

**Internship
at
Burjeel Hospital,
VPS Healthcare,
Abu Dhabi, UAE**

**Submitted By
Vijay Desai**

**Post Graduate Diploma in Hospital & Health Management
2012-2014**



**Institute of Health Management Research,
Jaipur
2014**

TO WHOMSOEVER MAY CONCERN

This is to certify that **Dr Vijay Desai** student of Post Graduate Diploma in Hospital and Health Management (PGDHM) from Institute of Health Management Research, Jaipur has undergone internship training at **VPS Healthcare's Burjeel Hospital, Abu Dhabi** from **11th February 2014 to 10th May 2014**.

The candidate has successfully carried out the study designated to him during internship training and his approach to study has been sincere, scientific and analytical. The internship is in fulfillment of the course requirements.

I wish him all success in all his future endeavors.

Dr Ashok Kaushik,
Dean,
Academics and Student Affairs,
IIHMR, Jaipur

Prof. Swadesh Kumar Puri,
Advisor,
IIHMR, Jaipur



Date: 19th May 2014

To whomsoever it may concern,

This is to certify that **Dr. Vijay Namdev Desai** has successfully completed his internship from **11th February 2014** to **10th May 2014** in the department of **Human Resources** and has successfully completed his dissertation project on **"Training Need Analysis"** in **VPS Healthcare's Burjeel Hospital, Abu Dhabi, UAE.**

He comes across as a committed, sincere & diligent person who has a strong drive & zeal for learning.
We wish him all the best for future endeavors.

Mr. Amrith Rai
Manager,
Human Resources
VPS Healthcare,
Abu Dhabi, UAE

Mr. Rajesh Varma
Director,
Human Resources
VPS Healthcare
Abu Dhabi, UAE

PO Box 94666, Abu Dhabi, UAE, Tel +971 2 2222 366, Fax +971 2 2222 363, info@vpshealth.com

www.vpshealth.com



LIFECARE HOSPITAL



Acknowledgment

I respect & thank **Mr. Rajesh Varma, HR Director, VPS Healthcare** for giving me an opportunity to complete my final internship at Burjeel Hospital, Abu Dhabi..

I am also grateful to my guide **Dr. S K Purif** for their help and guidance for this internship.

I am obliged to staff VPS Healthcare & Burjeel Hospital for the valuable information provided by them. I am grateful for their cooperation during the period of my internship.

I also show my gratitude to all hospital staff who contributed in one way or the other in the course of the internship.

1. Internship report

Internship is an integral part of the post graduate diploma in hospital and health management course. It gives a clear idea of the working of the health care organization. It is the time when the knowledge gained during the course theoretically can be practically implemented. It helps to understand the roles and responsibilities of a hospital administrator.

Objective of the dissertation of twelve weeks (11th February 2014 to 10th May 2014), is to understand the system of the organization, to observe the activities and working of the organization and at the same time, to conduct the study at the hospital. Role of a management trainee was given during the period of dissertation.

1.1 Roles and Responsibilities during internship

1. Develop recruitment materials

- Assist the HR Manager in developing job descriptions.
- Update organization structure as and when required.
- Develop testing tools for recruitment.

2. Workforce planning

- Control, maintains and updates manpower plan and prepares related monthly and weekly reports.

3. Workforce market

- Search workforce market.
- Identify suitable recruitment channel for company.

4. Recruitment agencies

- Coordinate local and overseas recruitment campaigns under the supervision of the HR Manager.
- Coordinate with local and overseas recruitment agencies to fill vacancies.
- Liaises with approved recruitment agencies for supply of manpower.

5. Issue recruitment notices

- Designs recruitment advertisements.
- Draft employment offer letter and contracts for selected candidates.

