

Internship Training

at

TrioTree Technologies Pvt. Ltd.

Noida

(Feb 7 – 30 Apr 31, 2019)

on

**Role of mobiHISTree application in better management of healthcare delivery
in Nayati Group of Hospitals and client satisfaction**

By

Shikha Gill

PG/17/058

Under the guidance of

Dr Vinay Tripathi

Post Graduate Diploma in Hospital and Health Management

2017-19



International Institute of Health Management Research, New Delhi

Role of mobiHISTree application in better management of healthcare delivery in Hospitals

By
Shikha Gill
Health IT Stream

Abstract

Earlier healthcare providers were using pen and paper for prescriptions and orders. Today's systems like EHR (Electronic Health Record) and HMIS (Hospital Management Information System) are available in the chambers of doctors. But Physicians are in need of HMIS 'on the go'. Triotree Technologies came out with an innovative application called 'mobiHISTree' which helps physicians to use HMIS on the move. Under the study, challenges in the management of healthcare delivery pre-installation of mobiHISTree application and impact of 'mobiHISTree' application towards better management and automation were studied. A client satisfaction survey to include various recommendation to further improve the mobiHISTree application was also carried out. This cross-sectional descriptive study was carried out in Nayati group of hospitals. An online questionnaire was developed to capture the satisfaction level of doctors who were using 'mobiHISTree'. The study population included doctors who were using mobiHISTree in different departments and facilities of the hospitals. Approximately 85% of the clinicians surveyed stated that the application fully meets their need. Similarly, 91% of the respondents felt that the application is user-friendly. The result of this study showed that satisfaction was mainly due to the reduction of pen and paper usage and the ability to use the HMIS on the go. Indian health care consumers are getting ready to accept more responsibility for managing their health and conditions jointly with their physicians to achieve better health outcomes and better quality of life.

Keywords: Hospital Management Information System, Electronic Health Record, Health Mobile Application,



The certificate is awarded to

Shikha Gill

in recognition of having successfully completed his
Internship in the department of

Business Development, TrioTree

and has successfully completed his Project on

**Role of mobiHISTree application in better management of healthcare delivery
in Nayati Group of Hospitals and client satisfaction**

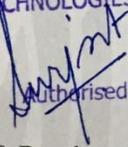
30 Apr 2019

TrioTree Technologies, Noida

She comes across as a committed, sincere & diligent person who has a strong drive & zeal for
learning.

We wish her all the best for future endeavors.

For TRIOTREE TECHNOLOGIES PVT LTD


Authorised Signatory

Training & Development

Human Resources

TrioTree Technologies Pvt. Ltd

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Sector-7, Vaishali, Ghaziabad, Uttar Pradesh, India, 201010 Ph.: Office +91-0120-4165164,
Corporate Office.: C-110, Second Floor Sector-63, Noida, CIN : U72300UP2012PTC050821, GST No :- 09AAECT2706R1ZT
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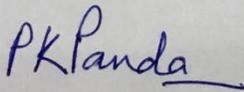
TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Shikha Gill** student of Post Graduate Diploma in Hospital and Health Management (PGDHM) from International Institute of Health Management Research, New Delhi has undergone internship training at **TrioTree Technologies, Noida** from **07 Feb 2019** to **30 Apr 2019**.

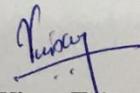
The Candidate has successfully carried out the study designated to her during internship training and her approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish her all success in all her future endeavors.



Dr Pradeep K Panda
Dean, Academics and Student Affairs
IIHMR, New Delhi IIHMR, New Delhi



Dr Vinay Tripathi
Mentor

Certificate of Approval

The following dissertation titled "**Role of mobiHISTree application in better management of healthcare delivery in Nayati Group of Hospitals and client satisfaction**" at "**TrioTree Technologies, Noida**" is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of

Post Graduate Diploma in Health and Hospital Management for which it has been submitted.

It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation.

Name

Signature

Dr Pradip Panda

PK Panda

Dr. P. L. Joshi

[Signature]

Dr. Manish Priyadarshi

Manish

**INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH, NEW
DELHI**

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled “**Role of mobiHISTree application in better management of healthcare delivery in Nayati Group of Hospitals and client satisfaction**” and submitted by **Shikha Gill** Enrollment No. PG/ 17/ 076 under the supervision of **Dr Vinay Tripathi** for award of Postgraduate Diploma in Hospital and Health Management of the Institute carried out during the period from **07 Feb 2019 to 30 Apr 2019** embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.

Signature

ACKNOWLEDGEMENT

Words can never be enough to express my sincere thanks to all faculty of IIHMR and Mr Surjeet Thakur, Director, Triotree Technology Pvt. Ltd. for providing me an opportunity to do Dissertation training.

I also express my thanks to my mentor Dr. Vinay Tripathi for extending his support. Above all, I thank the almighty without whose blessings, I would not have been able to add a new dimension to my life. Last but not the least; I am thankful to my family and all colleagues for their help and support.

FEEDBACK FORM

Name of the Student: SHIKHA GILL

Dissertation Organisation: TreeTree Technologies Pvt. Ltd.

Area of Dissertation: Role of mobile application in better management of healthcare delivery in Nayati Group of Hospitals and client satisfaction.
Attendance: 6th February 2019 - 30th April 2019

Objectives achieved: Client satisfaction Survey.

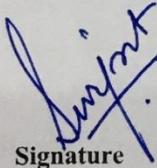
Deliverables: Managing health IT products and services.

Strengths: Out of box thinking, Perseverance

Suggestions for Improvement: keep learning day by day.

Suggestions for Institute (course curriculum, industry interaction, placement, alumni):

Incorporate more hands on practice sessions on health IT products and solutions.


Signature

Date: 30 Apr 2019

Place: Noida



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CERTIFICATE ON PLAGIARISM CHECK

Name of Student (in block letter)	Dr./Mr./Ms.: SHEKHA GILL		
Enrollment/Roll No.	058	Batch Year	2017-19
Course Specialization (Choose one)	Hospital Management	Health Management	Healthcare IT <input checked="" type="checkbox"/>
Name of Guide/Supervisor	Dr./Prof.: VINAY TRIPATHI		
Title of the Dissertation/Summer Assignment	Role of mobi HIST ^{ree} application in better management of healthcare delivery in hospitals.		
Plagiarism detect software used	"TURNITIN"		
Similar contents acceptable (%)	Up to 20 Percent as per policy		
Total words and % of similar contents Identified	8%		
Date of validation (DD/MM/YYYY)	15/06/2019		

Guide/Supervisor

Name: Dr. VINAY TRIPATHI

Signature:

Report checked by

Institute Librarian

For Ashok Kumar

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Date:

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Student

Name: SHIKHA GILL

Signature:

Dean (Academics and Student Affairs)

Signature:

Date:

(Seal)

*PK Panda
15/6/2019*