

INTERNSHIP REPORT

Acknowledgement

First I would like to thank Mr. Vivek Jude sir for giving me the opportunity to do an internship within the Madhya Pradesh Government office . For me it was a unique experience to be in Remdesivir support group and to work as an intern cum volunteer in Covid care emergency services . It also helped to get back my interest in public welfare administration and to have new plans for my future career. I also would like all the people that worked and volunteered in the office of Covid19 emergency services under M.P Govt . With their patience and openness they created an enjoyable working environment. Furthermore I want to thank all the interns and volunteers , with whom I did the internship . We experienced great team work together and they have shown an example to work within the M.P Govt services in emergency services . At last I would like to thank the Department of Social Work , BSSS especially Mr. Robin Raj (Coordinator) , to allow me to do this interesting internship.

Declaration for the internship report

I do hereby solemnly declare that the work presented in this Internship Report has been carried out by me and has not been previously submitted to any other University, College, and Organization for any academic Qualification, Certificate, and Master's in Social Work Degree.

I hereby warrant that the work I have presented does not breach any existing copyright acts.

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I.Duration/ No. of Days: 21 days (5May 2021 – 25 May 2021)

II.Place: Smart city office, BHEL BHOPAL ,MP

III.Introduction: As part of curriculum for the accomplishment of Master's degree in social work, the students have to do one month internship in an agency. The purpose of the internship is to use the classroom learning in to the practical world, it is helping the trainee social worker to adjust with the practical environment. This report is a short description of my 21 days internship carried out as compulsory component of the MSW. The internship was carried out within the MP Government under the Covid Care emergency services. Since I am interested in medical social work , the work was concentrated on the public health administration , one aspect of medical social work . The Covid emergency services were for the welfare of the state.

At the beginning of the internship I formulated several learning goals, which I wanted to achieve:

- To understand the functioning and working conditions of government organization;
- To see what is like to work in a professional environment;
- To see if this kind of work is a possibility for my future career;
- To put into practise my gained skills and knowledge;
- To see what skills and knowledge I still need to work in a professional environment;
- To learn about the organizing of a emergency services (planning, preparation, permissions etc.)
- To get fieldwork experience/collect data in an environment unknown for me;
- To get experience in working in government organization /with persons from another culture;
- To enhance my communication skills;
- To build a network.

This internship report contains my activities that have contributed to achieve a number of my stated goals. In the following chapter a description of the Madhya Pradesh public health services and the activities is given. After this a reflection on my functioning , the unexpected circumstances and the learning goals achieved during the internship are described. Finally I give a conclusion on the internship experience according to my learning goals.

IV. Profile of the Organization:

Name of the organization: Emergency and services under department of health and family welfare , MP

Address : Smart city office , Bhopal

Mission And Objectives :

The Madhya Pradesh public health services initiated Covid emergency services in response to Covid19 crises in state .

It works on the acquirement of Remdesivir and oxygen in private and government hospitals and other medical resources in Bhopal . The Covid19 emergency services facilitates the collaboration between government and private hospitals , state authorities and pharmacies for acquirement of medicines and resources . In its vision the aspect of local administration and hospital is very important to reduce illicit distribution of remdesivir . Therefore, private hospitals are taken into account.

V. Activities Undertaken: (Consolidated)

My internship was completely focused on remdesivir acquirement in private hospitals in Bhopal district . It was planned to participate in a support group, which should investigate the status and distribution of remdesivir in the private hospitals on daily basis . I was an intern under remdesivir support group in Covid19 emergency services . In the next paragraphs each activity is discussed in more detail.

1. Date entry
2. Calling
3. Data compilation

➤ The responsibility that was given to me as an intern was to get in touch with the various private hospitals and investigate regarding the status of the Remdesivir, (stock in and stocks required) monitoring the distribution of remdesivir. The objective of my work was to gather information from the private hospital , make a report accordingly and pass the information to the required authority by the EOD so that the required remdesivir is transported to the hospitals.

- Furthermore work is needed to identify deficiency of remdesivir . The information generated can be used to develop the best strategies to make transparent distribution and meet the remdesivir need of hospitals .
- The activities stated in the internship were of high priority to achieve .

- To get to know the distribution on daily basis of remdesivir in private hospitals in Bhopal district over call to management of hospital .
- To estimate the abundance and distribution, data have to be collected. Especially information is needed of hospitals in which no or hardly any remdesivir need is fulfilled .

The illicit marketing of remdesivir caused by hospitals and people need to be measured . Consolidate a information system on the requirement and need based distribution of same according to needs.

VI. Tools and Techniques of Social Work Applied:

1. Use of active listening – During internship , intern actively listened to clients , absorbing and thinking critically about their statements , then responding them over call . Skillful communication was required for coordinating client concern , dealing with colleagues who come into contact with every day.

2. Use of Organizational Skills - Having many clients over call was a task for intern . Intern kept track of all the things using good noting skills and utilized organizational system as critical tool . This helped me to enhance my multi tasking skills .

3. Use of self - You can't help anyone if you're burned out . Through out internship intern kept on recognizing self strength and weakness and managing them through rest and self-care . This helped me to have a fruitful internship time. As a intern i was able to identify my personal strength and weakness .

4. Use of effective communication - Communication played vital role during my internship. Without effective communication skills, it was not possible to convey information thereby causing detrimental effects on client. I was able to build professional communication with client .