6. Selection process

- Screens applicants for basic compliance with position qualifications, summarizes CVs for easier evaluation by the departmental heads.
- Meets walk-in applicants, collects and assesses CVs.
- Obtains and assess all certificates and testimonials of the candidates.
- Ensure all vacancies are filled with the suitable candidates within the targeted time.
- Interview candidates up to supervisor's level and provide feedback to both HR Manager and Line Manager.
- Ensure all recruitment policies, procedures and techniques are adhered to and recommend improvements.
- Forwards collected CVs to the concerned departmental heads for evaluation and interviews.
- Conducts new employee orientation and appraises employee of benefit options.
- Types employment contracts, and issues engagement advice.

7. Recruitment record

- Coordinate manpower planning process and maintain manpower records.
- Establishes and maintains files and records on an ongoing basis.

8. Inventory candidates

- Maintains an active and organized data bank of applicants for various positions.

9. Streamline process of recruitment& HAAD Licensing process**10. Reports**

- Generates recruitment related reports.

1.2 Organizational Profile

VPS Healthcare

VPS Healthcare is an integrated healthcare service provider with primary, secondary and tertiary care clinics and hospitals in the Middle East and the Indian Sub-continent.

By providing comprehensive patient management at International quality standards across all strata of the community, VPS Healthcare reflects a brand image of excellence in healthcare delivery system in the region.

VPS Healthcare came into existence with the opening of its first hospital - LLH Hospital, Electra Street, Abu Dhabi, in 2007. The group has since grown into one of Abu Dhabi's premier integrated healthcare groups.

VPS currently includes 10 operational hospitals across the region and in the Indian subcontinent. Additionally, the group holds the Master Franchise for the Medicine Shoppe brand of pharmacies in the GCC and India, besides a pharmaceutical manufacturing facility in Dubai.

Owing to the challenging needs in the changing healthcare landscape, it is constant pursuit to create a sustainable healthcare system for the people of the region.

As a business, VPS Healthcare is fully aware about its Corporate Social Responsibilities (CSR) and is actively involved in such activities too. Some of the recent CSR initiatives include donations for the Syrian Refugees as part of the "Our Hearts With The People of Syria"; "100 Free Heart Surgeries"; Breast Cancer Awareness through the Mobile Mammography Units; Medical Awareness Campaigns for Workers; Free Health Check-ups; Medical Awareness Campaigns for Corporate and Government Firms; and providing jobs and educational assistance to the families of the tragic Mangalore Air Crash victims.

Since its inception in 2007, it has expanded our portfolio in Clinical Care, Pharmaceuticals Manufacturing, Retail Pharmacy and other healthcare services. And with a range of new projects coming up, we plan to meet the growing demands of healthcare in the region.

VPS Healthcare

Vision

To be the first, preferred and trusted choice in quality healthcare and associated support functions services, wherever the group operates.

