

**SUMMER INTERNSHIP PROGRAM**  
**at**  
**FORTIS HOSPITAL Manesar, Gurgaon**

From 1<sup>st</sup> May, 2024 to 1<sup>st</sup> July, 2024

**A REPORT BY**  
**Dr. NIMESHIKA SHARMA**  
**Master of Business Administration**  
**( Hospital and healthcare management )**  
**2023-25**

under the Mentorship of  
**Mr. S.P. Chattopadhyay**



No. FHL-MANESAR-EX-07

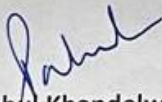
29-June-2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Dr. Nimeshika Sharma D/o Mr. Dinesh Kumar Sharma** has completed her Internship in the department of Human Resources at Fortis Hospital, Manesar, Gurugram from **01-May-2024** to **29-June-2024**

We wish her all the best in her future endeavors

For Fortis Hospital, Manesar, Gurugram



**Rahul Khandelwal**  
Unit Head - Human Resources

## Annexure A

# Completion Certification from the Organization CERTIFICATE

This is to certify that **Dr. Nimeshika Sharma** of 28<sup>th</sup> (2023-2025) of Hospital and Health Management of IIHMR University, Jaipur has worked with **FORTIS HOSPITAL MANESAR, GURGAON** for her summer internship from 1<sup>st</sup> May to 29<sup>th</sup> June 2024. The overall performance shown by her during the period was **excellent**. This certificate is being issued to meet the requirements of the IIHMR University.

Date: 29<sup>th</sup> June 2024

(Signature of organization Menter)

Name: **Rahul Khandela**

Designation: **Head- HR**

Seal/Stamp of the Organization



## IIHMR University Faculty Mentor Approval

This is to certify that **Dr. NIMESHIKA SHARMA** of academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT AND RESEARCH** has prepared a poster with respect to his/her summer internship held during May-June 2024.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 22/07/2024

(Signature of Faculty Mentor)

A handwritten signature in blue ink, appearing to read 'S.P. Chattopadhyay'.

**Mr. S.P Chattopadhyay**  
Assistant Professor  
IIHMR UNIVERSITY JAIPUR

## PERCEPTION AND ADOPTION BEHAVIOUR OF AI (ARTIFICIAL INTELLIGENCE) AMONG HEALTHCARE LEADERS IN DELHI NCR

### BRIEF DESCRIPTION

Fortis Hospital Manesar, Gurugram will be a 350 - bedded multi-specialty hospital located in IMT, Sector-5, Manesar, Gurugram. Fortis Healthcare Limited – an IHH Healthcare Berhad Company – is a leading integrated healthcare services provider in India. It is one of the largest healthcare organizations in the country with 28 healthcare facilities, 4,500+ operational beds (including O&M facilities), and over 400 diagnostics centers (including JVs). Fortis is present in India, the United Arab Emirates (UAE), Nepal & Sri Lanka. The Company is listed on the BSE Ltd and National Stock Exchange (NSE) of India. Fortis offers a full spectrum of integrated healthcare services ranging from clinics to quaternary care facilities and a wide range of ancillary services. The institute have a strong emphasis on ethical medical practice that always puts the interest of the patient first.

**Vision :** To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

**Mission :** To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care.

### INTRODUCTION

**Artificial intelligence (AI)** systems are software (and possibly hardware) systems created by humans that, when faced with a complex task, act in the digital or physical realm by using data collection to perceive their surroundings, interpreting the organized or unorganized data, applying knowledge to the situation, processing the information gleaned from the data, and selecting the best course of action. However, the successful implementation of AI in healthcare requires the active participation and support of healthcare leaders. Understanding the perceptions and adoption behavior of healthcare leaders in Delhi NCR towards AI is crucial for driving the effective integration of these technologies in the region's healthcare ecosystem.