Techniques applied

1. Listening- I applied the technique of warm , receptive and patient listener. Competent listening helped me to collect data over call in minimum time. This
2. Observing - To understand the work in right manner, I observed the working of other intern's on the project. This helped to have rational understanding of work process.

3. Questioning- the questions asked by the intern was according with the project work. Intern made sure that tone of questioning is professional and humble and simple in words.
4. Explaining - As an intern got the opportunity to guide my fellow mates. I utilized the opportunity and explained them the work procedure in simple language and humble tone. I tried using the paraphrasing skill to make work clear at times.

VII. Observation: I as an intern will be sharing my observation in next paragraph.

- The emergency services team work relentlessly under pressure in full capacity to identify the gap in procurement of remdesivir.
- The team of remdesivir group support is headed by self motivated leader , making the team more efficient in providing fruitful services.
- The team in which I got to intern work seamlessly to connect with private hospitals and pharmaceuticals , to make the most of the services.
- The emergency services team includes people from different government offices. All of them turned up to serve the state government as a civil responsibility.
- On connecting with hospitals over call , I observed that hospital management place their ethical responsibility to save their patients over their personal time. They are working hard and fast to make situation better in their hospital.
- While working in the remdesivir support group I observed nepotism affects the transparent procurement of remdesivir in private and government hospitals and thereby to public .

VIII. Evaluation:

The internship at COVID19 emergency services under Ministry of health and family welfare of MP Govt , Bhopal was a new and different experience for the intern. The intern got number of chances to interact with team working behind the emergency covid care unit for the district under supervision of Collector especially in the state level. The internship helped the intern to understand the professional way of approach through the interaction with state emergency service team. MP govt's emergency Covid care team made a chance for intern to learn and participate the activities of the remdesivir procurement team . The intern could fulfil the most the objectives of internship which was given by department and Emergency services team.

IX. Learnings :

In this chapter I reflect on the internship. Regarding my learning goals I shortly discuss my experiences; if I have achieved my goal, whether I experienced difficulties and what I think I have to improve.

The functioning and working conditions of governmental organization . At the beginning I did not have any experience of working within a government service. Although I have seen one, I understand better the functioning like the organization structure and setting up projects to battle the COVID19. Trying to operate as emergency and service care . I saw the importance of financial support and personal capacity. The dependence on government and people force you to have a flexible attitude. During my internship I also experienced the dependence on the higher authorities to take decision . There was often uncertainty whether and when projects could start. In the first instance the dependence and uncertainty was fluctuating , but it forced me to be flexible and to see what other things I could do.

Enhancing communication skills - More than I had expected I experienced difficulties in professional communication . I thought that I could communicate well with professionals and with my basic knowledge , however i realised i need to work on my soft skills .Therefore I was reserved in communication at the beginning, but in the course of few days it went better. My internship has contributed to my communication skills, but I would like to pay more attention to it in the future. To contribute more to projects and to progress faster, I want to learn to make a more confident impression and to express my ideas and opinions more certain.

The use of skills and knowledge gained in the college- It is difficult to say what skills and knowledge gained in my study I could put in practise in my internship. I can think of the use of the experience from my theoretical knowledge . I was taught some basics on data collection and data processing . This is reasonable and I have seen that within projects you acquire the skills and knowledge needed.

Skills and knowledge that might be improved to work in a professional environment
Although I learned and develop the necessary skills and knowledge while working in an organization . I did not have totally clear what activities I could have done to reach my learning goals. In advance of my internship I talked with the organization about the project in which I could participate, however clear agreements on my activities were not made. A more assertive attitude from my side could have helped. To prevent uncertainties in future projects I will pay more attention to making clear agreements and back-up plans.

X. Reflection on the internship

The participation in the internship made me enthusiastic. Before I had some doubts whether such internships could end in useful results, because this was different arena of work for me . However in this internship all interns and volunteers were really committed. It was interesting to hear the ideas and discussions between the different interns . These kinds of meetings are of importance, because they contribute to a better understanding among the different parties. Through the internship I learned about management, but I want to learn more about

administrative part of it. Especially the regulation, protection and management of emergency health services by policy and the way how transparent services of government to public could be done are interesting topics.

Organizing projects

Within the internship I did a lot of data related work . Because of this I have seen of what aspects you have to think while working in a project . Furthermore I have learned how a program can be set up under health emergency and what things have to be taken into account. It is important determine the knowledge present and to adjust the program to each team .

Before the internship I did not have any experience in public health administration and I had no idea if it could work. In the future I would like to pursue some public health administration program , because I have seen now that people can be reached and that you can receive a lot of new insights.

XI. Conclusion:

On the whole, this internship was a useful experience. I have gained new knowledge, skills and met many new people. I achieved several of my learning goals, however for some the conditions did not permit. I got insight into professional practice. I learned the different facets of working within a government sector. I experienced that volunteering and standing firm to serve our government , as in many states , is an important factor for the progress of state and thereby nation . Related to my work I learned more about the procurement of medicines and hospital management . There is still a lot to discover and to improve. The methods used at the moment are still not standardized and a consistent method is in development. Furthermore I experienced that it is of importance that the education is objective and that you have to be aware of the view of other people.

The internship was also good to find out what my strengths and weaknesses are. This helped me to define what skills and knowledge I have to improve in the coming time. It would be better that the level of analytical skills is sufficient to contribute fully to projects. After my master I think that I could start my working career. However I could perform certain tasks in research better if I practice/know more the research methodologies applied in public health studies. It would also be better if I can present and express myself more confidently. At last this internship has given me new insights and motivation to pursue a career in public health administration .

