



TECHNICAL REPORT

ON

STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)

HELD AT

ST. FRANCIS HOSPITAL

IGBETI, OLORUN SHOGO LOCAL GOVERNMENT OYO STATE,

PRESENTED BY

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DEDICATION

This work is dedicated to the Almighty God, for their love, mercies, guidance and protection during and even after this work.

This work is also dedicated to my lovely and caring parents and wonderful brothers and sisters for their love, support and encouragement.

ACKNOWLEDGEMENT

I wish to acknowledge and thank everyone who contributed one way or the other towards the success of my industrial training.

My special thanks goes to the management and my supervisor for their numerous contribution and effort to make this research a success.

Also, my beloved father and my colleagues for giving me the great opportunity.

I want to say a big thanks to my siblings and my friends for their support and love also my friends for their encouragement and advice.

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ABSTRACT:

This report details the experiences and learnings gained during a Student Industrial Work Experience Scheme (SIWES) placement in a Medical Records Department. The placement provided practical insights into the department's crucial role in healthcare delivery, encompassing record management, patient interaction, and adherence to legal and ethical standards. Key experiences included navigating diverse record-keeping systems, ensuring patient confidentiality, and understanding the functions of various healthcare team members. Challenges encountered, such as adapting to a fast-paced environment and mastering medical terminology, fostered professional growth. The placement emphasized the importance of accuracy, communication, and ethical practice in medical records management. Furthermore, exposure to Electronic Health Records and discussions on future trends broadened the understanding of technological advancements in the field. This SIWES experience solidified an interest in healthcare administration and provided essential practical skills and knowledge

CHAPTER ONE

INTRODUCTION

1.1 Historical Background of SIWES

The Students Industrial Work Experience Scheme (SIWES), is a skills Development programme initiated by the Industrial Training Fund (ITF), in 1973 to bridge the gap between theory and practice among students of Engineering and technology in Institutions of Higher Learning in Nigeria. It provides for on-the-job practical experience for students as they are exposed to work methods and techniques in handling equipment and machinery that may not be available in their Institutions.

SIWES was established by **ITF** in 1973 to solve the problem of lack of adequate practical skills preparatory for employment in industries by Nigerian graduates of tertiary institutions.

The Scheme exposes students to industry-based skills necessary for a smooth transition from the classroom to the world of work. It affords students of tertiary institutions the opportunity of being familiarized and exposed to the needed experience in handling machinery and equipment which are usually not available in the educational institutions.

Participation in **SIWES** has become a necessary pre-condition for the award of Diploma and Degree certificates in specific disciplines in most institutions of higher learning in the country, in accordance with the education policy of government.

Duration – Four months for the Polytechnics.

1.2 Aims and Objectives of SIWES

Aim of the Study

The aim of the study was to evaluate the impact of SIWES on Technical Skills Development in the Nigerian economy. This is to enable Institutions of Higher Learning and other Stakeholders assess the performance of their roles in the Scheme.

THE ROLE OF THE INDUSTRIAL TRAINING FUND

The Industrial Training Fund (ITF) was established by the decree 47 of 1971 constitution and charged with the responsibility of promoting and encouraging the acquisition of industrial skills, with the view of generating a collection of indigenous trained manpower, sufficient enough to enhance and meet the needs of the economy so as to promote development. Supervision of students, organizing orientation programs, and disbursing allowances to students are some of the roles played by the industrial training fund in the implementation of SIWES.

THE SCOPE AND IMPORTANCE OF SIWES

The scheme covers all science and technological based students in monotechnics, polytechnics and universities in Nigeria, resulting in a high population of students which is easily managed because of the public and private industries that partake in the scheme. SIWES enables students acquire industrial know-how in their field of study particularly in technological based courses. It also enables students experience the application of theoretical knowledge in solving real life problems.

THE ROLE OF THE STUDENT AND THE INSTITUTION

The role of the student is to partake in the program in such a way that he/she will achieve maximum benefit from the program. The student is advised to ask questions, be submissive, and adhere to all the rules and regulations of the organization where he is attached. Identification of placement opportunities, funding of SIWES supervisors and assessment of the student are some of the roles played by the institutions to ensure smooth running of the program.

CHAPTER TWO

2.1 Introduction to the Organization

St. Francis Catholic Hospital, located in Igbeti, Oyo State, was established as part of the Catholic Diocese of Oyo's commitment to providing quality healthcare services to the local community. The hospital was officially commissioned on **January 16, 2021**, with the presence of religious leaders, priests, and well-wishers.

The hospital was established to address the growing healthcare needs of Igbeti and surrounding areas, ensuring that residents have access to modern medical facilities and compassionate care. As a faith-based hospital, it operates with a focus on medical excellence, ethical healthcare delivery, and humanitarian service, aligning with the Catholic Church's tradition of providing essential social services.