Mission

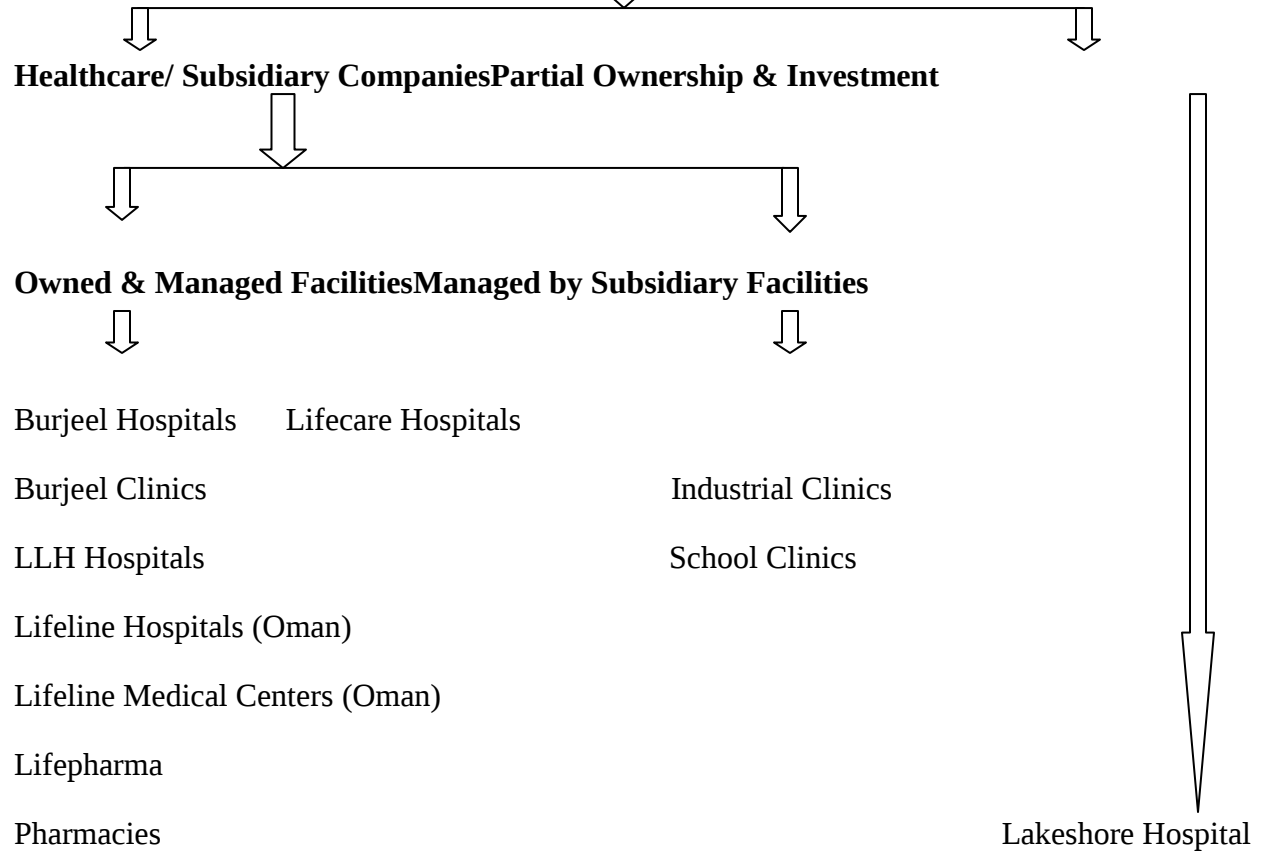
To achieve exemplary corporate governance status in healthcare, using cutting-edge technology and the latest advances in medicine and medical expertise, to deliver outcomes that exceed expectations.

Core Values

- Compassion
- Teamwork
- Responsibility
- Integrity

VPS Healthcare Group

VPS Healthcare



VPS Infrastructure

- 9 Operational Hospitals
- 10 Operational pharmacies outside hospitals
- 26 Operational Clinics
- 3 Mobile Clinics
- Life Pharma FZE
- 750 Beds
- 31 OR's
- 62 Ambulances

Group Companies

- Burjeel Hospital, Abu Dhabi
- Burjeel Medical City, Abu Dhabi
- Burjeel Hospital, Dubai
- LLH Hospital, Abu Dhabi
- LLH Hospital, Musaffah
- Life Pharma FZE
- Lifeline Hospital, Salalah, Oman
- Lifeline Hospital, Muscat, Oman
- Lifeline Hospital, Sohar, Oman
- Lifecare Hospital, Al Raha
- Lifecare Hospital, Mussafah
- Medicine Shoppe Pharmacy

VPS Awards & Achievements

JCI Accreditation:

- Burjeel Hospital, Abu Dhabi
- LLH Hospital, Abu Dhabi
- LLH Hospital, Musaffah

Appreciation given to VPS Companies

Over the years, VPS Healthcare has earned a reputation of being a provider of quality care while also extending its commitment to wellness across other spheres. It's no surprise that the group has been recognized for its innovative spirits of enterprise within healthcare by various organizations across the regions. The numerous clinical certifications, accreditations and awards are a perfect tribute to the vision of VPS Healthcare.

