

SUMMER INTERNSHIP PROGRAM

at

Fortis Escorts, Jaipur

From 1st May 2024 to 30th June 2024



A REPORT BY

Name of the student – Tanmay Mahurey

Master of Business Administration

Hospital and health management

2023-25

under the Mentorship of

Mr. Ashish Bandhu

02TH July, 2024**TO WHOMSOEVER IT MAY CONCERN**

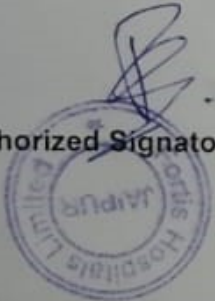
This is to certify that Mr. Tanmay Mahurey has worked as a Trainee with us in the Dept. of Human Resource from 01 May, 2024 to 29 June, 2024 for the period of Two Months.

His performance during the period in the department was Good.

We wish Him the best for all his future endeavors.

For Fortis Healthcare Limited.

Authorized Signatory



IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Tanmay Mahurey** of academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared poster with respect to his summer internship held during 1st May 2024 to 30th June 2024.

He has carried out work as per the guidelines. His poster is approved for presentation.

Date – 23/07/2024

A handwritten signature in blue ink that reads 'Ashish'.

(Signature of Faculty Mentor)

Mr. Ashish Bandhu

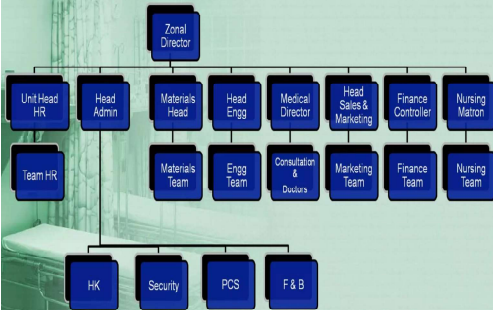
Assistant Professor
IIHMR UNIVERSITY JAIPUR

- **ABOUT:** Fortis Escorts Hospital, a multi-speciality hospital located in Malviya Nagar, Jaipur, was established in 2007.
- 275 Hospital Beds, 106 ICU Beds, 9 OTs
- Robotic Joint Replacement
- Accredited by NABH
- The hospital is also involved in community health initiatives, providing free health camps, awareness programs, and preventive health check-ups.

Vision: Saving and enriching lives

Mission: To become globally respected healthcare organization known for clinical excellence and distinctive patient care

Organogram



- MR TANMAY MAHUREY BATCH 28 ROLLNO 1867
- MR. ASHISH BANDU- ASSISTANT PROFESSOR (FACULTY Mentor)
- MS. DEEPIKA JOSHI – HUMAN RESOURCE (ORGANIZATION MENTOR)

SWOT ANALYSIS OF HR DEPARTEMENT

STRENGTH

- Strong communication framework with other departments of hospital
- Conflict resolution mechanism
- Quick decision making
- Online Appointment

WEAKNESS

- Weak IT Support
- No regular technical and management training
- No sufficient space leads to overcrowding for interview
- No complete documents of HR

OPPOORTUNITY

- Using references for hiring
- Wider coverage of insurance company staffs with tie-ups

THREAT

- Hospitals like EHCC, CK Birla
- Patient Attrition due to high cost

Difference between practical exposure and theoretical work

Practical knowledge often leads to a deeper understanding of the concept through act of doing thing

- Summer internship helped me to learn the practical working of HR department with real life example like proper documentation
- Importance of annual check up
- Employee record system

RECOMMENDATION

- Implement advance HR technology for the fast process
- Strengthen employee training and well being initiatives
- Enhance compliance and safety protocol



ABOUT THE PROJECT

ONBOARDING PROCESS

OBJECTIVES

- Understanding the onboarding process in HR
- Analyse how onboarding process work
- Identify the main reason for overcrowding

ACTIVITIES DONE

- Pre-onboarding in job offer and acceptance
- Collection of the necessary document
- Orientation like introduction to the hospital for the new employee
- Mentorship pairing newly hired with experienced staffs for guidance

GAPS INDIFICATION

- Observed there were missing documents from employee's file
- In onboarding there were over crowding before interview in the department.

