

Internship Report Submitted to



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By

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INTRODUCTION



Gleneagles Global Hospitals is part of Parkway Pantai which is a fully owned subsidiary of IHH Healthcare. In India, Gleneagles Global Hospitals operates a chain of multi-super speciality hospitals offering tertiary and quaternary healthcare services with over 2,000 beds and state-of -the-art, world-class hospitals in Hyderabad, Chennai, Bangalore and Mumbai. It is a pioneer in kidney, liver, heart and lung transplants, Gleneagles Global Hospitals provides comprehensive multi-organ transplant services in the country.

Global Hospitals at Lower Parel, Mumbai is Western India's most renowned multi-organ transplant centre. The hospital is highly renowned for its clinical and surgical work in Hepatobiliary, Liver surgeries, Gastroenterology, Kidney diseases management and Neuro Sciences. It is 200 beds hospital and NABH accredited. The hospital has a modern Cath Lab, 8 operation theatres, advanced imaging services (like Slice CT scan and Tesla MRI) which offers critical care management following internationally approved clinical protocols and is efficient in serving for all kinds of emergencies to its neighbourhood. Due to its clinical excellence the hospital has earned its tie-ups with all major cashless health insurance players. The hospital is a preferred choice for all the major corporates in the city. The hospital also provides Video consultation services to its patients in India, Africa, Middle East and SAARC nations.

Global hospital is a part of IHH Healthcare which is one of the world's largest healthcare providers. IHH aspires to be the world's most trusted healthcare services network with its full spectrum of integrated services, dedicated people, reach and scale, and commitment to quality and safety which is united by a single purpose: to touch lives and transform care.

VISION: To be the global leader in value-based integrated healthcare

MISSION: To make a difference in people's lives through excellent patient care

VALUES:

People

Excellence

Results

Compassion:

USPs

Patient-Centric: At Gleneagles Global Hospitals, patients are always at the heart of efforts, attention and care. The hospital encourages the patient and their relatives to take the decisions in transparent manner

Innovation-Driven: the hospital has been one of the most pioneering medical facilities in the country and the world. Many firsts and path-breaking procedures are attributed to our credit.

- First Paediatric Auxiliary Liver Transplant in Asia
- First Successful Split & Auxiliary Liver Transplant Surgery in India
- First Successful Combined Heart & Kidney Transplant Surgery
- First Successful Single Lung Transplant In India
- First Successful Minimal Access Lung Transplant in India

Technology-Embracing: The hospital has always been at the forefront of embracing modern technology to drive medical innovation expanding the horizons of our clinical care. The hospital strives to harness the power of technology for improvements and advancements.

Privacy-Conscious: Gives importance to maintain patient's privacy. Everyone's privacy is respected, and the hospital follows all the data protection regulations when treating the patients. Patient's consent is given utmost importance before sharing any data to third party.

OBJECTIVES OF INTERNSHIP

- The internship was done in the Human Resource department of a hospital. The objective of the internship was to get acquainted with the day-to-day activities of the department and the roles and responsibilities handled by the department.
- To understand the overall process from recruiting to on-boarding of an employee and the formalities done during that period.
- To understand the employee retention and training programs for skill development.
- To get a deeper understanding about the working of the department.

ORGANIZATIONAL PROFILE

From a small hospital founded by the British Association in Singapore, Gleneagles has grown into a world-renowned network of 16 hospitals spanning across 5 countries. Global Hospitals is now part of this esteemed family of medical facilities across Asia, distinguished by its commitment to patient-centric care and excellent service.

The management and leadership team at Gleneagles Global Hospitals are individuals of high caliber in the field of healthcare and healthcare practices. These are names that inspire both awe and respect in the healthcare community. As pioneers in their respective fields they understand the nuances of healthcare delivery, the needs of the patients and what it takes to deliver an exceptional patient experience. The collective objectives at Gleneagles Global Hospitals continue to be driven by the personal commitment of its stalwart leadership team.

The key members include:

Dr Kelvin Loh: Managing Director and Chief Executive Officer, IHH Healthcare Berhad

Group Chief Executive Officer and Managing Director, Parkway Pantai Limited

Mr Ashok Bajpai: Chairman

Mr Omkar Joshi: Director

Mr Jean-Francois Naa: Director

Dr K. Ravindranath: Director

Dr. Vivek Talaulikar: C.E.O. (Global Hospitals, Parel)

SERVICES PROVIDED BY ORGANIZATION

Delivering exceptional healthcare is a way of life at Global Hospital, Parel. It is something they strive for, every day, for everyone. The hospital specializes in various departments like:

Anaesthesiology	Arthroscopy and sports medicine	Audiology and speech therapy
Cardiology	Cardiovascular thoracic surgery	Child care
Critical care	Dentistry	Dermatology
Ear, nose and throat care	Emergency, acute care and trauma	Endocrinology
Gastroenterology	General medicine	General, laparoscopic and minimal access surgery
Gynaecology	Heart transplant	Haematology and bone marrow transplant
Hepatology	HPB & liver surgery	Infectious diseases
Kidney transplant	Liver transplant	Lung transplant
Medical oncology	Nephrology and renal transplant	Neurology
Neurosurgery	Oncology	Ophthalmology
Orthopaedics & joint replacements	Pain management Psychiatry	Plastic and reconstructive surgery
Pulmonology	Radiology	Rheumatology
Spine surgery	Surgical oncology	Transfusion medicine
Urogynaecology	Urology	Vascular surgery

Other services provided by the hospital:

188 licensed beds

8 operation theatres

260 doctors

24/7 emergency department

3 Tesla MRI machines

CT Scan-128 slices

24/7 Pharmacy lab

24/7 Cath Lab

KEY ACTIVITIES (PROJECTS UNDERTAKEN OTHER THAN DISSERTATION)

Recruitment and joining

- Files and record maintenance
- Excel entry of new joiners and interns
- Creating UAN, uploading employee details in company PF account
- Documentation and documents verification of new joiner
- Creating temporary identity cards
- Conducting 1st round of interviews (under supervision)
- Attending calls for vacancy inquiry
- Searching candidates from resumes

Induction and training

- Attending and settling new joiners before induction and other training programs
- Assisting during induction and other training programs

Payroll

- Operating Savior software for:
 - Adding new employees in master
 - Creating duty rota
 - Checking performance and attendance report
 - Approving HOD approved leaves
 - Resetting savior passwords for employees
 - Updating attendance and generating report
 - Deactivating the accounts for left employees
- Operating TMI software for:
 - Resetting employee password
 - Generating payslips from software

General

- Updating back dated employee data for master data
- Printing, distributing, and collecting required forms

KEY LEARNINGS FROM INTERNSHIP

I enhanced and developed various skills from the internship

- **Employee Relation:** being a part of HR department my first role was to be in touch with the employees of different departments. I learned through observation how to handle different queries and grievances. How to counsel the new joiners and keep the old employees.
- **Human resource information software (HRIS):** learnt to use Savior and Talent Maximus software for payroll and employee data management.
- **Planning and conducting training sessions:** learnt to plan for the pre booking the auditorium, keeping the IT person informed, arranging refreshments, and coordinating with the concern speaker. Making available the needed items ex: chocolates, notepads, pens etc.
- **Developed time-management skills:** the formalities to be performed were required to be completed in certain time. This enhanced my skills in multi-tasking and completing the task in stipulated time.
- **Enhanced leadership and decision-making skills:** with the help of seniors I was able to enhance my decision making skills when it came to queries and information about new and old employees.