- Sheikh Khalifa Excellence Awards 2009 & 2011
- Burjeel Hospital Best Hospital Design (Built) 2012
- Arab Health Excellence in Health Safety Award 2008
- Ministry of Health, Abu Dhabi. Award for Public Service Awareness 2008
- UAE Foreign Minister Stevie Award for Annual International Business 2011
- Daman Insurance Award for Best Rated Hospital in Quality Service 2008
- Hamdan Bin Zayed Award For Humanitarian Aid 2013

Burjeel Hospital, Abu Dhabi

Burjeel hospital was established to provide world-class, specialized and superior healthcare complemented by a warm and personalized human touch to the growing population of the emirate of Abu Dhabi. Burjeel hospital got JCI accreditation in June 2013 conveniently located on Al Najda Street, Burjeel Hospital is the first Private Tertiary hospital to be opened under the auspices of the new standards put in place by the Health Authority of Abu Dhabi (HAAD). Equipped with the best and the most advanced facilities in treatment, equipment and diagnosis,

The word 'Burjeel' is Arabic word for wind tower. The non-clinical areas are of Arabesque design and this brings alive the traditional hospitality of the Gulf region with the 7-star accommodation, fine dining restaurants and concierge services

Burjeel Hospital has all the core medical, paramedical and support services supplied by well-trained, credentialed and skilled professionals.

Burjeel's Royal and Presidential Suites and the Premier and Deluxe inpatient rooms are well-appointed and exceptionally spacious. The 12 operating rooms, delivery suites, ICU, NICU, Diagnostic Imaging, laboratories and pharmacies are all equipped to the highest standards to enable professional staff to provide the best possible medical care. Burjeel's centers of excellence IVF, Nephrology, Cardiovascular Surgery, Obstetrics and Minimally Invasive Surgery are all leading the way.

Burjeel Hospital, Abu Dhabi

Vision

To be the preferred and trusted choice of hospitals in the Middle East for health and wellness delivered through the science of healing and the art of care.

Mission

Burjeel Hospital will deliver exemplary medical care by using international medical expertise, cutting edge technology combined with first-class patient experience.

Core values

Balance, Unity, Respect, Justice, Efficiency, empowerment and leadership

Services Provided by Burjeel Hospital

Outpatient Services

- ✓ Anesthesia
- ✓ Bariatric Surgery
- ✓ Cardiology
- ✓ Cardiothoracic Surgery
- ✓ Dentistry
- ✓ Dermatology & Cosmetology
- ✓ Diabetes
- ✓ Diagnostic Imaging (CT scan, MRI, conventional, BMD, Sonography, Mammography)
- ✓ Dietary & Nutrition
- ✓ Emergency Medicine
- ✓ Endocrinology
- ✓ ENT, head and neck surgery
- ✓ Family Medicine
- ✓ Gastroenterology
- ✓ General Surgery
- ✓ Gynecology & Obstetrics
- ✓ Internal Medicine
- ✓ IVF
- ✓ Laboratory Medicine
- ✓ Nephrology / Hypertension
- ✓ Neurology
- ✓ Ophthalmology
- ✓ Orthopedics & Sports Medicine
- ✓ Pediatric Surgery (coming soon)

- ✓ Pediatrics
- ✓ Physical Therapy / Outpatient Rehabilitation
- ✓ Plastic and Reconstructive Surgery
- ✓ Pulmonology & Respiratory Medicine

- ✓ Psychology (coming soon)

- ✓ Rheumatology
- ✓ Urology
- ✓ Vascular / Endovascular Surgery
- ✓ Wellness Center

Inpatient Facility

- A total of 206 beds
 - ✓ 14 Intensive Care Unit (ICU) beds, including 7 Cardiac Care Unit (CCU) beds
 - ✓ 5 Labor and Delivery Suites / 12 Neonatal ICU beds
 - ✓ 10 Operation Theatres including 1 state-of-the-art Hybrid OR
 - ✓ 42 Day Care Beds
 - 13 for Dialysis
 - 3 for Endoscopy
 - 5 for IVF
 - 21 for General Day Care
 - 13 Emergency Beds
 - 3.0 Tesla MRI and 64-slice CT scan
- Royal Suites of 6000 sq.ft.each
- Presidential Suites of 3000 sq.ft.
- Majestic Suites
- Executive Suites.
- Premier & Deluxe Rooms

Additional Facilities

- 24 hour Emergency and Ambulance Services
- In-House Pharmacy providing a service for both Inpatient and Outpatient
- The Burjeel Hospital has ample parking space and offers valet services for the benefit of patients and their guests. Burjeel is fully committed to this kind of quality approach in our organization, using international standards and customer service concepts.

