

**INTERNSHIP
AT
MyHealthcare Technologies, Gurugram**

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 Healthcare Analytics

by

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INTERNSHIP REPORT
IMPLEMENTATION & OPERATIONS OF CLINICAL
MODULES IN HOSPITAL MANAGEMENT INFORMATION
SYSTEMS (HMIS)

Role: Management Trainee (Clinical Operations & Implementation)

Domain: Healthcare Technologies: Clinical Informatics

Platform Specialty: Zoho Support Infrastructure & HMIS Systems

Prepared For: Academic Evaluation & MBA Degree Completion

1. Executive Summary

During my management traineeship, I specialized in the end-to-end implementation, user adoption, and post-go-live operational optimization of clinical modules within a comprehensive Hospital Management Information System (HMIS). Operating at the vital intersection of healthcare information technology and frontline clinical workflows, my role focused on deploying modules that directly impact patient care delivery, including Electronic Health Records (EHR), Physician Ordering, and Nursing Documentation. By successfully bridging the communication gap between software engineers and medical professionals, delivering role-specific training to clinical stakeholders, and managing specialized support pipelines via Zoho, I enabled partner hospitals to seamlessly transition to digitized clinical environments, ensuring high system adoption, strict data accuracy, and absolute continuity of patient care.

2. Introduction: Context of Healthcare Digitization & HMIS

In the modern healthcare ecosystem, the transition from fragmented, paper-based workflows to integrated digital platforms is no longer an operational luxury. It is a critical necessity for driving administrative efficiency and ensuring patient safety. At the core of this transformation is the Hospital Management Information System (HMIS). While administrative and financial modules of an HMIS stabilize the revenue cycle and back-office pipelines, the clinical modules, spanning Electronic Health Records (EHR), Computerized Physician Order Entry (CPOE), and Nursing Worklists that directly dictate the efficiency and safety of core clinical care delivery.

Implementing the clinical side of an HMIS is uniquely challenging. It requires reshaping the daily behavioral habits of highly time-constrained physicians and nurses, translating nuanced medical workflows into structured software logic, and maintaining absolute system availability where downtime could compromise care. This report outlines my strategic and tactical responsibilities as a Management

Trainee, where I actively led workflow alignment, provider onboarding, and data-driven post-go-live technical and operational support pipelines.

3. Core Responsibilities & Detailed Work Profile

A. Clinical Workflow Mapping & System Alignment

Before software can be successfully deployed, existing physical hospital workflows must be thoroughly mapped against digital system logic to reduce friction and prevent operational bottlenecks.

- **Process Analysis:** Analyzed and documented complex day-to-day clinical processes including outpatient consultations, inpatient admissions, vital sign charting, progress notes, and cross-departmental discharge summaries.
- **System Tailoring:** Collaborated closely with hospital IT heads, medical superintendents, and nursing leaders to configure software parameters to mirror clinical realities, actively working to minimize the "click burden" on frontline staff.
- **Operational Impact:** Successfully matched complex software modules to real-world medical tasks, drastically reducing the time required for clinicians to complete routine compliance documentation during critical patient touchpoints.

B. Clinical Change Management & Provider Training

Technology is only as effective as its user adoption rate. In healthcare, introducing new software often meets severe resistance from busy clinical professionals who view technology as an administrative burden.

- **Curriculum Development:** Designed, structured, and delivered targeted training curriculums tailored specifically to varying baseline levels of technical literacy among hospital staff.
- **Physician Onboarding:** Conducted focused high-impact micro-sessions for physicians, detailing automated e-prescribing, workflow-integrated clinical documentation templates, and Computerized Physician Order Entry (CPOE).

- **Nursing Enablement:** Organized practical, workflow-synchronized training simulations for nursing units covering real-time ward management, medication administration charting, and automatic vitals logging.
- **Measurable Result:** Accelerated the adoption curve of key EHR components and structurally reduced user input errors that could otherwise lead to severe clinical miscommunication or diagnostic lags.

C. Post-Go-Live Clinical Support & SLA Management via Zoho

A smooth launch requires rapid, fail-safe support infrastructure to address software glitches, configuration errors, or user misunderstandings in real time.

- **Infrastructure Deployment:** Established and monitored a highly structured technical and operational support ticketing pipeline utilizing Zoho.
- **Ticket Triage:** Engineered an internal triage logic to categorize incoming tickets into technical software bugs, localized user training gaps, or master data discrepancies.
- **SLA Enforcement:** Prioritized support requests based entirely on clinical severity—guaranteeing that system critical blocks affecting active patient discharges, laboratory order transmissions, or prescription printing were instantly escalated and resolved.
- **Data-Driven Optimization:** Maintained strict operational uptime for frontline clinical workers and systematically utilized aggregated Zoho support historical trends to target precise, continuous retraining sessions for specific struggling hospital units.

4. Technical & Managerial Skillsets Applied

Core Domain / Skill Area	Practical Competency Developed
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5 . K e	Clinical Informatics	Acquired deep proficiency in mapping end-to-end clinical data flows—tracing the lifecycle of an order from a doctor's interface directly to the pharmacy formulary, laboratory analyzers, and nursing vitals charts.
y L e a r	Stakeholder Management & Leadership	Developed advanced corporate and clinical negotiation skills required to navigate the unique hierarchies of healthcare systems, aligning diverse priorities between senior consultants, nursing superintendents, and hospital executives.
n i n g s &	Data-Driven Support Operations	Utilized Zoho CRM analytics to proactively measure ticket response lifecycles, establish resolution baselines, detect underlying product friction trends, and enforce strict Service Level Agreements (SLAs).
A n a l y	Risk Mitigation & Privacy Compliance	Gained clear experience identifying operational risks during system cutover phases, safeguarding patient medical record privacy, and ensuring transition activities never compromised actual patient safety.

tical Observations

A primary takeaway from my experience is that a successful software deployment relies only 50% on the software architecture itself; the remaining 50% rests heavily on comprehensive change management and empathetic stakeholder engagement. For an overworked clinician, every unnecessary click or confusing

menu option represents immediate time subtracted from an active patient. Therefore, successful HMIS implementations must aggressively prioritize intuitive user interfaces, localized custom configurations, and pre-constructed clinical templates to actively reduce cognitive fatigue.

Furthermore, I observed the power of converting support overhead into product intelligence. Within an integrated HMIS ecosystem, departments can no longer operate as independent silos. An issue left unresolved in one area—such as an incorrect inventory item configuration in the pharmacy master list—creates immediate cascading blocks that break physician workflows during electronic prescribing. Managing support pipelines through Zoho highlighted that technical support tickets are actually highly valuable data points; aggregate analytics can unveil systemic design flaws, allowing tech teams to solve core engineering issues rather than continuously applying temporary user-training fixes.

6. Conclusion & Future Outlook

My tenure as a Management Trainee provided me with a profound, hands-on foundation in clinical informatics, change management psychology, and agile healthcare operations. Successfully bridging the operational gaps between product development teams and frontline healthcare professionals requires intense empathy, transparent cross-functional communication, and data-backed problem-solving.

The analytical insights I have developed regarding user experience optimization, data pipeline continuity, and clinical adoption have firmly solidified my professional capability to direct complex, highly regulated, technology-driven integration initiatives. This hands-on experience has outstandingly prepared me to build a successful career leading operational strategy and technology deployment within the expanding healthcare management sector.