

Brief History and description about Fortis Hospital

Fortis Healthcare Limited was incorporated in 1966 by the promoters of Ranbaxy Laboratories among worlds top 10 generic companies also India's largest Pharmaceutical company with first hospital in Mohali and today has a network of 75 hospitals. **Fortis Hiranandani Hospital** was established in 2007. It is NABH accredited and 150 bedded hospital.

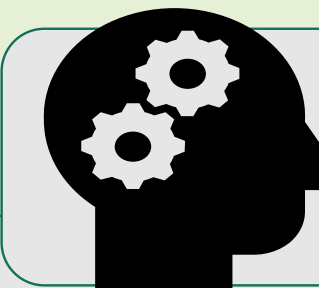
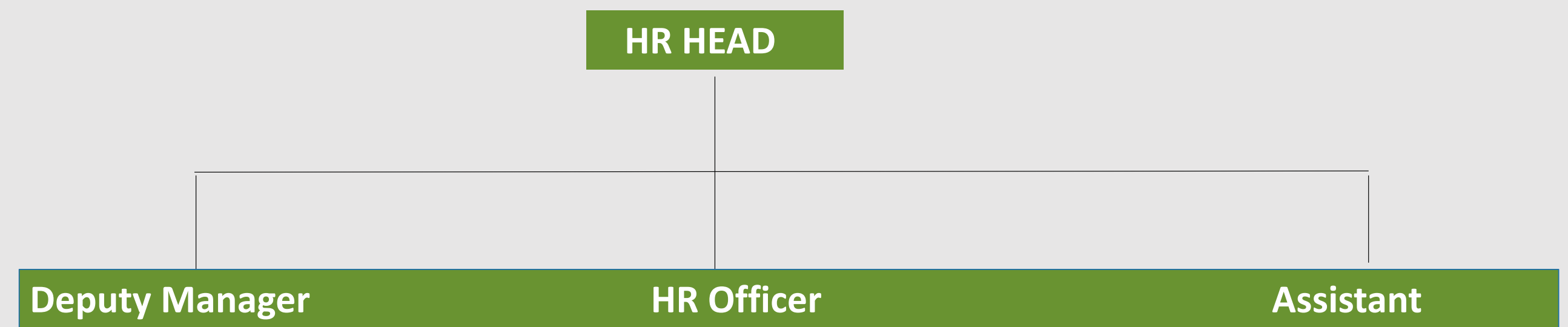
Vision And Mission

Vision:-Saving and Enriching Life
Mission:-To Be A Globally Respected Healthcare Organization Known For Clinical Excellence And Distinctive Patient Care.

Human Resource Department

Fortis Hospital employs a total of 800 people, 400 of whom are on staff and 400 of whom are outsourced.
Quality indicators of HR Department:-
 1.Employee attrition rate
 2.Employee absenteeism rate
 3.Percentage of employees who are aware of employee rights, responsibilities
 4.Employee satisfaction

Hierarchy

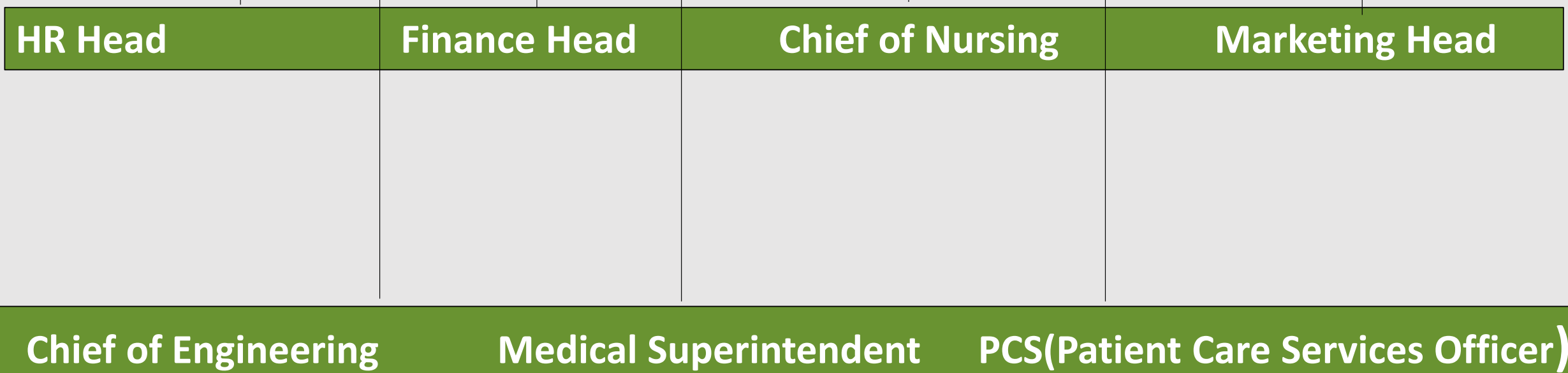


Learning and Value Addition

- Learned about the importance on Maharashtra Nursing Council(MNC) and Maharashtra Medical Council(MMC) registration and how to check its validity.
- Prepared employee dependents details for Medical insurance and updated in Oracle System
- Updated prior experience of all employees and made a report on the same
- Learned the importance of pre employment health checkup and annual health checkup.
- Acquired knowledge about Hep-B and T.T vaccination process
- Posted vacancy on Naukri portal as a part of recruitment process
- Pitched candidates and scheduled their interviews in accordance with the job description
- Handled On boarding formalities of new joiners
- Verified attendance of employees in Oracle System.
- Assisted in preparation of Letter of Intent and Appointment Letter and handed it to the employees
- Cross checked the salary of employees from their files and system
- Assisted in NABH Audit