Departments of Burjeel Hospital

Ground Floor:

- Clinics
 - Dental Clinic
 - Diabetes Clinic
 - Family Medicine Clinic
 - Vascular Clinic
- Diagnostic Imaging
- Emergency
- Wellness Center
- Pharmacy

First Floor:

- Clinics
- Hybrid OR
- Operating Rooms
- Cath Lab
- Labor & Delivery suites
- Recovery Room
- Medical ICU
- Surgical ICU
- Neonatal ICU

Second floor:

- Clinics
 - Cardiology Clinic
 - ENT Clinic
 - Obstetrics & Gynecology Clinic
 - Ophthalmology Clinic
 - Orthopedic Clinic
 - Pediatric Clinic
 - Rheumatology Clinic
 - Auditorium

Third floor:

- Clinics
 - Cosmetology Clinic
 - Dermatology Clinic

- Gastroenterology Clinic
- General Surgery Clinic
- Nephrology Clinic
- Neurology Clinic
- Physiotherapy Clinic
- Psychiatry Clinic
- Urology Clinic
- Endoscopy Suite
- Fitness Center & Health Spa
- Patients Rooms
- Presidential Suites
- Majestic Suites
- Executives Suites
- Premier Rooms
- Deluxe Rooms

Fifth floor

- Patient Rooms
- Royal Suites
- Executives Suites
- Premier Rooms
- Deluxe Rooms

Sixth floor

- Dialysis Unit
- IVF Lab
- Pathology & Laboratory Medicine
- Administrative Offices

1.3 Observations/ Learning

- Learnt UAE's Labor Laws
- Understood the PQR (Professional Qualification Requirements) applicable to all clinical staff of hospital. PQR consists of eligibility criteria for all clinical staff like doctor, nurse, etc. to obtain HAAD license from HAAD (Health Authority of Abu Dhabi) to work in Abu Dhabi.
- Learnt the recruitment process of doctors and nurses.
- Coordinated interviews of consultant doctors, specialist doctors and general physician doctors with Group COO for hospitals comes under VPS Healthcare group.
- Learnt how to do job postings against vacancies on job portals
- Understood current recruitment and HAAD licensing process flow and develop process flow for same to streamline the processes. Primarily, Corporate HR team is responsible for recruitment of doctor, nurses, paramedic, etc. for new upcoming hospitals and also for existing hospitals in UAE & Oman.

It was important to standardize process of recruitment and HAAD (Health Authority of Abu Dhabi) licensing. For standardizing the process, each person related in this process should be involved in process of standardizing the process and deciding the accountability and turnaround time in order to complete the process in projected time and to reduce wastage of resources. This SOP's would increase transparency in work and satisfaction of people related to this process.

To make this process transparent and effective, we made all processes online software based and automatic. For this, HR Manager and I were involved all related people in standardizing process. We talked with all teams involved in the process like PRO Visa team, PRO HAAD licensing team, Finance team and HR team. After various meetings with all teams, we standardized the process, decided responsibility, accountability and turnaround time for each process.

We developed the online software with help of software developer. With help of this software, we can track the exact status of process and accountable person. This software would enable to complete the processes in desired time.

Additionally we developed HR page of VPS website in such way that the complete information about our group of hospitals, vacancies and eligibility criteria can be given to interested candidates. This would lead us to reach out maximum number of potential candidates.

- Established the Uniform HR policies across all hospitals in VPS group
We studied all hospital's HR policies and came with uniform HR policies that can be implemented across all hospitals.