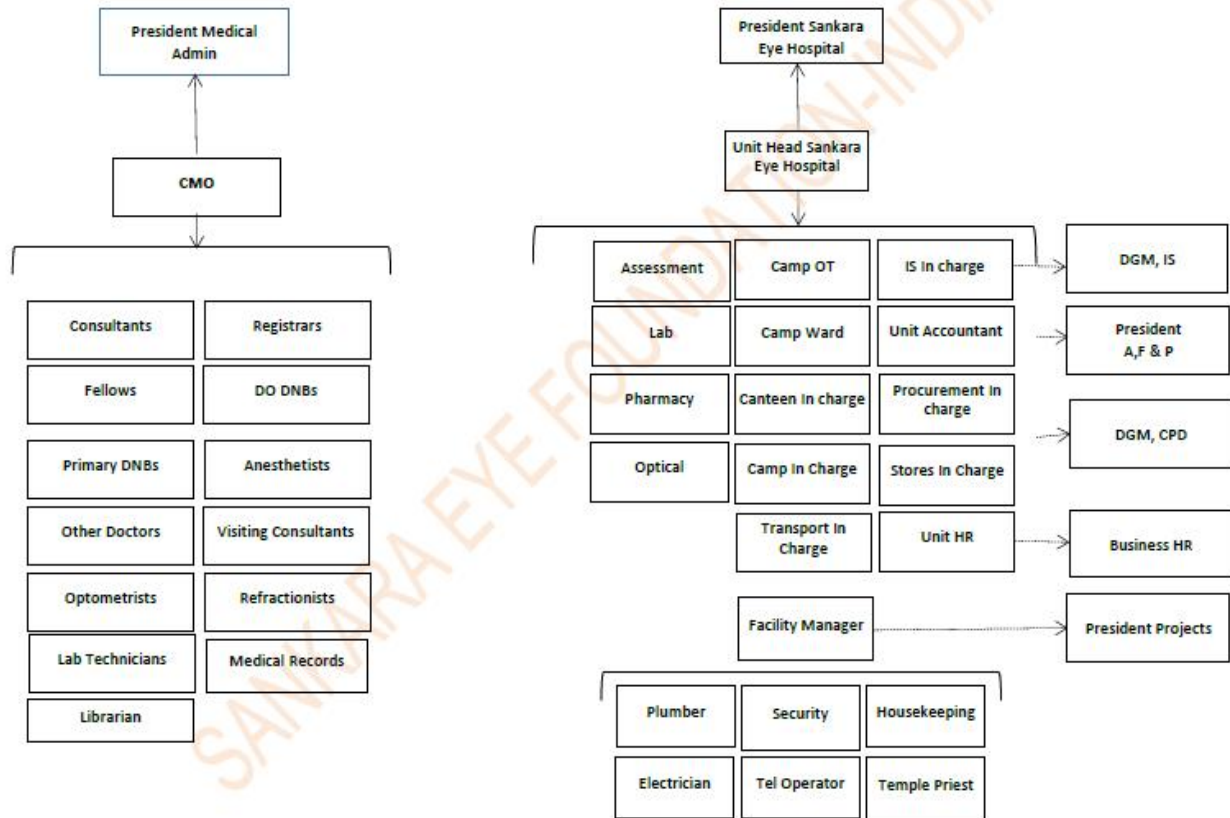
Mission: To provide unmatched eye care through a strong service-oriented team.

Objectives: To work towards freedom from preventable and curable blindness Sankara has set the following objectives as a guideline.

- To make readily available cost effective, quality eye care to all.
- Provide the latest in diagnostic and surgical care of eye diseases.
- To always have quality as the sole criterion for all activities.
- To establish eye banks and peripheral eye donor forums for different regions of the country.

Organization Structure:

Unit Organization Chart – Base Hospital (Sankara Eye Hospital):



SERVICES PROVIDED BY THE ORGANIZATION

Specialty Services Offered-

- Cataract & IOL Clinics
- Glaucoma Services
- Cornea & Refractive Surgery- LASIK
- Vitreo-Retinal Surgery
- Oculoplasty & Aesthetic Services
- Ocular Oncology
- Pediatric Ophthalmology
- General Ophthalmology
- Ocularist
- Vision Therapy- Computer Vision Clinic

- Assistive Vision & Rehabilitation
- Eye Banking & Corneal Transplant Surgeries

Supportive Services-

- Microbiology Lab
- General Physician
- Optical
- Pharmacy
- Third Party Administrator/ Insurance
- Canteen
- Tele-Ophthalmology
- Education & Training (Sankara Academy of Vision)
- Community Outreach
- Vision Centers