

LEARNING AND MENTORING PRACTICES AT BLK-MAX SUPER SPECIALITY HOSPITAL, NEW DELHI



INTRODUCTION

1930	Became a recognized maternity Hospital in Lahore especially for the poor classes
1939	Dr. BL Kapur became editor of Journal of Obstetrics and Gynecology which was earlier started at Lahore in 1939
1947	Partition forced Dr. Kapur to leave Lahore and re-establish the hospital in Punjab
1947-48	Educational Program of this hospital was started with Auxiliary Nursing and Midwifery course
1959	Dr. B.L. Kapur started the hospital at Delhi
1969	Dr. B.L. Kapur left for his heavenly adobe

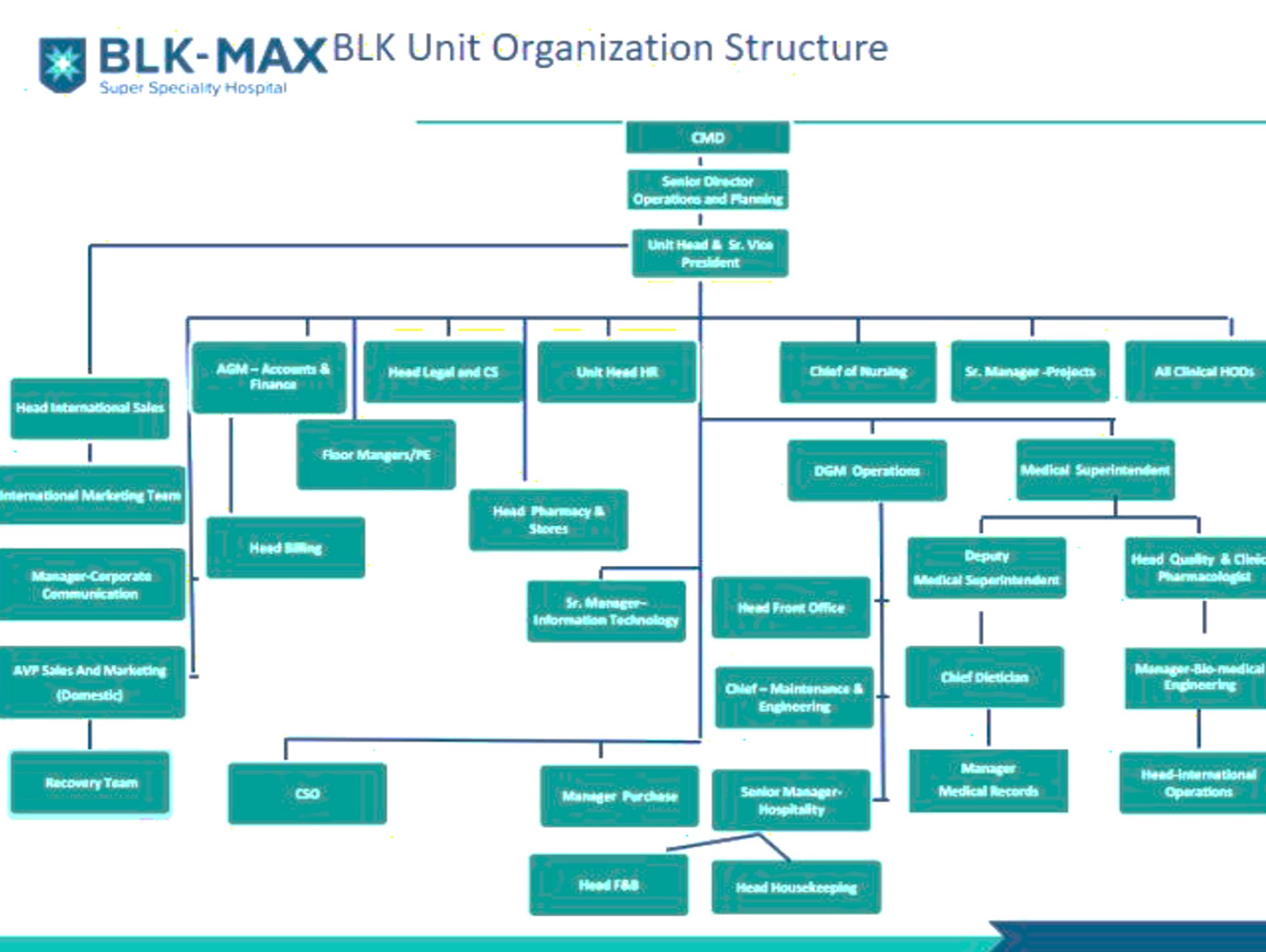
VISION

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.

MISSION

Achieve Professional Excellence in delivering Quality care. Ensure care with Integrity and Ethics. Push frontiers of care through Research and Education. Adhere to National and Global Standards in Healthcare AND Provide Quality healthcare to all Sections of Society.

ORGANISATION STRUCTURE



CORE VALUES

- COMPASSION
- EXCELLENCE
- CONSISTENCY
- EFFICIENCY

SWOT ANALYSIS

STRENGTH

- Alignment with Regulatory Requirements of the Hospital.
- Compliance with Regulatory Standards
- Professional Development Opportunities

WEAKNESS

- Time restrictions
- Lack of Expertise
- Limited Budget
- High Workload

THREAT

- Employee Turnover and Retention
- Rapidly change in the Medical Landscape
- Resistance to Change
- Financial Constraints

OPPORTUNITY

- Career Development Programs
- Technology Advancements