### OBJECTIVES

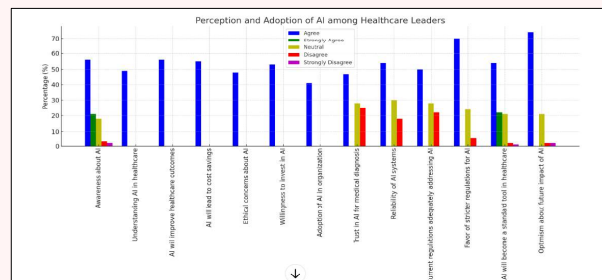
- To investigate about the current perception of the AI among the healthcare leaders in Delhi NCR.
- To assess the readiness and adoption of AI among the healthcare leaders in Delhi NCR.
- To assess how the perception of AI differs among healthcare leaders.

### RESEARCH METHODOLOGY

Study type- Descriptive  
Research design- Cross-sectional study  
Sampling- Convenience sampling  
Sample size- 318, 5% Margin Error  
Data Collection Method:  
Tool: A Bi-Lingual structured questionnaire was developed using Google Forms.

**Inclusion criteria**  
Integrated top 9 hospitals of delhi NCR, doctors, health administrators , major stakeholders

**Exclusion criteria**  
Public hospitals, interns ,staff nurses, less than 200 bedded hospitals, private clinic, public clinics, Govt. hospitals ,pharmaceutical company



### RESULT AND CONCLUSION

In conclusion, this study has delved into the perception and adoption behavior of AI among healthcare leaders, revealing insightful perspectives and trends within the industry, while majority of the healthcare leaders showed a good understanding and awareness about AI still they show a risk about the implementation of AI in the healthcare . The healthcare leaders have shown a remarkable ethical concern towards implementation of AI in the healthcare which becomes a barrier towards their perception and adoption of AI in their healthcare settings. The healthcare professionals were less likely to use AI in the delivery of healthcare if they did not trust the technology or understand how it is used to improve patient outcomes. Healthcare professionals are inclined to act more cautiously than other technology adopters when it comes to deciding how to adopt the best objective technologies to provide high- quality healthcare services

### THEORETICAL AND PRACTICAL LEARNING

There is no such difference between the HRM module and the HR department. I have found so many similarities with the practical work, i.e. Recruitment and selection. In contrast, practical exposure during my SIP at Fortis Hospital Manesar involved applying these concepts in real-world scenarios. I participated in recruitment through market analysis and platforms like Naukri.com, conducted interviews, managed onboarding. This hands-on experience enriched my understanding of theoretical knowledge by demonstrating its application in a dynamic healthcare environment.

### LEARNING AND VALUE ADDITIONS

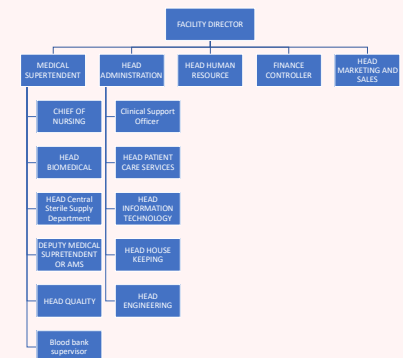
- Learning about Recruitment and Talent Acquisition:
- Understanding about Document Verification and Onboarding:
- Understanding about AI in Healthcare:
- Learning about Data Analysis and Reporting:
- Overall Insight into Healthcare Management
- Professional development and interpersonal skills

### USEFULNESS OF INTERNSHIP

- Personal development
- Development of soft skills e.g. communication
- Opportunities to develop professional networks
- Building confidence



### ORGANISATION STRUCTURE



### CHALLENGES

Time management and prioritizing:  
Managing multiple responsibilities, such as recruiting, scheduling healthcare professionals interviews, shifting of profiles and handling onboarding documentation, while prioritizing urgent tasks effectively

### SUGGESTIONS

- Provide refreshments for candidates during the onboarding process to enhance their experience.
- Organize systematic onboarding dates to manage the number of joinings per day, reducing handling errors and improving efficiency.
- Implement weekly rechecks and reminders to ensure the completion of employee files and reduce work piling.
- Set up daily reminders for authority holders to expedite the job requisition approval process.

