

Internship
At
Apollo Hospitals, Trichy

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ORGANIZATION REPORT

APOLLO HOSPITALS, TRICHY

Apollo Hospitals, Trichy was first established in 2006. Presently it is working with beds and 30 specialities with the aim of bringing special emphasis on quality time between doctors and patients in all fronts and focusing on customer driven technology.

In today's world, Apollo has established a big name for itself in the hospital and healthcare industry. It is called the 'Architecture of Healthcare of India' because of its advanced guard medical procedures through latest and advanced technologies. As of which it the most preferred hospitals in several parts of India, as well as for medical tourism and international patients.

The hospital itself has created massive successive stories in the past years and created a strong bond of trust with its patients. Apollo has 30 departments well equipped with trained and skilful medical experts along with dedicated patient care personnel. At Apollo Hospitals, exceptional clinical success rates and superior technology along with warm and care are provided in abundance to give the patients a well pleased service excellence.

The organization is the first largest and fourth largest in the world. The hospital has a success rate of 95% in renal surgeries and 99.6% in cardiac surgeries. Apollo hospitals has a huge reach and contact with the community by Apollo Clinics which acts as a brand manager in the local community.

VISION

"Our mission is to make India a global Healthcare destination".

MISSION

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

QUALITY POLICY

- “Apollo Hospitals is committed to provide excellence in patient care.”
- It provides personalised, excellent efficient Medicare of international standards at optimum cost.
- Meet the ever-increasing demand of the patients through continuous upgradation of the systems through Operational and Quality Management Systems.

OPERATIONAL OBJECTIVE.

- “To provide efficient, effective timely care with a human touch to our patients.”
- To create congenial work environment and provide no delay in the service or treatments availed to the patients in need.

CENTRES OF EXCELLENCE

There are dedicated centres for super specialities called ‘Centres of Excellence’. Each Centre of Excellence have a unique state of art facilities which provide high quality clinical care too all patients. The organization has robust quality standards which has led to precision in diagnosis and treatment plan. This has enhanced infection and safety protocols to render them the appropriate treatment.

The various centres of Excellence are,

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|------------------------|------------------|------------------------------|
| ○ Heart Institute | ○ Orthopaedics | ○ Cancer care |
| ○ Gastroenterology | ○ Liver Sciences | ○ Neurosciences |
| ○ Nephrology & Urology | ○ Spine | ○ Critical care |
| ○ Emergency | ○ Paediatrics | ○ Gynaecology and Obstetrics |

ORGANIZATION PROFILE

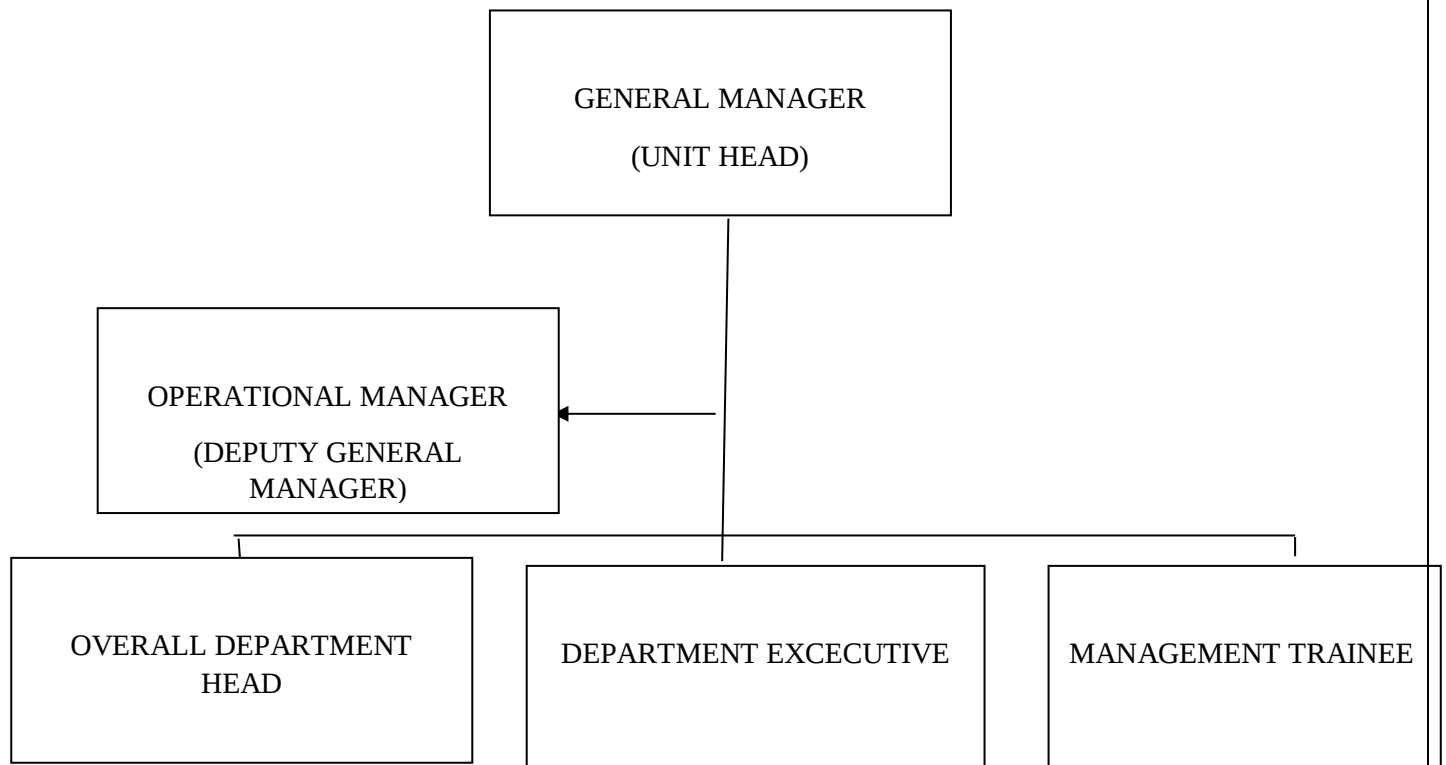
Apollo Hospitals has emerged as Asia's foremost integrated healthcare services provider and has a robust presence across the healthcare ecosystem, including Hospitals, Pharmacies, Primary Care & Diagnostic Clinics and several retail health models. The Group also has Telemedicine facilities across several countries, Health Insurance Services, Global Projects Consultancy, Medical Colleges, Medvarsity for E-Learning, Colleges of Nursing and Hospital Management and a Research Foundation. In addition, 'ASK Apollo' – an online consultation portal and Apollo Home Health provide the care continuum.

