

INTERNSHIP REPORT.

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BACHELOR OF BUSINESS INFORMATION SYSTEMS.

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KORLE-BU TEACHING HOSPITAL,

ACCRA-GHANA.

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Introduction.

This internship report highlights my experiences, learning outcomes and contributions during my internship at KORLE-BU TEACHING HOSPITAL, a reputed health organization dedicated to providing quality healthcare services. The internship was an excellent opportunity to gain practical exposure, develop professional skills and understand the workings of the healthcare sector.

Profile of the Institution.

Korle-Bu Teaching Hospital was established on October 9, 1923, the Korle-Bu Teaching Hospital has grown from an initial 200 bed capacity to 2000 bed capacity. It is currently the third largest hospital in Africa and the leading national referral centre in Ghana.

Korle-Bu, which means the valley of the korle lagoon, was established as a general hospital to address the health needs of the indigenous people under Sir Gordon Guggisberg's administration, the then Governor of the Gold Coast.

Population growth and the proven efficacy of hospital-based treatment caused a rise in hospital attendance in Korle-Bu. By 1953, demand for the hospital's services had escalated so high that the government was compelled to set up a task force to study the situation and make recommendations for the expansion of the hospital. The government accepted and implemented the recommendations of the task force which resulted in the construction of new structures, such as the Maternity, Medical, Surgical and Child Health Blocks. This increased the hospital's bed capacity to 1,200. Korle Bu gained teaching hospital status in 1962, when the University of Ghana Medical School (UGMS) was established for the training of medical doctors. The UGMS and five other constituent schools are now subsumed under the college of Health Sciences to train an array of health professionals. All the institutions of the college however, undertake their clinical training and research in the hospital.

At the moment, the hospital has 2000 beds and 17 clinical and diagnostic Department/Units. It has an average daily attendance of 1500 patients and about 250 patient admissions.

Clinical and diagnostic departments of the hospital include Medicine, Child Health, Obstetrics and Gynaecology, Pathology, Laboratories, Radiology, Anaesthesia, Surgery, Polyclinic, Accident Centre and the Surgical/Medical Emergency as well as Pharmacy. Other Departments includes, Pharmacy, Finance, Engineering, General Administration. The Hospital also provides sophisticated and scientific investigative procedures and specialisation in various fields such as Neurosurgery, Dentistry, Eye, ENT, Renal, Orthopaedics, Radio diagnosis, Paediatric Surgery and Reconstructive Plastic Surgery and Burns. The Reconstructive Plastic Surgery and Burn centre, the National Cardiothoracic Centre and the National Centre for Radiotherapy and Nuclear Medicine in particular also draw a sizeable number of their clientele from neighbouring countries such as Nigeria, Burkina Faso and Togo. Korle Bu Teaching Hospital continues to blaze the trail when it comes to the introduction of specialised services. It recently carried out

the first ever kidney transplant in Ghana. It is one of the few hospitals in Africa where DNA investigations are carried out. Other specialised services the hospital provides include brachytherapy intervention for the treatment of prostate cancer and keyhole surgeries.

Plans are underway to venture into molecular testing and employ the use of cutting-edge technology. All these are part of the grand plan to offer a wider spectrum of specialist care to position Ghana as the hub of health tourism within the West Africa Sub region.

Goals and Objectives of the Internship.

1. To gain practical experience in health information systems, database management and data analytics.
2. To improve technical and analytical skills by working with healthcare-related digital tools.
3. Develop technical skills in EHR customization and data visualization.
4. To understand the role of business information systems in healthcare management.
5. To enhance communication, teamwork, and problem-solving skills in a professional healthcare and IT setting.
6. To observe and learn about ethical considerations and best practices in IT and healthcare.
7. To develop an understanding of cyber security and data privacy regulations in healthcare

Core duties and responsibilities.

During my internship, I was assigned to different departments and duties allowing me to gain diverse experiences. Some of the departments that I was assigned included Main Administration, Cardio department and finally Trauma and Orthopaedic department and again some of the key responsibilities that I was assigned included:

1. Administrative and Management Tasks

- . Observed and assisted in hospital/clinic administration, including scheduling and coordinating.

- . Participated in meetings related to IT policies and procedures, healthcare policies and patient care strategies.
- . Provide guidance and assistance to staffs who finds it difficult to carry out tasks that involve IT.
- . Assisted in troubleshooting software and hardware issues related to hospital management systems.
- . Worked on system integration projects to improve interoperability between different departments.

2. Health Information System Management.

- . Assisted in maintaining and updating the hospital's Light wave health information management system (LHIMS).
- . Analysed patient data to generate reports for healthcare professionals and administrators.
- . Ensured data accuracy and compliance with healthcare information standards.

3. Data Analytics and Business Intelligence.

- . Collected and analysed health information/data to improve operational efficiency.
- . Assisted in developing predictive models for patient admission rates and resource allocation.
- . Created dashboards using business intelligence tools to visualize patient care trends

4. Cyber security and Data Privacy Compliance.

- . Conducted an audit of user access controls and system security protocols.
- . Assisted in implementing security measures to protect sensitive patient information.
- . Learned about healthcare data protection laws (e.g., HIPAA, GDPR) and their impacts on IT systems.

5. Process Improvement and Digital Transformation.

- . Helped in training staff on new software and digital processes
- . Participated in discussions on implementing automation in administrative tasks.
- . Identified inefficiencies in hospital workflows and proposed digital solutions

Organizational challenges identified and Suggestions made.