# Weekly Report: 1

**Name of the Organisation:** FORTIS HOSPITAL, MANESAR, GURGAON

**Area/ Department/ Project of Summer Internship Program:** HUMAN RESOURCE

**Name of the Student:** DR. NIMESHIKA SHARMA

**Roll no:** 1766

**Stream:** MBA HOSPITAL AND HEALTH MANAGEMENT

**Week no:** 1

**From:** May 1,2024 to May 4, 2024

|                                                                               |                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Introduction to the hospital</li><li>• Understanding the recruitment process</li><li>• Searching for the neurosurgeons for the manpower</li><li>• Did a visit of the hospital</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Human resource management</li><li>• Recruitment</li><li>• Hospital planning</li></ul>                                                                                                   |
| <b>Gaps identified on the working area.</b>                                   | Nil within three days                                                                                                                                                                                                           |

|                                    |                                                                                                                                                  |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    |                                                                                                                                                  |
| <b>Suggestions for improvement</b> | Nil                                                                                                                                              |
| <b>Plan for the next week</b>      | <ul style="list-style-type: none"> <li>• Searching for Gastroenterologists</li> <li>• Endocrinologists</li> <li>• Orthopaedic surgeon</li> </ul> |

*Pimelika*

**Signature of the Student**

## Weekly Report: 2

**Name of the Organisation:** FORTIS HOSPITAL, MANESAR, GURGAON

**Area/ Department/ Project of Summer Internship Program:** HUMAN RESOURCE

**Name of the Student:** DR. NIMESHIKA SHARMA

**Roll no:** 1766

**Stream:** MBA HOSPITAL AND HEALTH MANAGEMENT

**Week no:** 2

**From :**May 6, 2024 to May 11, 2024

|                                                                               |                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Market analysis and screening of super specialty medical professionals.</li><li>• Understanding of nursing hierarchy and talent acquisition</li><li>• Lead cultivation of nursing staff and medical professionals</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | Business communication and effective interaction                                                                                                                                                                                                                    |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• Anticipated budgeting of the staff nurse is sometimes disappointing for the upcoming professionals as it subpars their expectations.</li><li>• Waiting time for the candidates</li></ul>                                    |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"><li>• Anticipation of the budgeting should meet the expectation of the medical staff</li></ul>                                                                                                                                    |
| <b>Plan for the next week</b>                                                 | <ul style="list-style-type: none"><li>• Screening of nursing profiles and recruitment.</li></ul>                                                                                                                                                                    |

Pimelika

**Signature of the Student**

# Weekly Report: 3

Name of the Organisation: FORTIS HOSPITAL, MANESAR, GURGAON

Area/ Department/ Project of Summer Internship Program: HUMAN RESOURCE

Name of the Student: DR. NIMESHIKA SHARMA

Roll no: 1766

Stream: MBA HOSPITAL AND HEALTH MANAGEMENT

Week no: 3

From: May 13, 2024 to May 19, 2024

|                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Market analysis and screening of nursing staff.</li><li>• Conducting interviews of staff nurses and managing them.</li><li>• Observed how the interviews are being taken.</li><li>• Understanding the annexure of salaries.</li><li>• Understanding mapping and positioning of different departments of the hospital with the help of blueprints.</li><li>• Learning the co-ordination and communication with different stakeholders.</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Recruitment and selection</li><li>• Job Analysis including Job description, Specifications and Evaluation</li></ul>                                                                                                                                                                                                                                                                                                                             |
| <b>Gaps identified on the working area.</b>                                   | Refreshments are not being provided to the candidates walking in for the interviews                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Suggestions for improvement</b>                                            | Providing refreshments for the walking in candidates                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Plan for the next week</b>                                                 | Doctors recruitment and co- ordination with them.                                                                                                                                                                                                                                                                                                                                                                                                                                       |

