

NEEV (Foundation)- Outsourced Vendor Employee(OSVE) TRANSFORMATION

BRIEF HISTORY, VISION & MISSION

Dr. B.L. Kapur had established the BLK Super Specialty Hospital in 1959. The super specialty hospital is JCI,NABH and NABL accredited. It has 17 modern well equipped modular operation theatres and houses 650 beds. The organization has 13 centre of excellence and generates most of its revenue from cancer centre, bone marrow transplant and the Institute for Bone, Joint Replacement, Orthopaedics Spine and Sports Medicine. The various advanced technologies used by the hospital are **Robotic Surgery**, **HIPEC Technology** (Hyperthermic Intraperitoneal Chemotherapy), **TomoTherapy** (North India's first next-generation Integrated Image-guided Intensity-modulated radiation therapy),**Immunotherapy** etc.

VISION

To be the most well regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care, supported by latest technology and cutting edge research.

VALUES

COMPASSION EFFICIENCY CONSISTENCY EXCELLENCE

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL UNDERSTANDING

THEORETICAL UNDERSTANDING	PRACTICAL EXPOSURE
Conceptual understanding of business principles.	Application of conceptual understanding in real world setting.
Limited to theoretical framework.	Exposes to networking opportunities.
Focuses on building critical thinking skills.	Focuses on decision making and problem solving.
Learning is by working on secondary data.	Learnings with real life primary data

CHALLENGES FACED DURING INTERNSHIP

- I had no exposure of data analysis and management which I learnt and can now do confidently.
- To remember the hierarchy of an organization for birthday mails was an issue which I overcame with experience.

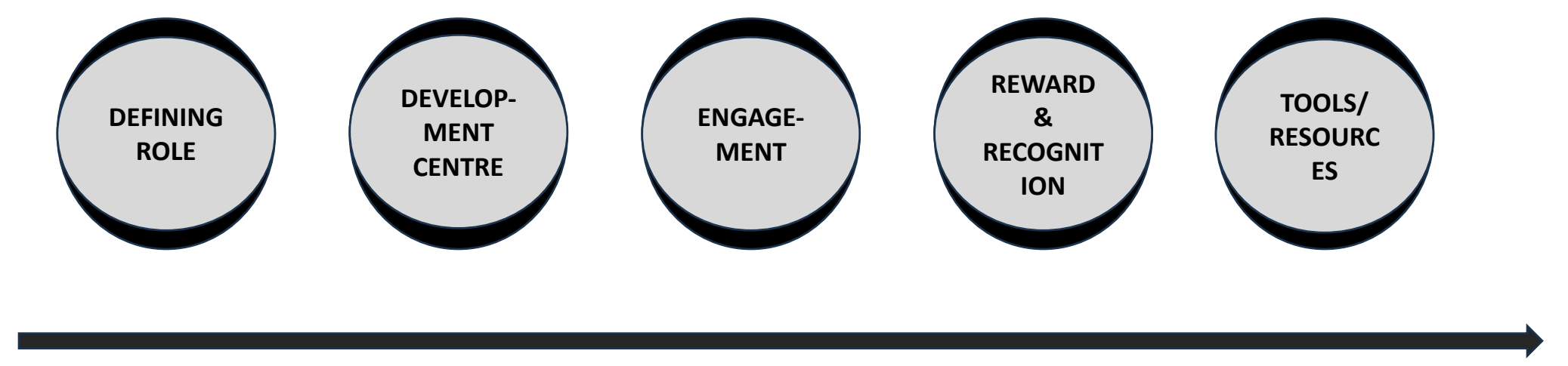
USEFULNESS OF INTERNSHIP

- Exposure to the corporate world.
- Provided a chance to take active participation in implementation of a training program.
- Experienced live trainings and employee engagement programs.
- Got an exposure to do data analysis and evaluation of training initiatives.
- The internship provided me an opportunity to build my network.

AIM: To strengthen the underlying framework of OSVE, with the purpose of positively impacting the patient experience and satisfaction.

