

Internship
at
Artemis Hospitals, Gurugram

Report submitted to

The IIHMR University, Jaipur



for the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

by

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Academic year : 2019 - 2021

• INTRODUCTION

As part of the course requirement, the internship was carried out at Artemis Hospital, Sector-51, Gurugram in the HR & Training Department for a period of 3 months commencing from 24th March' 2021 to 23rd June' 2021.

• OBJECTIVES OF THE INTERNSHIP

The purpose of the internship was to understand the entire gamut of activities carried out in the HR & Training department of a hospital.

• ORGANIZATIONAL PROFILE

Artemis Hospital was established in July 2007 by Apollo Tyres Ltd, one of the leading tyre manufacturers in India. Spread across 9 acres, Artemis is a 400 plus bed state-of-the-art, multi-speciality hospital located in Gurugram. It is the first JCI and NABH accredited Hospital in Gurugram.

• SERVICES PROVIDED BY ORGANIZATION

Designed as one of the most advanced hospitals in India, Artemis provides a depth of expertise in the spectrum of advanced medical & surgical interventions, comprehensive mix of inpatient and outpatient services. Artemis has put modern technology in the hands of renowned doctors from across the country and abroad to set new standards in healthcare. The medical practices and procedures followed in the hospital are research oriented and benchmarked against the best in the world. Top-notch services, in a warm, open patient centric environment, clubbed with affordability, has made us one of the most revered hospitals in the country. Artemis has 400 plus full-time doctors, 12 centres of excellence and 40 specialities.

Centres of Excellence

- Artemis Emergency & Trauma Centre
- Artemis Heart Centre
- Artemis Cancer Centre
- Artemis Neurosciences Centre
- Artemis Joint Replacement & Orthopaedics Centre
- Artemis Minimally Invasive & Bariatric Surgery Centre
- Artemis Transplant Centre (Liver, Kidney, Cornea & Bone Marrow Transplant)
- Artemis Women & Child Centre
- Artemis Pulmonology & Critical Care Centre

- Artemis Gastrosiences Centre
- Artemis Cosmetology & Plastic Surgery Centre
- Artemis Pain Medicine & Palliative care

Glimpse of the organization



• Key Activities/ Projects Undertaken Other than Dissertation

During my internship in the HR & Training Department at Artemis Hospital, Gurgaon, I have been engaged in the following activities :

- ❖ Assisting the trainer in Artemis Orientation Program - Intimation to departmental trainers and new joiners about details of the session such as date, time & venue; Sharing mandatory training links and payroll link with the new joiners; Preparing and provision of Employee Orientation Form and Departmental Orientation Form at the end of session; Feedback collection; Maintaining records for each session; Submission of forms for filing.
- ❖ Assisting the trainer in conduction of training activities - Preparing attendance sheet and Feedback forms; Ensuring facility check prior to session; Collection of feedback forms post session; Record keeping of each session.
- ❖ Coordinating and liaising with departments for training activities.
- ❖ Assisting in documentation of new interns - Provision of interaction form & Code of conduct; Ensuring payment of fees; Issuing ID card; Filing of records in the Interns' File.
- ❖ Assisting in closure formalities of Interns- Collection of Closure report; Preparation of Experience letter; Maintaining records.
- ❖ Record keeping of training related activities – AOP; Effective Communication session; Training need analysis for employees.
- ❖ Assisting the HR team in sourcing of candidates – Calling candidates for ICU vacancy; Scheduling interview; Sourcing candidates through Naukri portal.

- ❖ Assistance in preparation of monthly training calendar and Key performance Indicator data for Training department.

- **Key Learnings from Internship**

- ❖ Overview of sourcing, recruitment, and onboarding of employees
 - ❖ Overview of Induction process in the organization
 - ❖ Overview of Training activities undertaken for employees
 - ❖ Overview of payroll management and legal compliances
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