SUGGESTION

- Collection of necessary documents like RNC, RMC, PV etc from new employee on time
- There must time slot in interview using software and app

Reporting Format (Weekly)

Name of the Organisation: : FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: HR

Name of the Student: TANMAY MAHUREY

Roll no: 1867

Stream: MBA HOSPITAL AND HEALTH
MANAGEMENT

Week no: 1

From: 1may to 4may

Activity Done	Document verification then go to our respective department then we meet our mentor and our senior in the department then we got our first task assigned to is section file auditing. on our next day we do a same assessment and also data entry in the computer of a file. 3 day we did file auditing . 4 day file auditing and data adjust
Linking theory (Classroom learning) with practice at your organisation	Hr auditing
Gaps identified on the working area.	When we doing the auditing there when many document are not in the file
Suggestions for improvement	Collecting the document from given time frame

Plan for the next week	NABH PREPARATION
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Signature of the Student

TANMAY MAHUREY

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: : FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: HR

Name of the Student: TANMAY MAHUREY

Roll no: 1867

**Stream: MBA HOSPITAL AND HEALTH
MANAGEMENT**

Week no: 2

From: 6may to 11may

Activity Done	section file auditing. on our next day we do a same assessment and also data entry in the computer of a file. 3 day we did file auditing . 4 day document attach to the file 5 day document attach to the file. 6 day document attach to the file
Linking theory (Classroom learning) with practice at your organisation	Hr auditing
Gaps identified on the working area.	collect Document as sone they come

Suggestions for improvement	collect Document as sone they come
Plan for the next week	NABH PREPARATION

Signature of the Student

TANMAY MAHUREY

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: : FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: HR

Name of the Student: TANMAY MAHUREY

Roll no: 1867

**Stream: MBA HOSPITAL AND HEALTH
MANAGEMENT**

Week no: 3

From: 13may to 18may

Activity Done	section file auditing. on our next day we do a same assessment and also data entry in the computer of a file. 3 day we did file auditing . 4 day document attach to the file 5 day NABH Audit . 6 day NABH Audit
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Linking theory (Classroom learning) with practice at your organisation	Hr auditing
Gaps identified on the working area.	collect Document as sone they come
Suggestions for improvement	collect Document as sone they come
Plan for the next week	Hr auditing

Signature of the Student

TANMAY MAHUREY

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: : FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: HR

Name of the Student: TANMAY MAHUREY

Roll no: 1867

**Stream: MBA HOSPITAL AND HEALTH
MANAGEMENT**

Week no: 4

From: 20may to 25may

Activity Done	section file auditing. on our next day we do a same assessment and also data entry in the computer of a file. 3 day we scouting a member to interview 4 day we scouting a member to interview 5 day file auditing 6 day file auditing
Linking theory (Classroom learning) with practice at your organisation	Hr auditing Hr onboarding
Gaps identified on the working area.	collect Document as sone they come
Suggestions for improvement	collect Document as sone they come
Plan for the next week	Hr auditing

Signature of the Student

TANMAY MAHUREY

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: : FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: HR

Name of the Student: TANMAY MAHUREY

Roll no: 1867

**Stream: MBA HOSPITAL AND HEALTH
MANAGEMENT**

Week no: 5

From: 26may to 1jun

Activity Done	1 day file auditing. on our next day we do a same assessment and also data entry in the computer of a file. 3 day we scouting a member to interview 4 day file auditing 5 day file auditing 6 day file auditing
Linking theory (Classroom learning) with practice at your organisation	Hr auditing
Gaps identified on the working area.	collect Document as sone they come
Suggestions for improvement	collect Document as sone they come
Plan for the next week	Hr auditing

Signature of the Student

TANMAY MAHUREY

Approved by the IIHMR University's Mentor

Annexure-E

Reporting Format

(Weekly)

Name of the Organisation: : FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: HR

Name of the Student: TANMAY MAHUREY

Roll no: 1867

**Stream: MBA HOSPITAL AND HEALTH
MANAGEMENT**

Week no: 6

From: 3june to 8june

Activity Done	1 day file auditing. on our next day we do a same assessment and also data entry in the computer of a file. 3 day we scouting a member to interview 4 day file auditing 5 day file auditing 6 day file auditing
Linking theory (Classroom learning) with practice at your organisation	Hr auditing
Gaps identified on the working area.	collect Document as sone they come
Suggestions for improvement	collect Document as sone they come
Plan for the next week	Hr auditing

