

# **INTERNSHIP REPORT**

## **OVERVIEW OF THE ORGANIZATION**

Al Abeer Medical Group is an excellent health care service unit in the Saudi Arabia. Since 1999, Al Abeer Medical Company has a reputation and legacy of compassionate care that is expressed and lives in their mission and values. Driven by the vision of its Chairman, Mr. Mohammed Alungal, Al Abeer Medical Company has transformed the landscape of healthcare in the Kingdom of Saudi Arabia.

Al-Abeer, the Saudi-based health care services group which has branched out into other countries in the region recently, is planning to set up a Rs5.65 billion education hub in the southern Indian state of Kerala. The Educity will house schools offering courses in medicine, engineering, business administration, commerce and humanities with 65 percent seats reserved for children of non-resident Indians. It aims at teaching, training and research in all fields in collaboration with leading Indian and foreign universities. Started in 1999, Al Abeer now has 13 branches across the kingdom, in Riyadh, Jeddah, Makkah, Madinah and Dammam, and is rapidly expanding into Oman, Qatar and Kuwait. It also runs a 100-bed hospital in Malappuram where the new project is also coming up.

The group has also expanded into other areas like information technology and has a set up a software development and training facility at Techno park here. Other firms that he runs include Core International LLC, Jeddah, and Concourse Solutions Pvt Ltd and Al Abeer Medical Tourism in Kozhikode.

"At Educity, it will provide subsidized education to the children of NRIs whereas other institutions are taxing them indiscriminately. There'll be quota for NRIs and the returnees.

It will introduce a new pattern of quality education right from the kindergarten level to the professional courses under one umbrella at an affordable fee structure. A world class multi-specialty hospital will also be a part of this project. The Educity will offer new generation courses designed by Harvard School of Medicine, Massachusetts Institute of Medical Science and Melbourne University in medical engineering and medicinal sciences and make available online library systems of international universities to enhance competence. The campus, set in the midst of a lush green environment, will have residential facility with amenities like hypermarket, playgrounds, meditation area, departmental store and Wi-Fi facility. The campus also contains 50 villas for parents who desire to stay with their children. The Educity is designed to be built up in an area of 1.346 million square feet in 68 acres of land. The project is planned to gear up in a phased manner and expected to achieve breakeven with full operation in the fifth year.

Al Abeer Educity is the first integrated education and healthcare hub of international standards in Kerala. The Educity is spread across 90 acres, the Educity houses an International School, Multi- Speciality Hospital, a medical college, Engineering College, a nursing school and Paramedical Institute along with Management School. Support infrastructures will include Hostel Facilities, Residential villas, Ayurveda Spa and Hypermarket. It will have 750 beds and over 117 critical care beds with 13 operation theatres initially. Further the bed strength will be increased to 1500.

### **“Strives for Perfection Excellence & Values in Healthcare”**

The Al Abeer Medical Group Logo defines the commitment to Life care. The logo reflects their endeavour to achieve excellence in healthcare delivery system by bringing together the best of technology, medical expertise, and health care. The logo also implies the living being values that govern every facet of the organization.

GREEN is a color of healing and depicts WELLBEING and the flying bird is symbolic of steadfast focus, dynamic zeal and enthusiasm.

### **Vision**

Achieving global preference in healthcare and education through our distinctive services based on excellence and reliability.

### **Mission**

To be the leader in all our endeavours founded on reliability, quality, integrity and corporate citizenship.

To provide distinctive services to drive excellence and to create a delightful experience.

To be an employee centric organization and to ensure stake holder value creation through profitable growth.

To shape the thinkers, innovators and leaders for the future, by inspiring young minds and by encouraging research and knowledge creation.

To redefine academic landscapes by creating an enjoyable learning experience with emphasis on our values.

To be the benchmark of excellence in care, awareness and safety while creating a care-seeker centric wellness-eco system.

### **Indispensable Values**

#### **1.Excellence**

Deliver our professional best, provide the highest quality of services again and again, being maximal in reliability and thus being the bench mark in the industry.