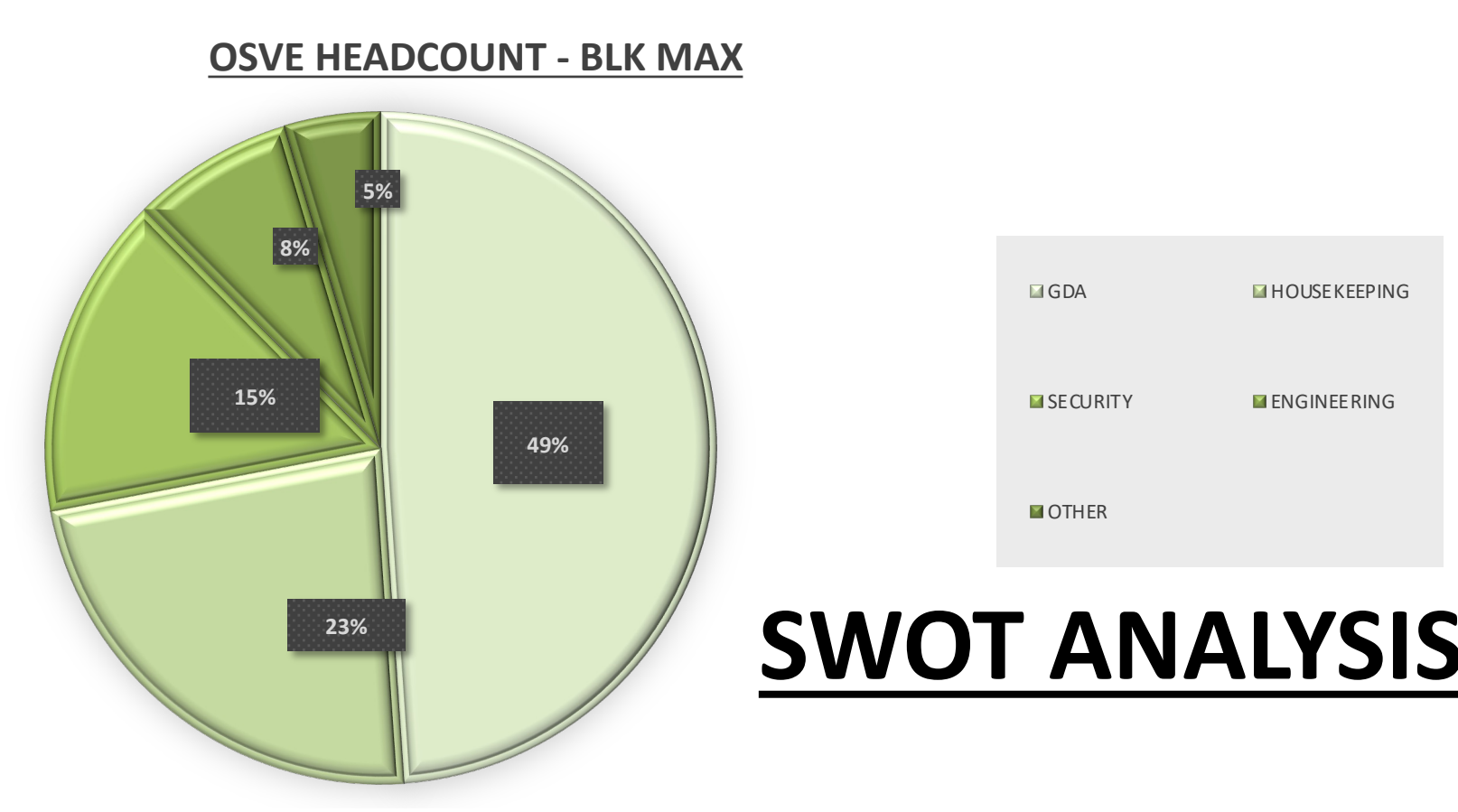
OBJECTIVE: To transform OSVE staff members in terms of service standards including greeting, grooming hygiene, workplace etiquette, empathy & handling difficult situations and to align them with the vision and values of the organization to deliver highest standard in patient centered care.

