

BRIEF HISTORY

Medanta is a multi-specialty medical institute chain headquartered in Gurgaon. Medanta began in 2009, Medanta - The Medicity, under the direction of cardiac surgeon **Naresh Trehan** and co-founder **Sunil Sachdeva**. The hospital is owned and managed by the firm **Global Health Limited**. Since the the chain has expanded to additional cities such as Noida, Lucknow, Indore, Ranchi, and Patna.

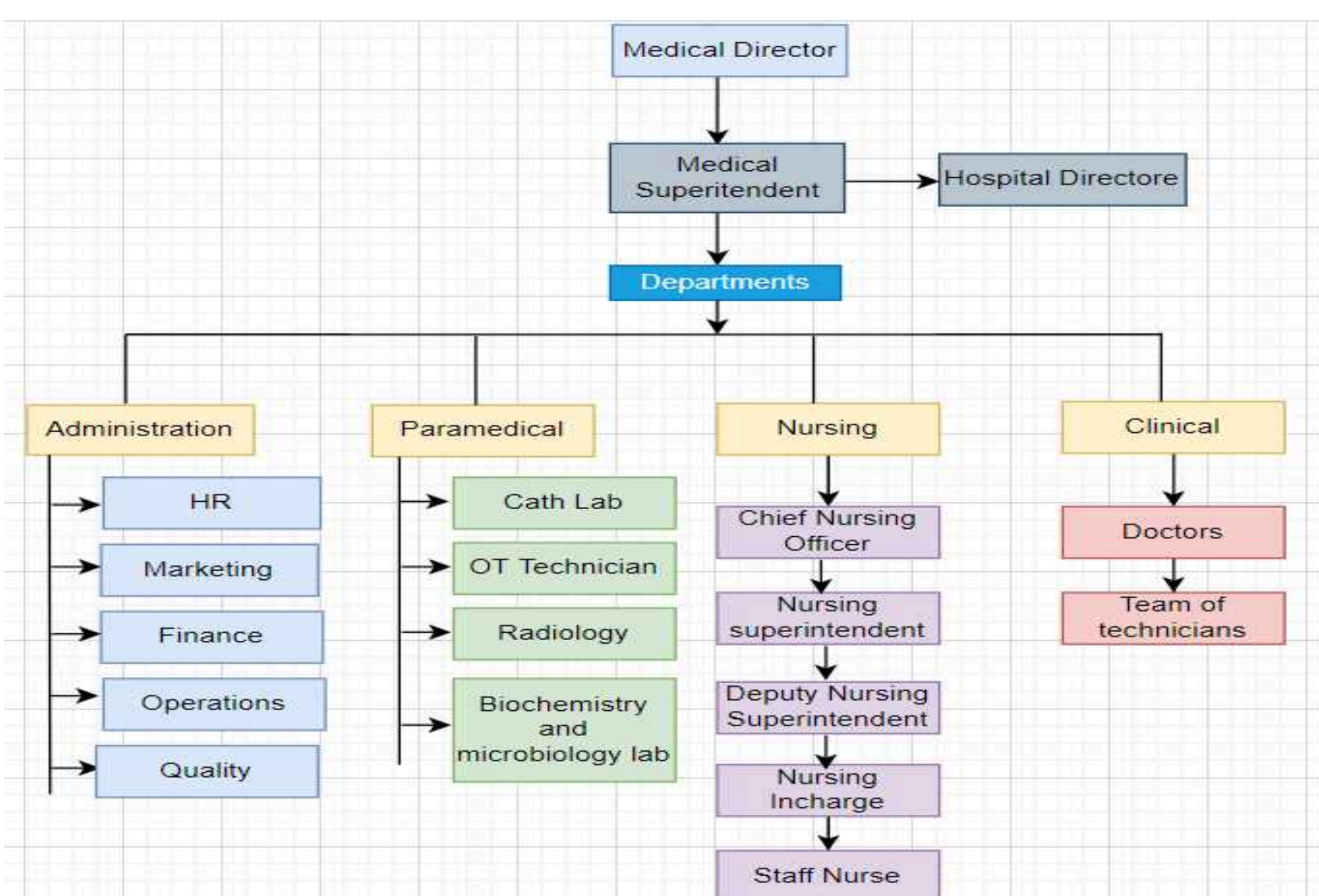
Mission:

“The mission of the hospital is to deliver world class healthcare services by creating institutes of excellence in integrated medical care, teaching, and research. We aspire to create an ethical and safe environment to treat all with respect and dignity”

Vision:

“The institute is governed under the guiding principle of providing affordable medical services to patients with care, compassion and commitment.”

Organisation Structure

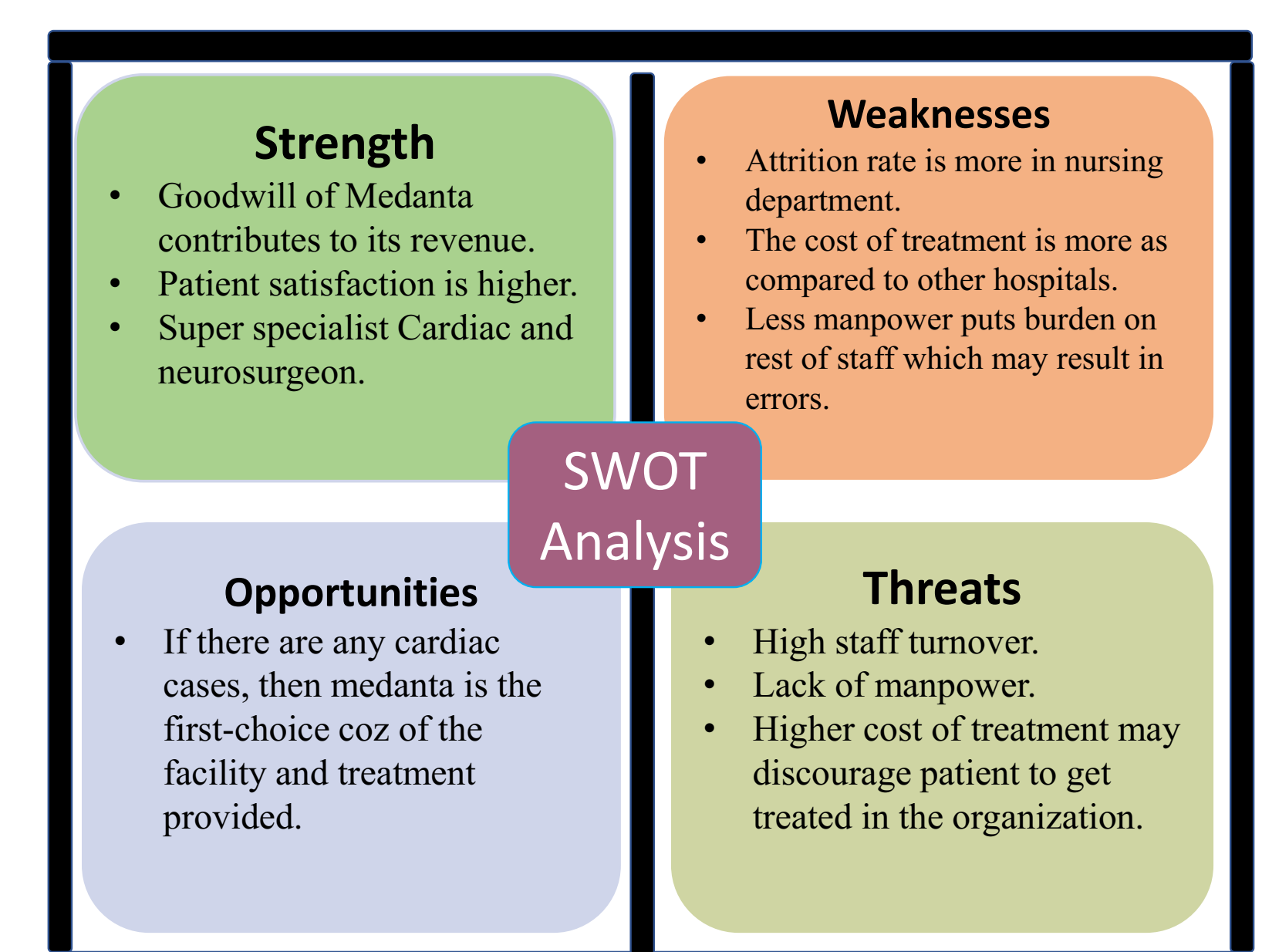
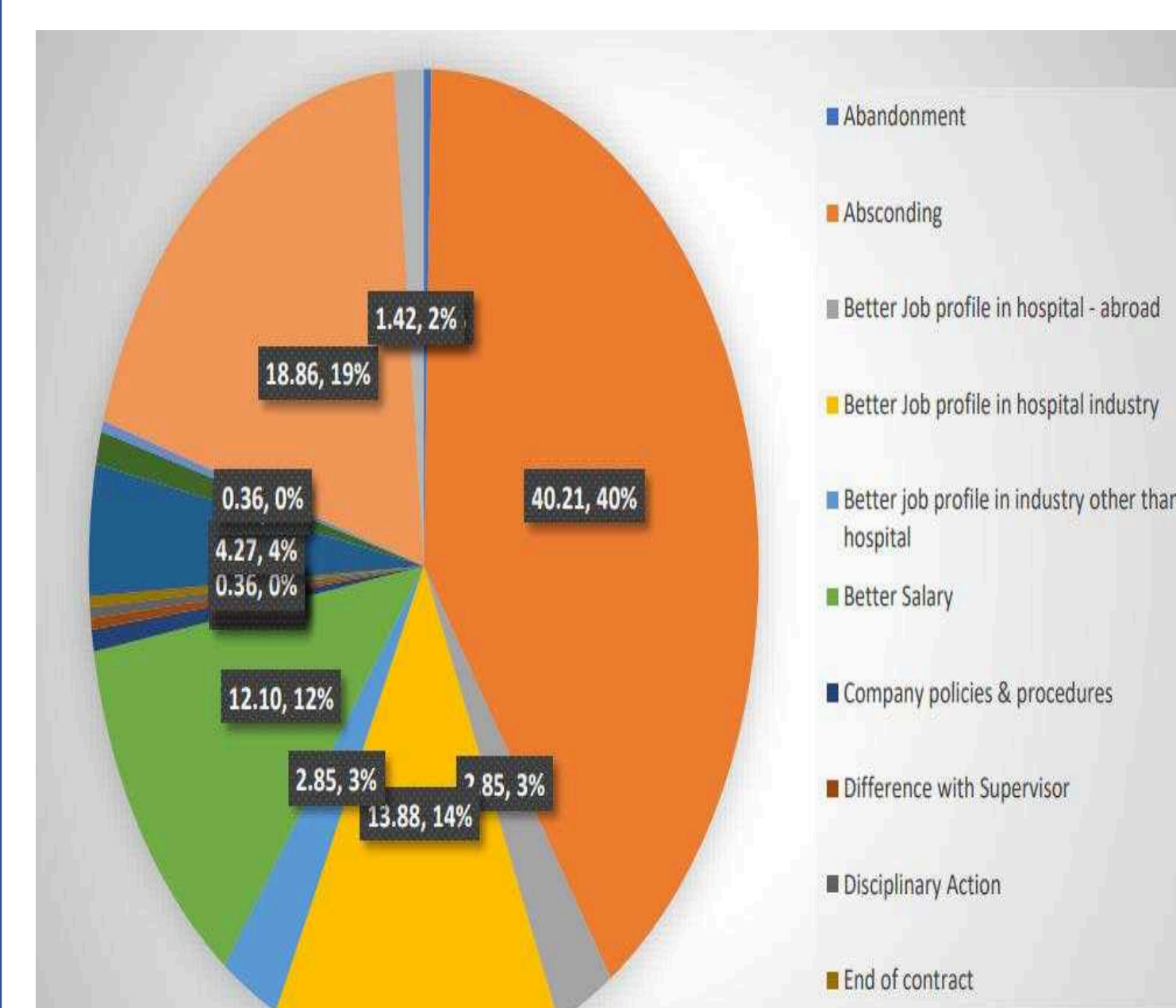
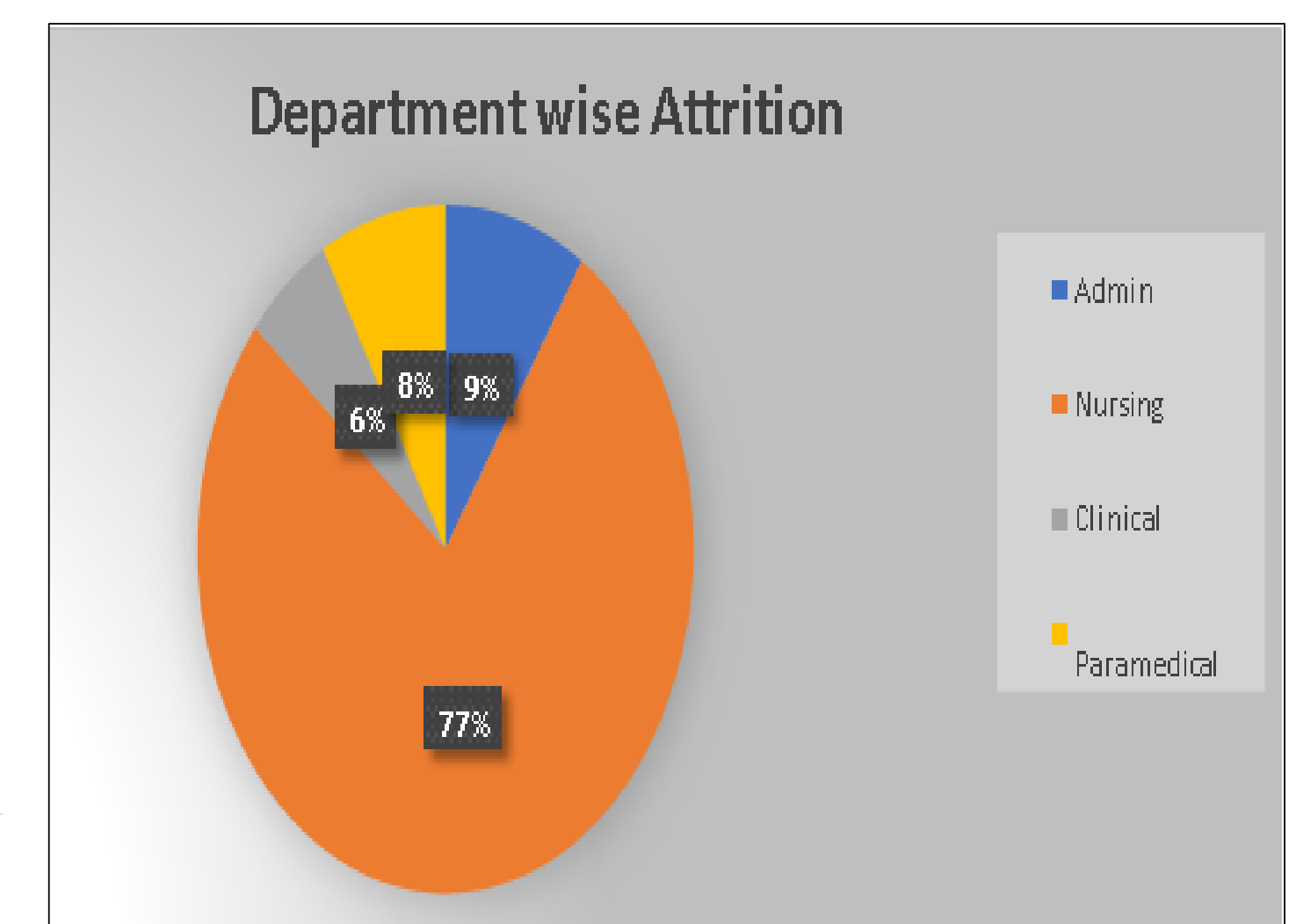
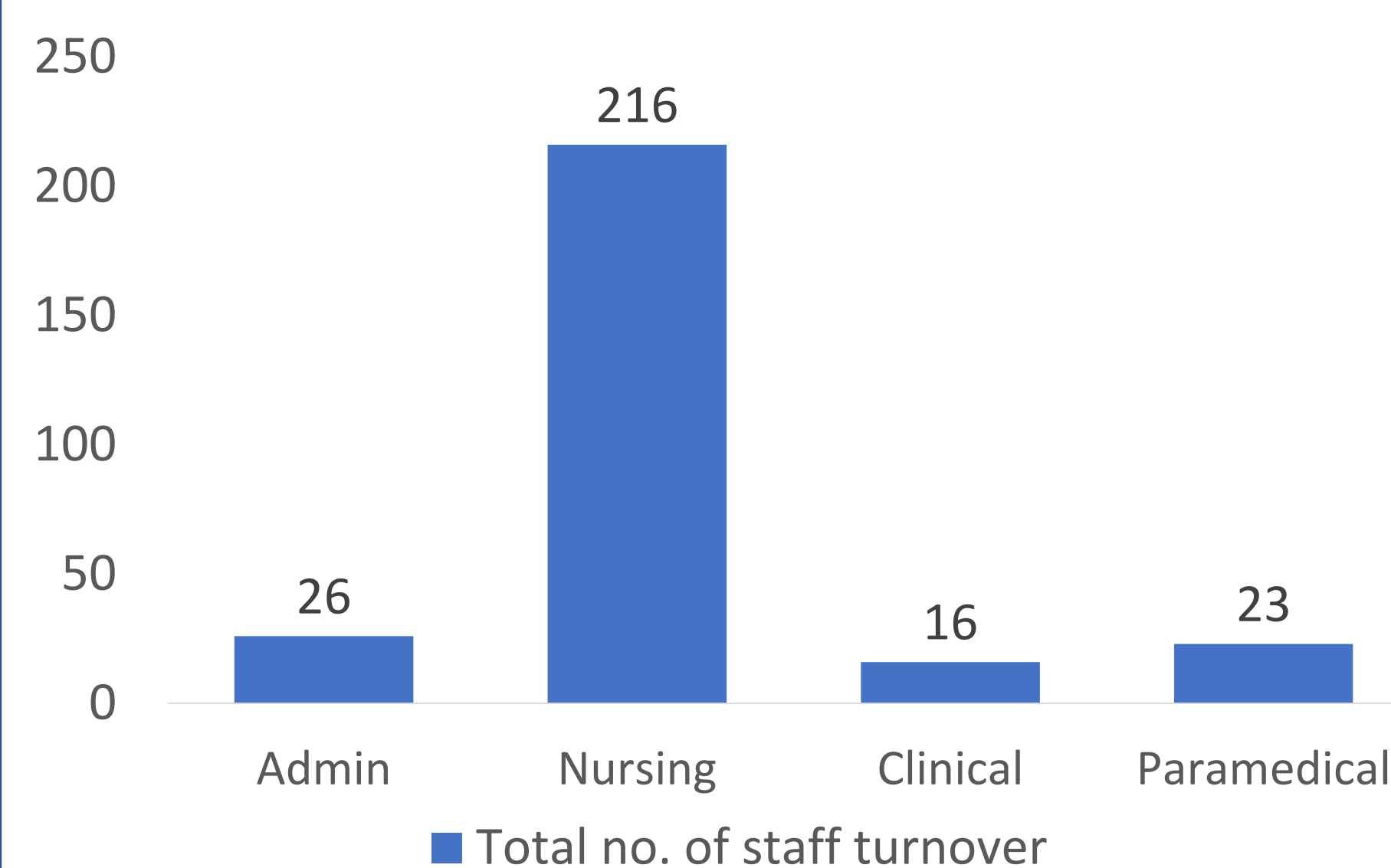