## 2.TeamWork

Strive towards the common goal through collaboration while relying on each other's strength and commitment that is founded on mutual trust and shared values.

## 3.Integrity

Having the courage to act on convictions, uphold fairness, honesty and trust in whatever we do, be 100% when it comes to respecting processes, people and systems.

## 4.Diversity

Understanding and accepting the differences individuals will have geographically, physically, intellectually, emotionally, culturally and in finding value this diverse association brings, in order to be effective, innovative and resourceful.

## 5.Compassion

Understanding the point of view of others, recognizing the effect of one's action on others, placing high regard for human dignity and in ensuring affirmative action that support these elements.

## 6.Social Commitment

Focus on the positive impact we can have on the communities, environment and the lives we touch. Our responsibilities extend to having the highest legal and ethical standards that co-exist with business priorities.

## **Infrastructure**

Al Abeer group is planning to set up an Edu-city, an integrated medical and education project near Malappuram town in Kozhikode. The campus will be spread across 75 acres of land at Melmuri and will house an International School, from Kindergarten to Higher Secondary level, a Medical College, a Nursing College, an Engineering College, and a Management College. The cost of the project is estimated at Rs 550 crore.

The Al Abeer Group, the leading medical group of Saudi Arabia, which started its operation at Jeddah, now has branches across Riyadh, Jeddah, Makkah, Madinah and Damam. The group also runs a 100-bedded hospital at Kondotty in Malappuram.

Elaborating the project plan to TOI, the chairman and managing director of Al Abeer group, Alungal Muhammed said, the project aims at providing education from the kindergarten level to all the professional courses under one umbrella at an affordable fee structure.

### **Departments:**

#### **DEPARTMENTS IN THE HOSPITAL-**

The OPD (Outpatient Department) are-

- Pulmonology
- Rheumatology
- Obstetrics & Gynecology
- Pediatrics
- Physiotherapy
- Orthopedics
- Psychiatry
- Ophthalmology
- Dental
- Dermatology
- Diabetes and endocrinology
- Internal medicine
- Sports medicine
- ENT
- Emergency medicine

- Radiology
- Speech therapy
- Music therapy
- Gastroenterology
- Neurology
- Neonatology
- Infertility
- Dialysis