Pimeshika

Signature of the Student

## Weekly Report: 4

**Name of the Organisation:** FORTIS HOSPITAL, MANESAR, GURGAON

**Area/ Department/ Project of Summer Internship Program:** HUMAN RESOURCE

**Name of the Student:** DR. NIMESHIKA SHARMA

**Roll no:** 1766

**Stream:** MBA HOSPITAL AND HEALTH MANAGEMENT

**Week no:** 4

**From:** May 20, 2024 to May 26, 2024

|                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Networking and arranging appointments for doctor's recruitment.</li><li>• Analysing the remarks on the basis of interviews and interactions.</li><li>• Learning different departments of PCS ( Patient care services).</li><li>• CV Screening and shortlisting the doctor's profile according to the organization.</li><li>• Learning PIVOT table and V- LOOK UP tools to analyse and summarize data in HR.</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | Recruitment and selections                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Gaps identified on the working area.</b>                                   | No proper amenities being provided.                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Suggestions for improvement</b>                                            | As this a new set up there should be stable amenities like proper working washroom, sanitation , lift facility.                                                                                                                                                                                                                                                                                                                                               |
| <b>Plan for the next week</b>                                                 | <ul style="list-style-type: none"><li>• Types of Hiring Biases.</li><li>• Mode of revenue sharing.</li></ul>                                                                                                                                                                                                                                                                                                                                                  |

Pimeshika

Signature of the Student

# Weekly Report: 5

**Name of the Organisation:** FORTIS HOSPITAL, MANESAR, GURGAON

**Area/ Department/ Project of Summer Internship Program:** HUMAN RESOURCE

**Name of the Student:** DR. NIMESHIKA SHARMA

**Roll no:** 1766

**Stream:** MBA HOSPITAL AND HEALTH MANAGEMENT

**Week no:** 5

**From:** May 27, 2024 to June 2, 2024

|                                                                               |                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Learning policy on Clinical appointments of Fortis.</li><li>• Learning about fixed and variable concept</li><li>• Learning about methods of cost control.</li><li>• Learning about association modes.</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Healthcare finance</li></ul>                                                                                                                                                                                    |
| <b>Gaps identified on the working area.</b>                                   | Nil                                                                                                                                                                                                                                                     |
| <b>Suggestions for improvement</b>                                            | Nil                                                                                                                                                                                                                                                     |
| <b>Plan for the next week</b>                                                 | AI in Healthcare                                                                                                                                                                                                                                        |

Pimelika

Signature of the Student

# Weekly Report: 6

Name of the Organisation: FORTIS HOSPITAL, MANESAR, GURGAON

Area/ Department/ Project of Summer Internship Program: HUMAN RESOURCE

Name of the Student: DR. NIMESHIKA SHARMA

Roll no: 1766

Stream: MBA HOSPITAL AND HEALTH MANAGEMENT

Week no: 6

From: June 3, 2024 to June 9, 2024

|                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Activity Done                                                          | <ul style="list-style-type: none"><li>• Learning about AI in healthcare.</li><li>• Understanding the hierarchy and organogram of the hospital.</li><li>• Had a briefing about competency.</li><li>• Understanding the different departments required in a hospital.</li><li>• Portals used for employees information and interaction (ORACLE AND EXECLITY).</li><li>• Assisted in the interview conduction process for doctors.</li></ul> |
| Linking theory (Classroom learning) with practice at your organisation | <ul style="list-style-type: none"><li>• Induction from HRM module</li><li>• Recruitment and selection</li></ul>                                                                                                                                                                                                                                                                                                                           |
| Gaps identified on the working area.                                   | Time management for the meeting with the doctors for the recruitment.                                                                                                                                                                                                                                                                                                                                                                     |
| Suggestions for improvement                                            | Scheduling the calender of the stakeholders for the meeting with the doctors.                                                                                                                                                                                                                                                                                                                                                             |
| Plan for the next week                                                 | Documentation for onboarding.                                                                                                                                                                                                                                                                                                                                                                                                             |

