



Final Training Experience report at Khamis Mushayt General Hospital

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1. Introduction

The training program at Khamis Mushayt General Hospital provided a comprehensive and enriching experience, bridging the gap between theoretical knowledge and practical application within the field of information technology. Spanning several weeks, this training was meticulously structured to offer an in-depth understanding of the intersection between IT systems and healthcare services.

As a major in computer science, this training was a significant opportunity to apply classroom concepts to real-world scenarios, particularly in a high-stakes environment where accurate and efficient information management is crucial.

Khamis Mushayt General Hospital, a leading healthcare institution located in Khamis Mushayt, Saudi Arabia, is renowned for its commitment to delivering quality medical care to its community.

The hospital's mission focuses on providing comprehensive health services, including diagnostics, treatment, and follow-up care, supported by advanced medical technology and IT infrastructure. This setting offered a unique vantage point to observe and participate in the daily IT operations that underpin effective patient care and hospital management.

During the training, I was involved in a variety of IT-related tasks that were integral to the hospital's operations. The program was designed to enhance my understanding of how IT supports and streamlines healthcare services, with specific focus areas including server management, device maintenance, network expansion, and software development.

By engaging in hands-on activities such as printing patient test results and managing blood sample reception via barcode scanners, I gained practical insights into the critical role of IT in ensuring the smooth functioning of healthcare processes.

2. Definition of the Training entity

Khamis Mushayt General Hospital is situated in Khamis Mushayt, a city in the Asir Province of Saudi Arabia. It is a prominent healthcare facility serving a large and diverse population within the region.

Khamis Mushayt General Hospital is dedicated to providing high-quality medical care and comprehensive health services to the community. The hospital's mission is centered around improving the health and well-being of its patients through advanced medical treatment, compassionate care, and innovative healthcare practices.

The hospital offers a wide range of services including emergency care, diagnostics, surgery, inpatient and outpatient care, and specialized medical treatments across various disciplines. Its facilities are equipped with state-of-the-art technology to support effective and efficient patient care. In addition to its core medical services, the hospital emphasizes the integration of information technology to enhance operational efficiency, streamline workflows, and improve patient outcomes. This includes managing electronic medical records, optimizing hospital networks, and employing various IT solutions to support clinical and administrative functions.

The hospital's commitment to continuous improvement and excellence in healthcare delivery is reflected in its focus on both patient care and the effective use of technology, making it an ideal setting for practical training and professional development in the field of IT.



3. Training Mechanism

The training at Khamis Mushayt General Hospital was systematically organized into weekly segments, each dedicated to different aspects of IT operations within the healthcare setting. This structured approach allowed for a progressive learning experience, where each week built upon the knowledge and skills acquired in the previous weeks. The training included both theoretical background and hands-on tasks to ensure a comprehensive understanding of hospital IT systems.

Description of the Training Methods and Tools Used:

1. Hands-On Experience:

I was actively involved in performing daily IT tasks and managing various hospital IT systems. This practical approach included direct engagement with real-world IT operations, such as printing patient test results and handling blood sample reception.

2. Supervised Tasks:

Each task was conducted under the supervision of experienced IT professionals. This setup provided guidance and support while ensuring that the tasks were performed correctly and efficiently.

3. Training Tools and Technologies:

- Barcode Scanners: Utilized for tracking and managing blood samples, ensuring accurate sample identification and processing.
- Hospital Software: Involved in managing patient data, scheduling appointments, and generating reports. Trainees gained experience with the software used for medical records and administrative functions.
- Servers and Networking Equipment: Hands-on work with server operations, network expansion, and maintenance tasks, including the setup and troubleshooting of hardware and network connections.

4. Interactive Learning:

The training incorporated interactive elements such as team collaboration on projects, problem-solving sessions, and discussions on best practices in IT management.

4. Training Objectives

Key Objectives of the Training Program:

1. Practical IT Experience:

To provide hands-on experience in managing and maintaining IT systems within a healthcare setting. This included working with hospital servers, networking equipment, and various IT tools to understand their role in supporting healthcare operations.

2. Data Management Skills:

To develop skills in handling and processing patient data. This involved using hospital software for tasks such as managing electronic medical records, generating reports, and ensuring data accuracy and confidentiality.

3. Understanding IT Integration:

To gain insight into how IT systems are integrated into hospital operations. This included learning about the connection between IT infrastructure and healthcare services, and how technology supports clinical and administrative functions.

4. Improving Operational Efficiency:

To contribute to the optimization of hospital workflows and processes through effective use of IT solutions. This objective focused on identifying and implementing improvements that enhance the efficiency of hospital operations.

5. Software and System Development:

To acquire experience in collaborating on software development projects and understanding the role of IT in developing and maintaining hospital-specific applications. This involved working with the IT programming department to develop and refine hospital programs.

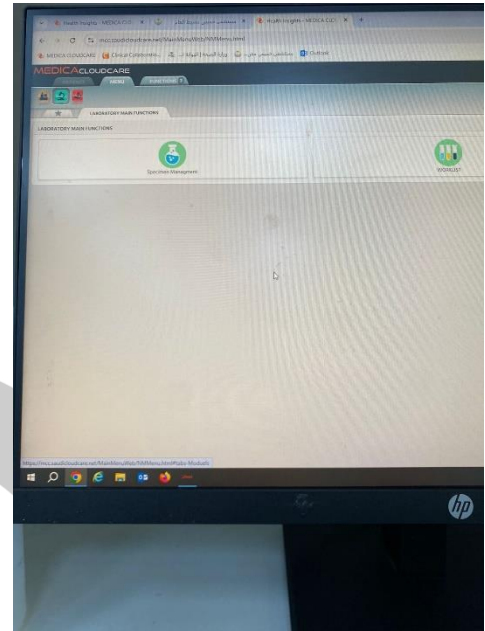
6. Effective Communication:

To improve communication skills by managing email correspondence and collaborating with various departments. This included learning how to effectively convey information and coordinate tasks within a healthcare IT environment.