The Diocese of Oyo has a strong history of community development, having previously established educational institutions such as **St. Mary's Nursery and Primary School (1991)** and **St. Mary's Catholic College (2004)** in Igbeti. The launch of St. Francis Catholic Hospital further strengthened the Diocese's impact in the region, promoting both physical and spiritual well-being.

Since its commissioning, the hospital has been playing a crucial role in providing general healthcare services, preventive medicine, maternal and child health services, and other specialized medical care. The hospital aims to grow into a fully equipped medical center that serves not only Igbeti but also neighboring communities.

St. Francis Catholic Hospital stands as a testament to the Catholic Church's mission of service, ensuring that quality healthcare is accessible to all, regardless of background or status.

2.2 AIM AND OBJECTIVES OF THE ORGANIZATION

Aims

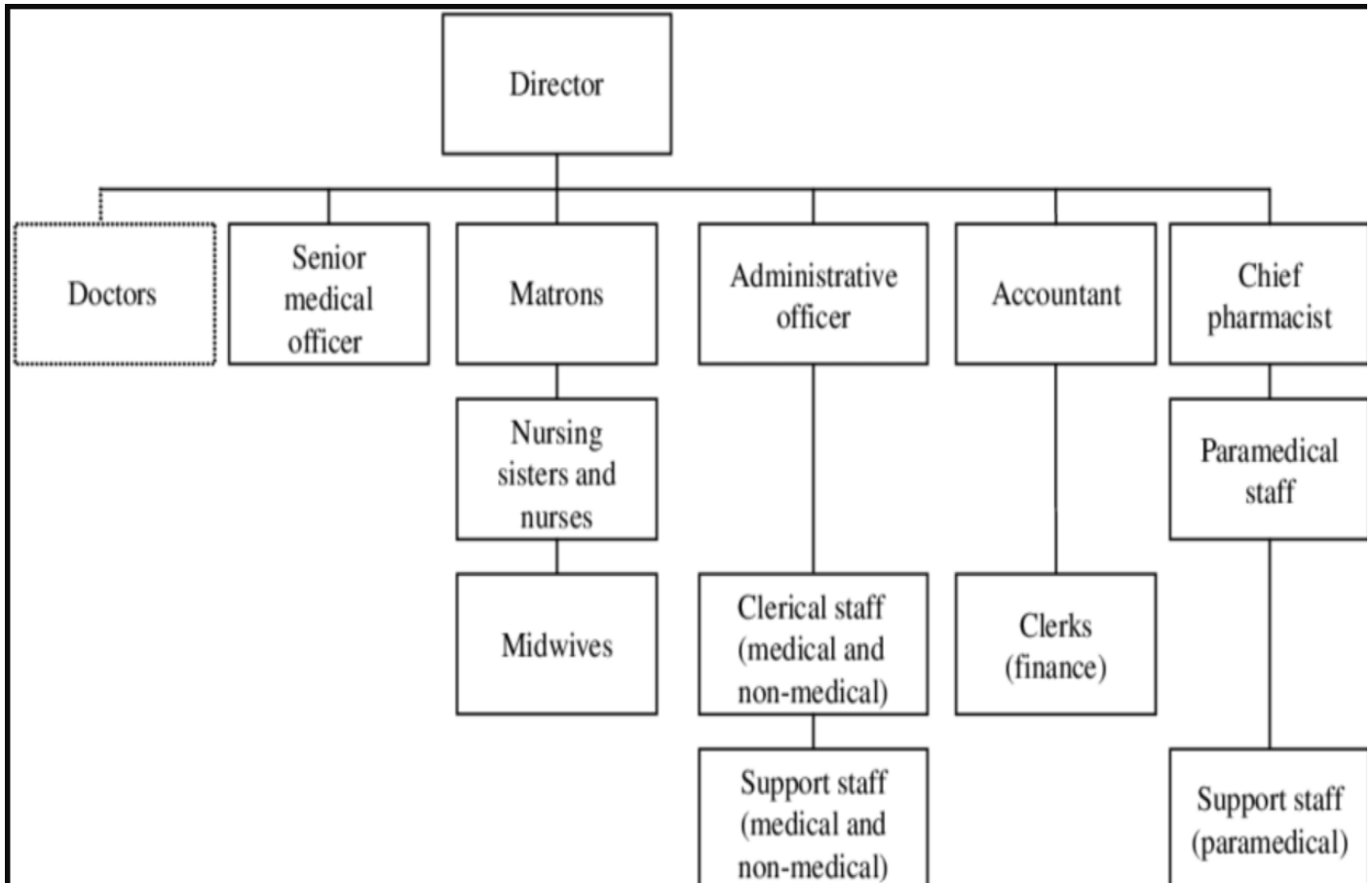
1. To Provide Quality Healthcare – Delivering accessible and high-standard medical services to the people of Igbeti and surrounding areas.
2. To Promote Humanitarian Medical Services – Ensuring that healthcare is available to all, regardless of financial status or social background.
3. To Uphold Ethical and Compassionate Care – Offering medical services guided by Christian values, compassion, and respect for human dignity.

