Internship Training

at

NTT DATA Information Processing Services Pvt. Ltd.

Submitted by

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INTRODUCTION

Internship training is an integral part of the second year program, where we have to observe and learn the work culture of organization. Also it is necessary to participate in various department/activities so that we get first hand exposure of the different departments and work done in the organization and through which we can understand process of work and thereafter be able to involve ourselves in decision making.

I began my internship on February 6th 2017 at NTT Data Information Processing Services Private Limited, Bengaluru in Healthcare Applications Management Area that lies under Healthcare Consulting Track of NTT DATA Services.

First day was induction program, wherein we were supposed to verify our certificates and submit the photocopy of Documents. I was issued a Security ID card by the end of the first week. In the meantime we had sessions with the healthcare applications team leads.

We were introduced to the core values and best practices of NTT Data and organization briefing was given. On the third day our training schedule was given to us. I was trained about the complete U.S. Healthcare system, Hospital Information Systems (HIS), Electronic Medical Records (EMR) and Health Records (EHR).

We discussed on the dissertation topics after two weeks of training and then selected a topic along with our mentors and Managers. My dissertation topic was "**BARRIERS AND FACILITATORS IN IMPLEMENTING EMR IN USA, SAUDI ARABIA & INDIA**". An initial draft (Synopsis) and timeline was prepared and was submitted to my respective mentors and managers.

Later from the third week onwards I was put into a Team (McKesson-Paragon). I started receiving Team specific trainings. Simultaneously, I started working on my specific Research Heads which required literature review on Factors affecting EMR. With the help of my guides and mentors I was made to understand the topic and what all to include in the study.

This was followed by continuous reviews with my mentor and project manager at NTT Data and incorporation of their comments lead to a comprehensive and effective version of my research work.

GOALS OF INTERNSHIP

1. To understand the work pattern of NTT DATA Information Processing Services Pvt. Ltd. and its organizational structure.

2. To assist the Administrator/Manager in day-to-day operations. Through this process it was expected to gain practical knowledge and skills to handle managerial issues related to major activities of the organization.

3. To observe various protocols observed in the organization and try to acquire skills to accomplish them.

4. To observe mannerism of the existing employees and learn the culture of the organization. Inculcating soft skills is an integral part of understanding the organization. Observing human skills and understanding documentation, finance and accounting procedures will prepare for future managerial role.

5. To identify a specific problem area/areas of interest or a department (for example, human resource management, quality assurance, information system, risk management etc.) for the dissertation.

6. To diagnose critical problems within an operational area

7. To provide the management with a set of alternative solutions, and

8. If possible, design and implement a plan to carry out the most feasible solutions.

ABOUT THE ORGANIZATION

NTT DATA is a top 10 global business and IT services provider and global innovation partner with 100,000+ professionals in more than 50 countries now with $16B in revenue.

Headquartered in Tokyo, NTT DATA puts emphasis on long-term commitment and combine global reach and local intimacy to provide premier professional services from consulting, system development to business IT outsourcing. Since 1967, NTT DATA has played an instrumental role in establishing and advancing IT infrastructure. Originally part of Nippon Telegraph and Telephone Public Corporation, its heritage contributed to social benefits with a quality-first mindset. A public company since 1995, the company builds on this proven track record of innovation by providing novel IT solutions to bring results in greater quality of life for people, communities and societies around the world.

NTT Group consists of major companies like Nippon Telegraph and Telephone Corporation, NTT Communications Corporation, Dimension Data plc, NTT DOCOMO, INC. and many subsidiaries all over the world. Taking advantage of this opportunity of this scale, NTT DATA achieved a number of significant successes by collaborating with NTT Group and it provided enormous creative synergy.

The goal of NTT has been to create a foundation for future business by incorporating a number of overseas companies in order to establish a framework through which we can provide our diverse services, as typical Japanese courteous service, worldwide to support our customers' needs. As one of the global innovators, NTT are always challenging more innovative business approach and enhancing our creativity by respecting diversity.

John W. McCain is the Chief Executive Officer of NTT DATA Services headquartered in Dallas, Texas, USA. He is a member of the NTT Holdings Global Strategy Committee and serves as senior vice president of NTT DATA Corporation.