Organization structure:-

Facility Director



SWOT Analysis of HR Department



Strength:-

- Conflict resolution mechanism
- Strong communication framework with other departments of hospital
- Lower attrition rate
- Quick Decision making

Weakness:-

- Shortage of nurses and support staff
- Weak human resources management system
- Organizing technical and management trainings

Opportunity:-

- Using references for hiring
- Wider coverage of insurance medicine
- Higher number of international companies in our country

Threat:-

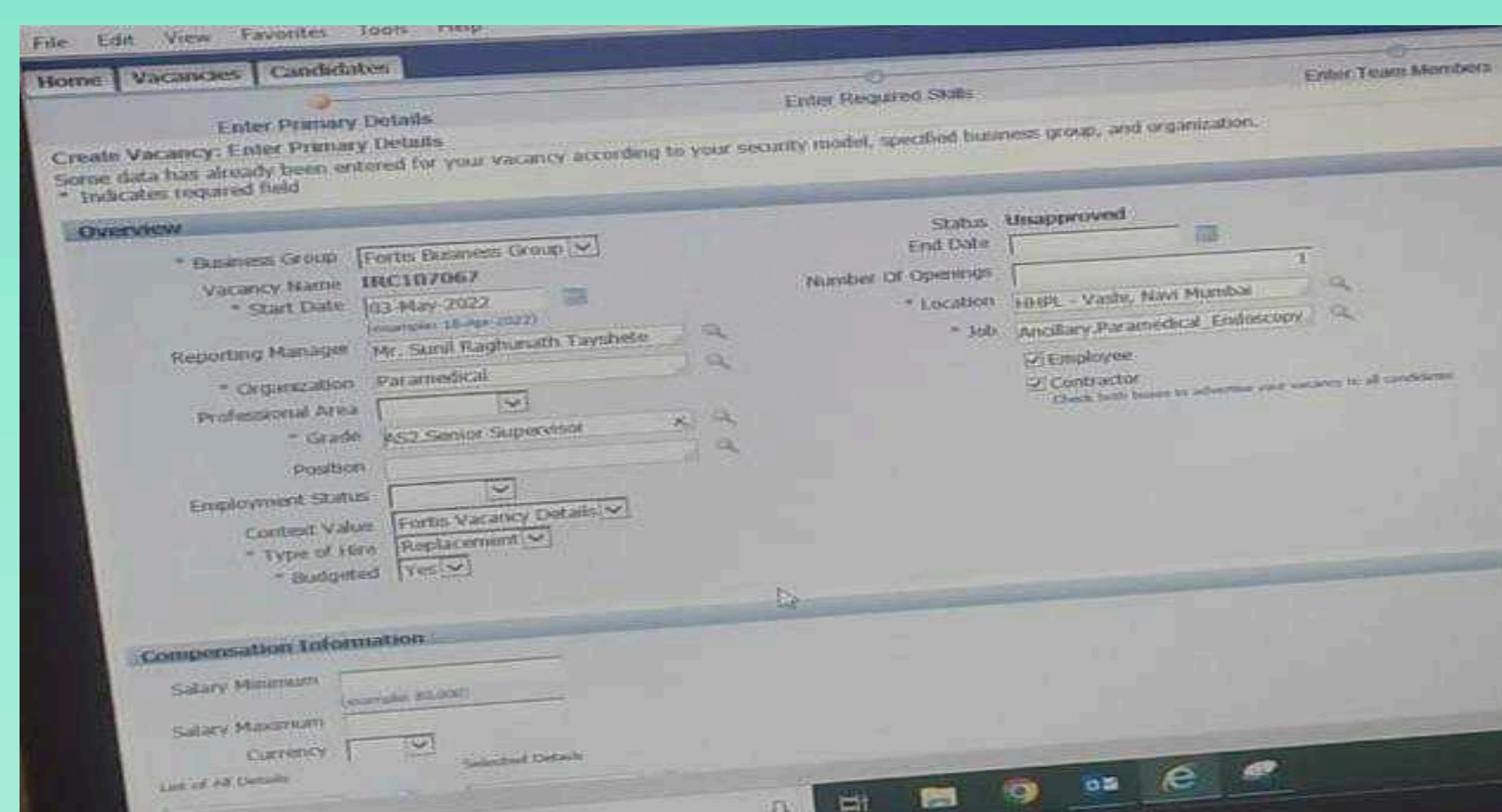
- Increasing customer awareness
- Insurance plan changes
- Limited financial resources

Suggestions

1. HR department should be made spacious as number of employees are increasing day by day and so are the files.
2. Details for medical insurance should be collected on priority basis at time of On-boarding to avoid issues around it.
3. Nurses should renew their MNC registration before it expires

Difference between practical exposure & theoretical work

- Summer internship helped to learn the practical working of HR department with real life examples
- Practical knowledge often lead to a deeper understanding of concept through act of doing things



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