4. To Support Community Health Development – Contributing to the overall well-being of the local population through preventive and curative healthcare programs.
5. To Complement Government Healthcare Efforts – Working alongside public health institutions to improve medical services in Oyo State.

Objectives

1. To Provide General and Specialized Medical Services – Offering treatments in areas such as maternal care, child health, surgery, and internal medicine.
2. To Conduct Health Awareness Programs – Educating the community on disease prevention, sanitation, nutrition, and other public health concerns.
3. To Offer Affordable and Subsidized Healthcare – Ensuring that even the less privileged can access medical treatment at minimal cost.
4. To Train and Develop Healthcare Professionals – Providing continuous education and training for doctors, nurses, and other medical personnel.
5. To Establish a Sustainable Healthcare System – Implementing strategies to ensure long-term efficiency and growth of the hospital.
6. To Integrate Faith-Based Healing with Modern Medicine – Promoting holistic healing by combining medical science with spiritual and emotional care.
7. To Collaborate with Local and International Health Organizations – Partnering with medical institutions, NGOs, and government bodies to enhance healthcare services.

2.3 ORGANIZATION CHART



CHAPTER THREE

3.1 INDUSTRIAL TRAINING (SIWES) EXPERIENCE.

SIWES Experience: Medical Records Department

Week 1: Introduction and Organizational Immersion

- **Experience:** Gained initial exposure to the Medical Records Department and the overall healthcare organization.
- **Learnings:** Understood the fundamental role of the department within the hospital, learned about the organization's history, and grasped its mission and vision.

Week 2: Understanding Organizational Structure and Goals

- **Experience:** Delved into the organization's structure and objectives.
- **Learnings:** Gained insights into the organization's historical development, its initial setup, and the evolution of its goals.

Week 3: The Importance and Purpose of Medical Records

- **Experience:** Explored the crucial role of medical records in patient care.
- **Learnings:** Understood the purpose of medical records as a documentation tool, learned how they are used to plan and evaluate treatment, and recognized their legal significance.

Week 4: Practical Functions within the Medical Records Department

- **Experience:** Participated in the operational functions of the Medical Records Department.
- **Learnings:** Gained hands-on experience in collecting and managing medical records from various sources, including outpatient clinics, specialty clinics, and discharge counters.

Week 5: Record-Keeping Systems and Documentation Practices

- **Experience:** Learned about and worked with different record-keeping systems.
- **Learnings:** Became familiar with daily and weekly record books, understood their purpose, and gained basic knowledge of electronic medical record systems.

Week 6: Understanding the Healthcare Team and Their Roles

- **Experience:** Observed and interacted with members of the healthcare team.
- **Learnings:** Identified the various roles within the healthcare team, including physicians, nurses, and support staff, and understood their respective responsibilities.

Week 7: Developing Patient Interaction and Communication Skills

- **Experience:** Practiced patient interaction and communication skills.
- **Learnings:** Developed strategies for interacting with diverse patient personalities, including

introverted and extroverted individuals, and learned the importance of patient confidentiality.

Week 8: Analyzing Extroverted Patient Interaction

- **Experience:** Observed and analyzed interactions with extroverted patients.
- **Learnings:** Gained a deeper understanding of different types of extroverted patients and learned how to adapt communication styles accordingly.

Week 9: Exposure to Financial Management and Accountability

- **Experience:** Observed and learned about financial management practices.
- **Learnings:** Understood the importance of monthly financial reporting, learned about tracking expenses and revenue, and gained basic knowledge of accounting principles in healthcare.

Week 10: Familiarization with Medical Instruments and Equipment

- **Experience:** Became familiar with common medical instruments and equipment.
- **Learnings:** Gained a basic understanding of the function of various instruments used in a healthcare setting.

Week 11: Legal and Ethical Considerations in Medical Records

- **Experience:** Learned about the legal and ethical aspects of medical records.
- **Learnings:** Understood HIPAA and other privacy laws, learned about record retention policies, and gained awareness of ethical considerations for medical record staff.

Week 12: Exploring Electronic Health Records and Future Trends

- **Experience:** Explored the use of electronic health records and learned about future trends in medical records.
- **Learnings:** Gained insights into the implementation of EHRs, understood the impact of telemedicine, and learned about the evolving landscape of medical records.

CHAPTER FOUR

4.1 CHALLENGES FACED DURING SIWES AT GERIN FM 95.5 ILORIN

During my SIWES placement in the Medical Records Department, I encountered several challenges that provided valuable learning experiences.