Dan Allison is the President, Global Healthcare and Life Sciences. As head of the company's largest industry segment, Dan is responsible for leading the growth, profitability and transformation of the global healthcare business, which focuses on provider, physician, health plan

and life sciences clients. Dan has more than 30 years of leadership experience in IT outsourcing and business process outsourcing services in various verticals, with a strong focus in healthcare.

- **Americas**

1) North America

In North America, NTTDATA partnered with a range of businesses and government agencies providing a flexible array of engagement options, including consulting, managed services, outsourcing, and the cloud.

Leveraging strong technical know-how, practical industry insights, and global reach, it relentlessly drives improvement across systems and processes while increasing business flexibility. The company is focused on getting faster results with less risk, so its clients can flex their businesses to respond to changing market dynamics and capitalize on growth opportunities.

2) Latin America

NTT DATA entered the Latin American market through the acquisition of the Value Team Group, a specialist in IT consulting and services. Today, the company provides a wide offering of customized services and end-to-end solutions. The aim is to enable customers to grow and stand out from the competition by adopting innovative IT concepts and technologies.

- **Europe and Middle East**

Over the past few years, we have expanded our IT service networks in Europe through the acquisition of a majority stake in intelligence, Cirquent, Value Team, Intelligroup and Keane.

NTT DATA Group offers best-in-class consulting services and enterprise solutions for industries in the manufacturing, banking, insurance, telecommunications, media, energy, retail, service and public sectors. Our consulting services range from business process consulting to conceptual design, implementation and integration, as well as the support, operation and maintenance of IT

systems. Additional offerings include outsourcing, hosting and full-service solutions in the ERP environment.

- **APAC/ India**

NTT DATA positions APAC and India region as both an emerging market and the delivery resource pool to provide cost competitive and high quality service in our global strategy. The company address both multinational corporations and local client in this region. With global capabilities, NTT DATA support multinational corporations, primarily in Healthcare, insurance, automotive and electronics industries in rapidly growing APAC market. In addition, NTT DATA offer the services to local clients in both financial and public sector by leveraging our accumulated experience across the world.

NTT DATA in Healthcare

Healthcare companies are balancing the quality and cost of care while serving a rapidly aging population and rising healthcare costs. At the same time, those firms are facing escalating competition, the feared patent cliff for many blockbuster drugs, and changing regulations and standards.

NTT DATA partners with some of the world's leading healthcare organizations to help them proactively manage their business through the use of information, data, and technology. In fact, its technology-enabled services support over thousands of organizations within the sector, enabling them to rapidly and cost-effectively adjust to dynamic market and regulatory demands.

Industry Recognition
- ➢ Positioned by Gartner in the "Leaders" quadrant of the Gartner Magic Quadrant for Data Centre Outsourcing and Infrastructure Utility Services, North America for the fifth consecutive year.
- ➢ Ranked "#1 IT Services Provider to Healthcare Providers," by Gartner for the sixth straight year.

- Positioned as a leader in Everest Group's "IT Outsourcing in the Healthcare Provider Industry—Service Provider Landscape with PEAK Matrix Assessment" for a third consecutive year.

KEY LEARNINGS

- **US Healthcare**
  - Healthcare in United States
  - Role of Government
  - Insurance Plans
  - US Healthcare Laws & Accreditations
    1. Different Healthcare Coding
    2. Global Healthcare
    3. Life Sciences
    4. US Healthcare Terminologies

- **Provider**
  - Who is Provider?
  - Types of Providers
  - Hospital Departments and Services
  - Patient Encounters
  - Patient Life Cycle

- **Payor**
  - Who is a Payor?
  - Hospital Billing Process
  - Revenue Cycle Management

- **Healthcare IT**
  - Hospital Information System
  - EHR/EMR components
  - Interfaces & Healthcare Standards
  - PACS
  - Medication Administration
  - MDI

- **Project Specific Training on McKesson (Paragon)**
  - Underwent Trainings for various processes followed in the Team
  - Workflow of the Support Team
  - Daily Monitoring Tasks