BRIEF DESCRIPTION ABOUT INDUSTRY:

- In 2014, the Medanta Super speciality Hospital in Indore was founded. **It brings the highest quality of medical services to central India.**
- The 175-bedded facility in this 8-story hospital is an extension of the flagship hospital in Gurugram and is known for providing the highest-end Emergency and Trauma Care.** The company employs over 32+ experienced doctors, and eleven superspecialists. It employs more than 210 nurses who are always available to assist patients.
- Medanta is The First Heart Transplant In Madhya Pradesh- The Rhythm of Life.**
- The unit has threes major centres of excellence – Medanta Heart Institute, Medanta Bone and Joint Institute and Medanta Institute of Neurosciences. It is known for providing highest level of emergency and trauma care to the patients.
- The Quality Council of India has accredited Medanta, a **NABH accredited** hospital in Indore, Madhya Pradesh.

LEARNINGS AND VALUE ADDITIONS DURING THE INTERNSHIP

- Explored the factors that contribute to staff turnover.
- Determining the elements that influences the attrition rate.
- Collecting documents and maintaining it according to the NABH standards.
- Enrol the face punch of the employees for attendance records
- How the induction program is organised for new employees joining the organization
- About the HR Training given to them and informing them about the rules and regulation and code of conduct.
- Maintaining employee’s documents in files as well as in the personalised software of the organization.(My Hub).



CHALLENGES FACED DURING INTERNSHIP

- To find out the attrition rate in each of the **4 departments** (Nursing, Clinical, Administrative, and Paramedical).
- The behaviour of the few clinical staff members was not appropriate.
- The pending workload was in abundance.
- Documents were not arranged accordingly in the files, even the past year’s files were not arranged according to the checklist which is used to arrange documents in the correct manner.
- Medanta works on their personalised software 'My Hub' it took considerable amount of time to learn it's working.

USEFULNESS OF INTERNSHIP

This internship helped :

- To improve the organisational behaviour skills.
- To accomplish the daily tasks that were given.
- To improve the communication skills and learned how to communicate formally with higher authorities.
- To learn data analysis and how to entre it in a proper sequence.

Theoretical work	Practical Exposers
Types of conflict (Task , Relationship , Process conflict)	Usually process conflict occurs i.e. disagreement over the procedures or methods the team or group should use for completing its task.
Types of interview in HR for selection of employees	Mostly walk-in interview, & employee references method is used for Selection of employees.
Performance appraisal methods (Management by objectives, 360 degree feedback & BARS(Behaviourally anchored rating scale)	For Performance appraisal 360 feedback method is used that includes all the five integral components i.e. self appraisal , Managerial reviews , Peer reviews, Subordinate appraising manager, Client review.

SUGGESTIONS

- A brief orientation should be given to the employees.
- Focusing on the individual needs and participation of employees.
- To avoid duplication of work and undue confusion, a proper reporting structure should be implemented, with clear and explicit reporting lines.
- To reduce the attrition:
 1. Focus on Exit-interviews.
 2. Employees should be appreciated for their contribution. Recognize and applaud their achievements.
 3. Setting up a feedback mechanism to promote consistent performance and maintain high level of motivation among the employees.