Challenges Faced During SIWES Placement in Medical Records:

- **Navigating Diverse Record-Keeping Systems:**
 - Challenge: The department utilized a combination of paper-based and electronic systems. Transitioning between these systems and ensuring accuracy across both platforms was initially difficult.
 - Impact: Required adaptability and meticulous attention to detail to prevent errors in patient records.
- **Maintaining Patient Confidentiality in a Busy Environment:**
 - Challenge: The high volume of patient traffic and the sensitive nature of medical information made it challenging to consistently maintain strict confidentiality.
 - Impact: Emphasized the importance of adhering to HIPAA and other privacy regulations, even in a fast-paced setting.
- **Interacting with Diverse Patient Personalities:**
 - Challenge: Encountering patients with varying emotional states, including anxiety, frustration, and distress, required developing effective communication and empathy skills.
 - Impact: Improved my ability to adapt my communication style to meet individual patient needs and provide compassionate support.
- **Understanding Medical Terminology and Documentation:**
 - Challenge: The complexity of medical terminology and the specific documentation requirements presented a significant learning curve.
 - Impact: Required diligent study and consistent effort to comprehend medical jargon and ensure accurate record-keeping.
- **Adapting to the Fast-Paced Healthcare Environment:**
 - Challenge: The high-pressure and time-sensitive nature of the healthcare setting demanded quick thinking and efficient work habits.
 - Impact: I improved my time management skills, and my ability to prioritize tasks under pressure.
- **Dealing with Incomplete or Inaccurate Records:**

- Challenge: Sometimes, records were incomplete or contained errors, requiring careful investigation and correction.
- Impact: This experience showed me the importance of accuracy, and the steps required to correct errors.
- **Balancing Practical Tasks with Theoretical Knowledge:**
 - Challenge: Applying theoretical knowledge learned in the classroom to real-world scenarios within the department required practical experience and critical thinking.
 - Impact: Helped solidify my understanding of medical records management principles and their practical application.
- **Learning the Electronic Health Record System:**
 - Challenge: Learning the functionalities and nuances of the Electronic Health Record system.
 - Impact: I gained valuable digital literacy skills, and an understanding of how technology is used in medical records.

CHAPTER FIVE

CONCLUSION

my SIWES placement in the Medical Records Department proved to be an invaluable learning experience. It provided a practical and comprehensive understanding of the vital role medical records play in healthcare delivery. While I encountered challenges, such as navigating diverse record-keeping systems, maintaining patient confidentiality, and adapting to the fast-paced environment, these obstacles ultimately fostered my professional growth.

Through hands-on experience, I gained proficiency in record management, improved my communication and interpersonal skills, and developed a deeper appreciation for the importance of accuracy and attention to detail. This placement not only reinforced the theoretical knowledge acquired in the classroom but also provided critical insights into the real-world application of medical records management.

Exposure to the diverse healthcare team and the legal and ethical considerations surrounding patient information has broadened my understanding of the healthcare landscape. The introduction to Electronic Health Records and the discussions surrounding future trends in medical records have also sparked an interest in the evolving technological aspects of the field.

Ultimately, this SIWES experience has solidified my interest in pursuing a career in healthcare administration and has equipped me with the practical skills and knowledge necessary to contribute effectively to the medical records profession.

RECOMMENDATION

As a result of difficulties experienced during the four months SIWES program, I would like to recommend the following changes: The duration of SIWES should be extended so as to enable students be more experienced. The ITF should make monthly allowance available for students, so as to put an end to financial difficulties that may arise as a result of transport problems. The Institutions and ITF should help students to get a place of attachment so that the program may commence as planned.

The following recommendations were based on the findings of the study and as a solution to the identified problems.

PROPER COORDINATION AND SUPERVISION OF THE EXERCISE: The various bodies involved in the management of the SIWES exercise i.e. Industrial Training Fund (ITF), NUC, NBTE and NCCE should come together and fashion out a modality that will ensure smooth operation of the SIWES exercise. Efforts should be made to ensure that students attached to the organization are properly supervised to ensure that what they are doing is in line with the objectives of the SIWES exercise.

The various bodies involved in the management of the SIWES programme should liaise with the various industries ahead of time so as to minimize or reduce to the barest minimum the high level of refusal to accept students for their industrial training participation.

ISSUING OF LOG BOOKS/IT LETTERS ON TIME: The log books used by the student during the industrial training period and the IT letters should be issued to the students at the end of the first semester exam as against the end of second semester examination as this will afford the students enough time to search for places that are relevant to their field of study.

EMPLOYMENT OF EXPERTS: The various institutions should endeavor to employ experts in the areas of career development to manage the student's industrial placement centers.