The surgical procedures carried out in the hospital are-

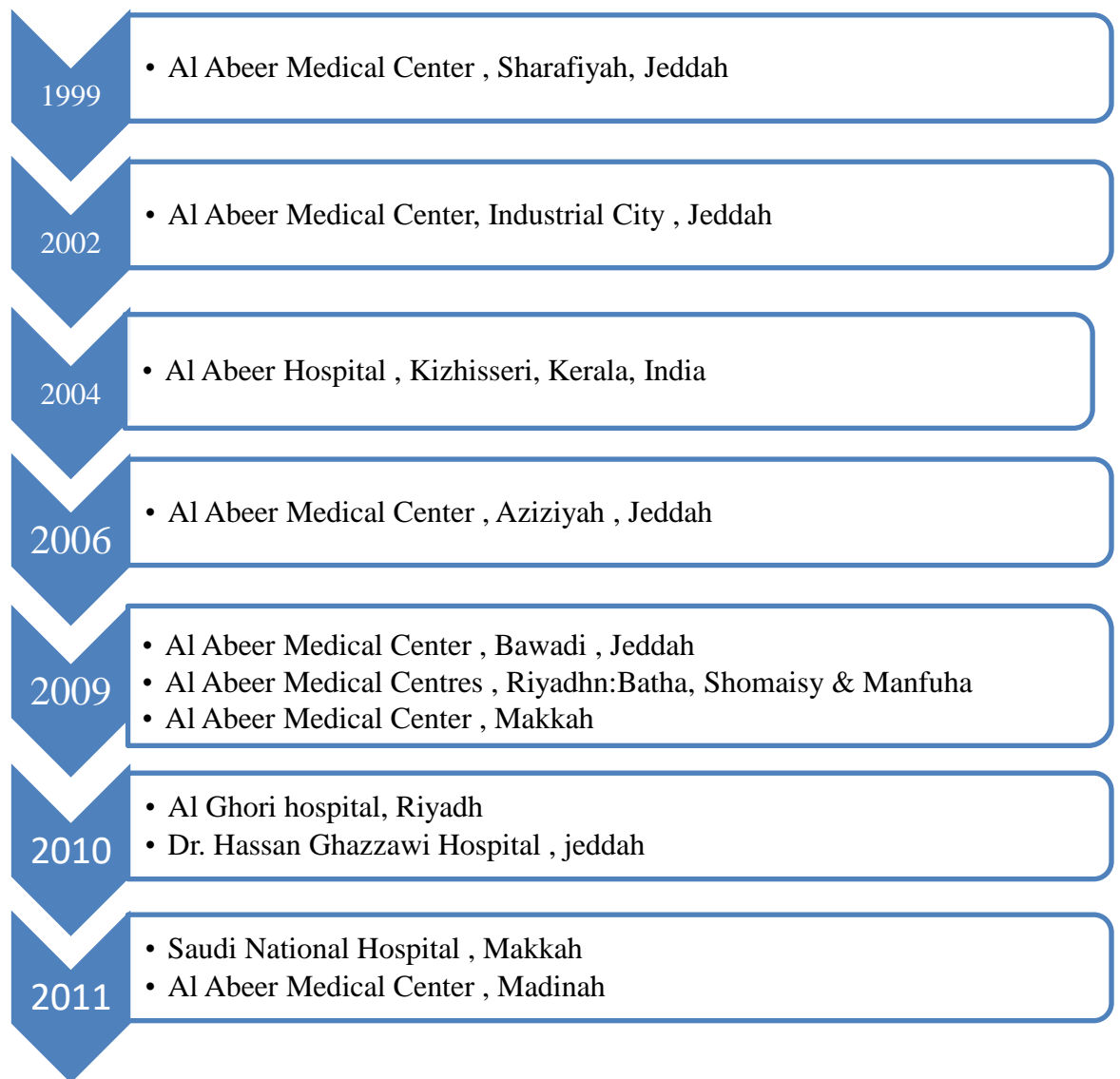
- General surgery
- Cardiac surgery
- Laparoscopic GI
- Bariatric surgery
- Neurosurgery
- Thoracic surgery
- Vascular surgery
- Plastic and reconstructive surgery
- Liver transplant
- Bone-marrow transplant

Other services in the hospital are-

- Blood bank
- Laboratory services
- CSSD

- Pharmacy
- Preventive health check-ups
- Patient care service
- Day care
- Clinical nutrition

### **The Journey of Al Abeer :**



## **Human Resources**

Mr. Alungal Mohammed is the Chairman and Dr.**Jemshith Ahmed is the CEO**. Total number of staffs working in the corporate office and Project site are 43. The securities are outsourced. There are various Consultants working affluently with the organization.

## **OBSERVATIONS/ LEARNINGS**

The corporate office is located at Calicut 46 KM away from the Educuity site, Malappuram. During the first week of our joining we had Induction and orientation both in the corporate office and at Project site. Second week I have started working on the Dissertation topic, attended meetings with kitchen consultants, listed the issues related to the Kitchen and Snag list of the Apartment was done. During the third week, Fleet management of the organization which included the study of as- is process and to- be process was done, a log book was created for the organization vehicle. A comparison of the interior design was done, a scale was prepared and the staffs vote was taken for each design including the feedback points of each participant. The issued in the feedback points were discussed and resolved. SOP for kitchen was prepared and the comparison of two kitchen consultants were done based on the cost given in their proposal in the fourth week . During the Fifth week Kitchen consultants comparison done based on the profile.

## **Challenges faced**

- Lack of decision making
- Lack of Co-ordination
- Lack of fund
- Unwillingness of authorities
- Fragmentation