- Collaboration with Medical Schools and Institutions
- Focus on Interdisciplinary Skills
- Technology advancement

ABOUT THE PROJECT

AIM: To evaluate learning and mentoring practises within the HR department in order to improve, boost performance, and adhere to organisational goals.

OBJECTIVE: To Assess Current Practices, Identify Areas of Improvement, process of Career progression of employees, and recommend relevant areas for their mentoring.

METHODOLOGY:

Sample size: 260 functionaries from various departments.

Research design: The project is based on a descriptive study.

Data type: Primary data

Tools: For analysis and interpretation, the primary data is converted to pie charts for insights.

ABOUT LEARNING AND MENTORING PRACTICES AT BLK-MAX:

TRAINING VECTORS:

- **Parichay:** Induction
- **Aarambh**
- **Virohan**
- **Transformation projects:** Osve-Neev, Front Office
- **Managers capability development programme:** Leading self, Leading team
- **Compliance training:** Fire safety and disaster management, radiation safety, quality training (NABH & JCI standards), POSH, legal and policy education.
- **One max culture**
- **Service excellence:** saarthi, vriddhi, vaarta, buddy system, power of we, compassionate presence, enhancing patient experience, workplace wellness.

CALCULATION OF

Man-days: $\frac{\text{No. of training hours}}{8}$ (working hours)

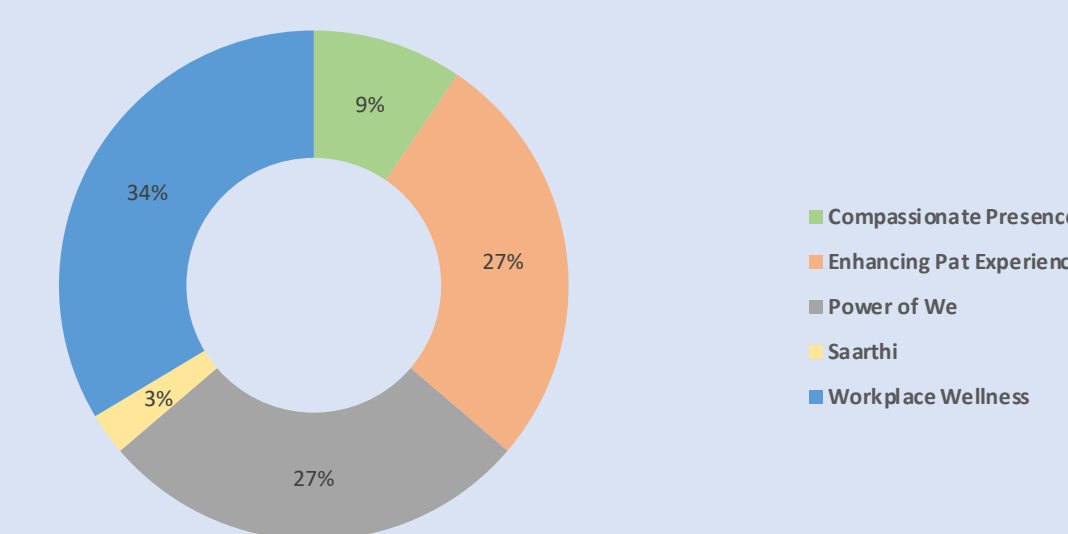
There should be 12 Man-days each month, each trainer, 24 Man-days in total.