APPROACH:



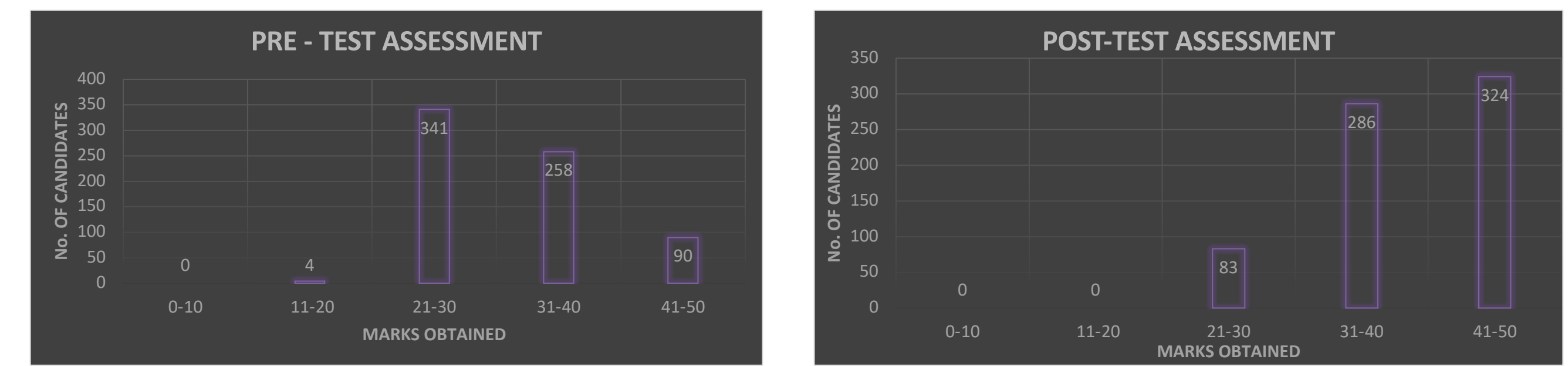
METHODOLOGY:

- Instructor led learning
- Video Based Learning (Including videos on the service behaviours)
- Quizes on taught service behaviours



SWOT ANALYSIS

IMPACT OF TRAINING



FINDINGS:

- Knowledge and skill enhancement of the OSVE staff.
- Sense of belongingness and motivation develops as the OSVE staff members are recognised and rewarded after the training session.

CONCLUSION:

The findings of the evaluation demonstrate that the NEEV OSVE Transformation program has been largely effective in improving performance, enhancing knowledge and skills, and boosting employee engagement. By addressing the identified challenges and implementing the recommended improvements, the program can further enhance its impact and contribute to the overall success of the organization's outsourced operations.

REFERENCES:

Feedback from Cluster HR Head,
NEEV governance report– Coverage

SWOT ANALYSIS OF NEEV – OSVE TRANSFORMATION

STRENGTH

- Improved Staff Performance.
- Enhanced Patient Care & Satisfaction.
- Technology Integration.
- Leadership Development.
- Talent Retention.
- Sense of Belongingness.

WEAKNESS

- Time Constraint.
- Resistance To Change.
- Limited Accessibility.

THREAT

Lack of Measurable Outcomes.

- Accessibility and Inclusivity Barriers.
- Staff Turnover.
- Resistance to Change.

OPPORTUNITY

- Research and Evidence-Based Practice.
- Adaptation to Technological Advancements.
- Professional Growth and Advancement.

LEARNING DURING INTERNSHIP

- Learnt training need identification and it's process.
- Learnt using advanced excel formulas on primary as well as secondary data.
- Learnt how to make birthday mails.
- Learnt the importance of other sub departments in HR like recruitment, onboarding, compliance etc.
- Learnt how an event is organized, how the budget and finances are managed for the event.
- Learnt how an employee engagement program is conducted.
- Learnt how to build your network with employee by being an HR in an organization.
- Learnt application of advanced excel skills on real time data.
- Learnt the hierarchy in an organization.
- Learnt the value of time management and its positive effects in managing work life balance.

SUGGESTIONS

- A more personalized approach can enhance the relevance and effectiveness of the training.
- Establish a mechanism for ongoing evaluation and feedback from both the vendor staff and the supervisors. Regular assessments can help identify areas of improvement, track progress, and ensure the program remains aligned with organizational objectives.
- HR department can have separate cubicles for the employees.
- There can be more training rooms and of larger size.
- Artificial Intelligence can be used for creating birthday mails according to the hierarchy.



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