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Signature of the Student

TANMAY MAHUREY

Approved by the IIHMR University's Mentor

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: : FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: HR

Name of the Student: TANMAY MAHUREY

Roll no: 1867

**Stream: MBA HOSPITAL AND HEALTH
MANAGEMENT**

Week no: 7

From: 10june to 15june

Activity Done	1 day file auditing. 2 day we do a same assessment and also data entry in the computer of a file. 3 day we scouting a member to interview 4 day file auditing 5 day internal auditing 6 day file auditing
Linking theory (Classroom learning) with practice at your organisation	Hr auditing
Gaps identified on the working area.	IN the file Revised RNC was not there

Suggestions for improvement	We should collect time to time document
Plan for the next week	Hr auditing

Signature of the Student

TANMAY MAHUREY

Approved by the IIHMR University's Mentor

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: : FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: HR

Name of the Student: TANMAY MAHUREY

Roll no: 1867

**Stream: MBA HOSPITAL AND HEALTH
MANAGEMENT**

Week no: 8

From: 17june to 22june

Activity Done	1 day internal auditing . 2 day we do data entry in the computer. 3 day we scouting a member to interview 4 day file auditing 5 day file auditing 6 day file auditing
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Linking theory (Classroom learning) with practice at your organisation	Hr auditing
Gaps identified on the working area.	We audit old file to check they have RNC and RMC
Suggestions for improvement	Collecting the document from given time frame
Plan for the next week	Hr auditing

Signature of the Student

TANMAY MAHUREY

Approved by the IIHMR University's Mentor

Annexure-E

Reporting Format

(Weekly)

Name of the Organisation: : FORTIS HOSPITAL JAIPUR

Area/ Department/ Project of Summer Internship Program: HR

Name of the Student: TANMAY MAHUREY

Roll no: 1867

**Stream: MBA HOSPITAL AND HEALTH
MANAGEMENT**

Week no: 9

From: 24june to 29june

Activity Done	1 day file auditing . 2 day we do data entry in the computer. 3 day we scouting a member to interview 4 day file auditing 5 day file auditing 6 day data entry
Linking theory (Classroom learning) with practice at your organisation	Hr auditing
Gaps identified on the working area.	When we doing the auditing there when many document are not in the file
Suggestions for improvement	Collecting the document from given time frame
Plan for the next week	Hr auditing

Signature of the Student

TANMAY MAHUREY

Approved by the IIHMR University's Mentor

Compiled Reporting Format

Name of the Organisation: Fortis escort, jaipur

Area/ Department/ Project of Summer

Internship Program: Human Resource

Name of the Student: Tanmay Mahurey

Roll no: 1867

Stream: MBA (Hospital and health management)

Activity Done	During my internship, I engaged in several key activities, with highlight being the NABH survey, as part of the human resource department, I gained immense and informative experience. I learned about various type of audits. Type of audits 1. Open file Audit Purpose : To check the document of a staff to see there is all document her Process : the audit is conducted based on a checklist that varies organization to organization . the checklist includes parameter such as staff identification detail 2. Close the file Purpose: to review the file of the staff are all record are here or not Process: file of the staff are check by senior of the department
Linking theory (Classroom learning) with practice at your organisation	During my internship, I had the opportunity to apply the knowledge gained from my classroom studies, particularly regarding the NABH survey and various aspects of hospital HR . The integration of theoretical learning with practical experience significantly enhanced my understanding and skills. (a) NABH Survey and HR Audits: As studied in the class about the NABH survey, I was able to execute many tasks during my internship. This included various audits such

	as open file audits. These activities directly correlated with the HR management principles we learned in class.
Gaps identified on the working area.	During the time in the HR department I see the during file audits there was many time when the document was missing in the file, also there was time when the many candidate come .
Suggestions for improvement	During the time when we select the candidates we should collect the document, fore that we can use the company app fore the time slot to time maintain thre atmosphere

Signature of the Student

Approved by the IIHMR University's Mentor