5. Training Content

5.1. Week 1: Getting to Know the Facility

- Overview: Orientation to Khamis Mushayt General Hospital's departments and their IT-related functions.
- Activities: Introduction to the organizational structure, understanding the roles of different departments, and learning how IT supports various hospital functions.



5.2. Week 2: Working on Servers

- Overview: Hands-on experience with the hospital's server operations and maintenance.
- Activities: Engaged in server setup, configuration, and periodic maintenance. Gained skills in troubleshooting and ensuring server stability and performance.

5.3. Week 3: Maintaining Devices

- Overview: Tasks related to the upkeep of IT equipment.
- Activities: Managed and maintained printers and scanners, performed regular maintenance checks, and addressed any technical issues that arose.



5.4. Week 4: Network Expansion

- Overview: Involvement in expanding and connecting new network points within the hospital.
- Activities: Added new network points to the hospital's infrastructure, configured connections, and ensured proper integration with the existing network.

5.5. Week 5: Appointment System

- Overview: Understanding and working with the hospital's appointment scheduling system.
- Activities: Learned about the system's functionality, assisted with scheduling and managing appointments, and observed how it supports patient flow and resource allocation.

5.6. Week 6: Medical Program

- Overview: Interaction with the hospital's medical software for data management and reporting.
- Activities: Used the medical program to manage patient data, generate statistical reports, and analyze medical information for improved decision-making.

5.7. Week 7: Program Development

- Overview: Collaboration with the IT programming department on software development.
- Activities: Worked on developing and refining hospital programs, participated in programming tasks, and supported the development of new software solutions.

5.8. Week 8: Email Communication

- Overview: Managing internal communication within the hospital.
- Activities: Handled email correspondence with various departments, ensured effective information exchange, and supported communication needs across the facility.

Each week's activities were designed to build on the previous week's learning, providing a comprehensive experience in IT management and support within a healthcare setting.

6. Acquired Skills

- **IT System Management:** Gained practical experience in managing hospital IT systems, including servers and network infrastructure.
- **Device Maintenance:** Developed skills in maintaining and troubleshooting devices such as printers and scanners.
- **Data Management:** Improved proficiency in handling and processing patient data using hospital software, including generating and analyzing reports.
- **Network Expansion:** Acquired experience in adding and integrating new network points into the hospital's existing infrastructure.
- **Software Development:** Collaborated on software development projects, gaining insights into the development and maintenance of hospital-specific applications.
- **Effective Communication:** Enhanced communication skills through managing email correspondence and coordinating with various hospital departments.

7. Pros of Training

- **Hands-On Experience:** Provided practical, real-world experience in a dynamic healthcare environment, bridging the gap between theory and practice.
- **Comprehensive Exposure:** Offered a broad overview of IT operations within a hospital, including server management, device maintenance, and software development.
- **Professional Growth:** Contributed to professional development by enhancing technical skills and gaining valuable insights into IT's role in healthcare.
- **Collaborative Environment:** Facilitated collaboration with experienced IT professionals and other departments, fostering teamwork and knowledge sharing.
- **Skill Enhancement:** Improved technical and communication skills, preparing for future roles in IT and healthcare settings.

8. Cons of Training

- **Technical Challenges:** Encountered difficulties with certain IT systems and devices, which sometimes required additional time and troubleshooting.
- **Complex Systems:** The initial learning curve for hospital-specific IT systems was steep, which could be overwhelming for new trainees.
- **Limited Documentation:** Some training aspects lacked detailed documentation, making it challenging to fully understand certain processes and tools.
- **Variable Supervision:** Inconsistent levels of supervision and feedback during some tasks affected the learning experience and could have impacted performance.

9. Recommendations for Future Training

- **Enhanced Onboarding:** Implement a more structured onboarding process to provide trainees with a comprehensive introduction to hospital IT systems and procedures before diving into hands-on tasks.
- **Detailed Documentation:** Develop and provide detailed documentation and training materials for all IT systems and tools used within the hospital. This would help trainees better understand processes and troubleshoot issues independently.
- **Consistent Supervision:** Ensure consistent supervision and regular feedback throughout the training period. This will help address challenges promptly and support trainees in their learning journey.
- **Expanded Learning Opportunities:** Introduce additional learning modules or workshops focused on advanced topics in IT management and healthcare technology to further enrich the training experience.
- **Regular Evaluation:** Implement more frequent evaluations and progress assessments to monitor trainee performance and provide timely guidance and support.
- **Mentorship Program:** Establish a mentorship program where experienced IT professionals can offer guidance, share insights, and provide practical advice to trainees.

10. Conclusion

The training experience at Khamis Mushayt General Hospital was highly beneficial, offering a well-rounded introduction to IT operations within a healthcare setting. Through hands-on involvement in tasks such as server management, device maintenance, and software development, I gained valuable insights into the practical applications of IT in enhancing healthcare services. The training not only bridged the gap between academic knowledge and real-world practice but also equipped me with essential skills for future professional roles.

Despite some challenges, including technical difficulties and inconsistent documentation, the training provided a solid foundation for understanding how IT systems support and optimize hospital operations. The experience highlighted the critical role of technology in improving patient care and operational efficiency, and it underscored the importance of effective IT management in a healthcare environment.

Overall, the training was instrumental in my professional development, enhancing my technical abilities and preparing me for future roles in IT. The recommendations provided aim to build on this positive experience and ensure that future trainees benefit from an even more effective and supportive training program.

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