The organization embraced the rapid advancement in medical equipments across the world, and pioneered the introduction of several cutting edge innovations in India. Recently, South East Asia's first Proton Therapy Centre commenced operations at the Apollo Centre in Chennai. Since its inception, Apollo Hospitals has been honoured by the trust of over 150 million individuals who came from 140 countries. At the core of Apollo's patient-centric culture is TLC (Tender Loving Care), the magic that inspires hope amongst its patients.

Apollo Hospitals has championed numerous social initiatives – to cite a few which assist underprivileged children – SACHi (Save a Child's Heart Initiative) which screens and provides paediatric cardiac care for congenital heart diseases, SAHI (Society to Aid the Hearing Impaired) and the CURE Foundation focused on cancer care.

In a rare honour, the Government of India had issued a commemorative stamp in recognition of Apollo's widespread contributions, the first for a healthcare organization. In addition, a stamp was also released to mark the 15th anniversary of India's 1st successful liver transplant performed at Apollo Hospitals. More recently Apollo Hospitals was again honoured with a postal stamp for having successfully performed 20 million health checks and its pioneering efforts in encouraging preventive healthcare in the country.

ORGANOGRAM OF OPERATION SYSTEM OFFICE



ROLES & RESPONSIBILITIES

1. To understand the workflow and pattern of Apollo Hospitals, Trichy and its organization structure.
2. Attending daily hurdle meeting and observing the incident reports that was filed the previous day. The corrective action will be discussed, and the copy of the report will be mailed to the DMS and CEO.
3. To observe the functioning and process flow of the entire Hospital which would help to gain relevant organisational experience and a chance to apply new innovations and strategies in the growth and welfare of the organization.
4. To assist the operational manager in day-to-day operations. Through this it was expected to gain practical knowledge and skills to handle managerial issues related to major activities of the organization.

5. To observe the protocols followed in the organization and try to acquire it by 'learning by observation' method and accomplish them.
6. To observe and learn the culture of the organization and inculcating the soft skills as an integral part of understanding the organization. Observing human skills and understanding documentation, finance and accounting procedures will highly prepare myself for future managerial role.
7. To diagnose critical problems within operational area and provide the management with a set of alternative solutions and
8. If possible, design and implement a plan to carry out the most feasible solution.

KEY LEARNINGS

During my Internship at Apollo Hospitals Trichy, I have learnt –

1. To observe the protocols followed in the organization, its process of different functional departments of the hospital.
2. To understand the end to end working process of the Apollo Health Check and monitor that the patients attend all the clinical procedures and followed in the protocol and leave with full satisfaction.
3. To follow the admission process in the special covid care clinic and keep it touch with specific group of 5 patients a time throughout their whole journey of treatment and render mentorship to their family who cannot meet their loved ones during their treatment journey.
4. As a process of this mentorship, I have rendered mentorship to a total of 16 patients during this internship period and made a report of it.
5. Also the discharge moments of each patient is a memorable one and to keep it more memorable for the hospital also , I worked with the guest relation officer to provide the IP patient with smooth and happy discharge by having a conversation with them and providing them with memorable gifts or moments.

6. I learnt about the work culture, employee engagement and ownership of work shown by the hospital staff, which helped me to gain the soft skills and enhance my theoretical knowledge about the hospital.
7. It has provided me an exposure to a broad range of association management issues and given me an opportunity for one-on-one interaction with senior-level executives which has boosted my self-confidence.
8. Most importantly being posted and working in the pandemic situation, which the whole world is facing and attending new challenges and following new protocols that the government enforces every day and coping up with them had provided with me the confidence to face the problems and apply the presence of mind and handle any emergency situation boldly.
9. To understand the panic and emergency of the public to get their covid vaccination and provide them with the knowledge and give them their requirement in the correct and comfortable way in the hospital as per the procedure.
10. It helped me improve my Communication Skills and given me chance to take up tasks independently and execute it thus building my leadership qualities.