2.5 Man-days per employee per annum.

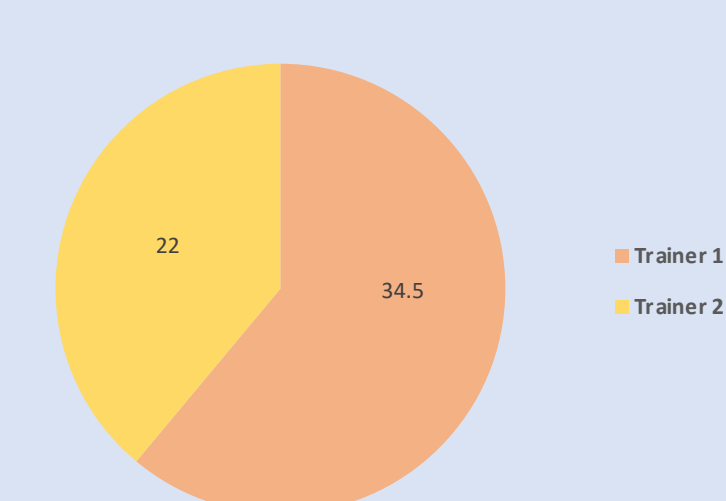
Man-hours: No. of participants* Training hours

FINDINGS

SERVICE EXCELLENCE TRAININGS IN THE MONTH OF MAY

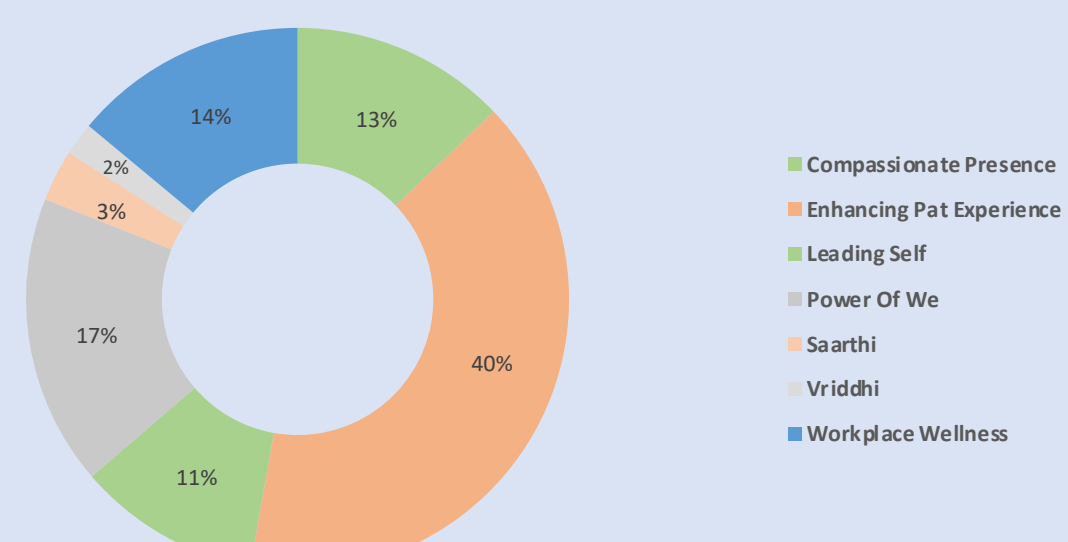


Total number of Man-days in month of MAY

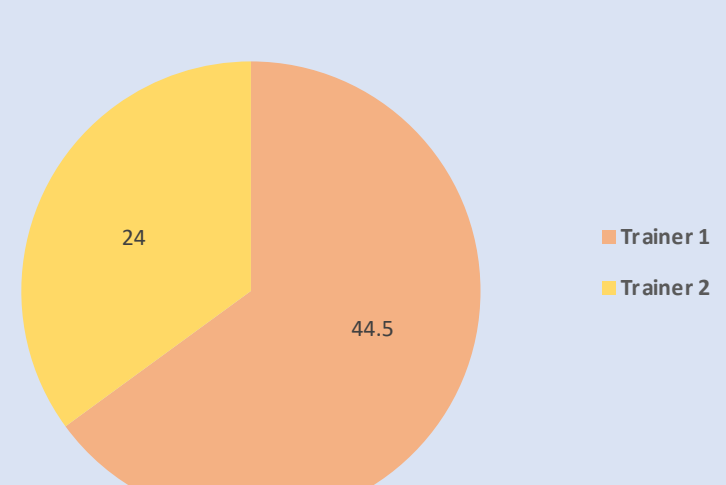


Man-days:
Trainer 1 : $34.5/8 = 4.31$
Trainer 2 : $22/8 = 2.75$

SERVICE EXCELLENCE TRAININGS IN THE MONTH OF JUNE



Total number of Man-days in month of JUNE



Man-days:
Trainer 1 : $44.5/8 = 5.56$
Trainer 2 : $24/8 = 3$

THEORY vs PRACTICAL

THEORITICAL KNOWLEDGE

- Understanding the concepts, principles, models, and best practices related to training and development within the field of Human Resources as per the requirement of the hospital.
- Usage and understanding of data based on secondary research.
- Learning the Frameworks and models for problem-solving, while practical knowledge involves actively applying those problem-solving skills in real-time situations

PRACTICAL EXPOSURE

- Implementing the L&D strategies and programs in organizational contexts.
- Working on real-life primary data to implement and understand the theoretical knowledge.
- actively applying the theoretical knowledge to problem-solving skills in real-time situations

LEARNING AND VALUE ADDITION

- Learnt Roles and responsibilities of HR department in the hospital.
- Learnt the process and need for employee engagement and trainings in an organisation.
- The need for different trainings related to service excellence and career development.
- Had an opportunity to enhance my Ms-Excel skills and work on real time data.
- Time management skills with the work load.

CHALLENGES

- There was limited access to resources, such as data or restricted access to certain tools and technologies. Time Constraints
- Adaptation to Organizational Culture in a limited duration was a challenge.
- Understanding and adapting to the Complex hierarchy in the organization.

USEFULNESS OF INTERSHIP

- Exposure to the hospital to understand various departments and the hospital industry.
- Understanding the HR department and how it works.
- Practical implementation of the theoretical knowledge.
- Networking Opportunities and got to work on different projects.
- Contribution to various employee engagement activities and training in the hospital.

CONCLUSION AND RESULT

Initial assessment revealed a low level of understanding and application of service excellence principles among participants. This indicates a need of improvement in customer service skills, empathy and effective communication. In this analysis, it has demonstrated a positive impact on both service excellence and working hours Man-days. More training were conducted in the second month followed by increased Man-days. This shows the efficiency of the training and development practices in the organization.

SUGGESTIONS

- The birthday mail should be automated according to the hierarchy system.
- Implementation of more E-Learning platforms.
- Evaluate Training Effectiveness.
- Implement Compliance Training

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ORGANISATION MENTOR: Dr. ANISHA SONAL