During my internship, I identified several organizational challenges and provided suggestions for improvement. Some of the challenges and suggestions included

1. Manual Data Entry and Processing.

Problem: Manual data entry and processing led to errors, delays and increased workload.

Suggestion: Automate data entry and processing using electronic health records (EHRs) and workflow automation tools

2. Inefficient Communication.

Problem: Poor communication between departments and teams, leading to delays and errors.

Suggestion: Implement a centralized communication platform, such as Microsoft Teams to facilitate real-time communication and collaboration.

3. Lack of Data-Driven Decision Making.

Problem: Decisions were made without adequate data analysis, leading to ineffective resource allocation

Suggestion: Implement a business intelligence (BI) tool such as Power BI to provide data visualization and analytics capabilities

4. Cyber security Risks.

Problem: Cyber security risks posed a threat to patient data and organizational operations

Suggestion: Implement robust cyber security measures such as firewalls, intrusion detection systems and employee training programs to protect against cyber threats.

5. Inefficient Workflow and Process Management

Problem: inefficient workflow and process management led to delays, errors and wasted resources.

Suggestion: Implement workflow and process management tools such as BPM or workflow management software to optimize and streamline clinical and administrative workflow.

Challenges Faced.

During my internship, I faced several challenges that helped me grow both professionally and personally. Here are some of the challenges that I encountered:

Technical Challenges.

1. Troubleshooting Technical Issues:

Troubleshooting technical issues, such as system downtime or software glitches was a challenge

2. Integration with Existing Systems:

Integrating new systems or applications with existing infrastructure was a technical challenge.

3. Complexity of Healthcare Systems:

Understanding the complexity of healthcare systems, including the Light wave health information management system (LHIMS) was a significant challenge

Soft Skill Challenges.

1. Confidence and Self-Doubt:

Overcoming self-doubt and building confidence in my abilities was a personal challenge

2. Adaptability and Flexibility:

Adapting to changing priorities and requirements was a challenge.

3. Time Management and Organization:

Managing time and prioritizing tasks effectively was a challenge

4. Communication and Interpersonal Skills:

Developing strong communication and interpersonal skills to work effectively with colleagues and stakeholders was a challenge.

Business Challenges.

1. Managing Projects and Priorities:

Managing multiple projects and priorities, including deadlines and deliverables was a challenge.

2. Communicating with stakeholders:

Communicating technical information to non-technical stakeholders, including clinicians and administrators was a challenge.

3. Understanding Healthcare Operations:

Understanding the inner workings of a healthcare organisation, including clinical and administrative processes was a challenge

4. Navigating Organizational Politics:

Navigating the organizational politics and dynamics of a healthcare organization was a challenge.

Achievements.

Throughout the internship, I gained valuable technical and professional skills including:

- 1. Technical Skills:** Hands-on experience with electronic health records (EHR), Light wave health information systems (LHIMS), SQL databases, data analytics tools and cyber security practices.
- 2. Problem-Solving Skills:** Learned to troubleshoot IT issues and improve healthcare workflows.
- 3. Communication Skills:** Developed the ability to communicate technical concepts to non-technical healthcare staff.
- 4. Data Management:** Gained insights into handling large datasets securely and efficiently.
- 5. Project Management:** Learned to manage multiple IT-related tasks within a fast-paced healthcare environment.

Lesson Learnt or Insight Gained.

1. I learnt how to terminate an internet cable using a clipping tool to prepare the cable-end and attach a connector called RJ-45
2. I learnt that the LHIMS has three phases that is the management phase, the end-user phase and the off-shore phase.
3. I learnt that the Off-Shores are classified as the builders of the software, hands it over to the IT Managers of a particular institution for them to build the tabs or the buttons in the software to enable the End-Users that's the doctors, nurses, etc. to keep patients records and data safe for future references.
4. I learnt how the institution uses the telephone to check the internet connectivity because the telephone doesn't power port but rather Ethernet port.
5. I learnt how to trace an internet cable from a faceplate in an office to the patch panel using a tool called tracer.

General Recommendations.

Based on my internship experience, I recommend that the future interns:

1. **Be Proactive:** Take initiative and ask questions to learn as much as possible
2. **Develop Strong Communication Skills:** Effective communication is critical in healthcare, and interns should strive to develop strong communication skills.
3. **Be Flexible:** Healthcare is a dynamic field, and interns should be prepared to adapt to changing priorities and needs
4. **Develop Strong Analytical Skills:** Develop strong analytical skills to effectively analyse data and identify trends.
5. **Understanding Healthcare Operations:** Gain a deep understanding of healthcare operations and systems to effectively apply business information systems concepts

Conclusion.

My internship at Korle-Bu Teaching Hospital was a valuable experience that provided me with a practical skills and knowledge in business information systems and healthcare. I gained a deeper understanding of the healthcare industry and the importance of healthcare information systems in improving patient care, developed skills in data analysis, reporting, and visualization. I am grateful for the opportunity to have worked with such a talented and dedicated team.

Acknowledgment.

I will like to express my profound gratitude to Korle-Bu Teaching Hospital, my supervisor Mr Ibrahim Anyass Ahmed, my mentors Mr Michael Owusu Jackson and Mr Joseph Appiah and my colleagues: Mr Robert, Mr Fred, Mr Prince, Mr Francis and Mr Nii Bortey for their guidance, assistance and support throughout my internship. I also appreciate my university for providing me with this valuable opportunity.