Pimeshika

Signature of the Student

# Weekly Report: 7

**Name of the Organisation:** FORTIS HOSPITAL, MANESAR, GURGAON

**Area/ Department/ Project of Summer Internship Program:** HUMAN RESOURCE

**Name of the Student:** DR. NIMESHIKA SHARMA

**Roll no:** 1766

**Stream:** MBA HOSPITAL AND HEALTH MANAGEMENT

**Week no:** 7

**From:** 10 JUNE , 2024 to 16 June , 2024

|                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Documentation for onboarding</li><li>• Discussion and understanding about AI in healthcare.</li><li>• Session on how to present data in MIS.</li><li>• Searching and screening of profiles of senior residents for General surgery, radiology, Paediatrics and aligning their interviews.</li><li>• Job posting for new requirements and profiles.</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | Digital health                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• Unavailability of the stakeholders for interviews as a result of poor management.</li><li>• Delay in job requisition approval.</li><li>• Lack of standardized interview questions and assessment criteria.</li></ul>                                                                                                                                         |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"><li>• Can incorporate more platforms like indeed.com for screening.</li><li>• Daily reminders prompts on personal systems of authority for approval.</li></ul>                                                                                                                                                                                                     |
| <b>Plan for the next week</b>                                                 | Searching and screening of profiles of learning and development department                                                                                                                                                                                                                                                                                                                           |

Pimeshika

Signature of the Student

## Weekly Report: 8

**Name of the Organisation:** FORTIS HOSPITAL, MANESAR, GURGAON

**Area/ Department/ Project of Summer Internship Program:** HUMAN RESOURCE

**Name of the Student:** DR. NIMESHIKA SHARMA

**Roll no:** 1766

**Stream:** MBA HOSPITAL AND HEALTH MANAGEMENT

**Week no:** 8

**From:** 17 JUNE , 2024 to 23 June , 2024

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|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Searching and screening for the profile of learning and development.</li><li>• Searching and screening of profiles for the position of senior resident for the department of paediatrics, Radiology, General Surgery.</li><li>• Closed the position of learning and development along with the onboarding.</li><li>• Excel reporting for conversions and candidates on individual prospect for analysis.</li><li>• Complied and audited all the clinicians. Meticulously documented the doctors who were interviewed at the hospital within an Excel spreadsheet.</li><li>• Understanding different profiles, job description and criteria for selection of a candidate.</li><li>• Learning what actually a interviewer seeks when he is hiring a candidate, the qualities which are required for him/her to get selected.</li><li>• Did a study to know about the perception and adoption behaviour of AI (Artificial intelligence) among hospital leaders of Delhi NCR.</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | Recruitment cycle<br>Job description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Gaps identified on the working area.</b>                                   | Small waiting area for the candidates , no facilities being provided to them                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Suggestions for improvement</b>                                            | Increase the space for the waiting area and providing them proper refreshments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Plan for the next week</b>                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

Pimeshika

Signature of the Student



## Compiled Report

**Name of the Organisation:** FORTIS HOSPITAL, MANESAR, GURGAON

**Area/ Department/ Project of Summer Internship Program:** HUMAN RESOURCE

**Name of the Student:** DR. NIMESHIKA SHARMA

**Roll no:** 1766

**Stream:** HM-28

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|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Activity Done | <ul style="list-style-type: none"><li>• Introduction to the hospital</li><li>• Understanding the recruitment process</li><li>• Searching for the neurosurgeons for the manpower</li><li>• Did a visit of the hospital</li><li>• Market analysis and screening of super speciality medical professionals.</li><li>• Understanding of nursing hierarchy and talent acquisition</li><li>• Lead cultivation of nursing staff and medical professionals</li><li>• Market analysis and screening of nursing staff.</li><li>• Conducting interviews of staff nurses and managing them.</li><li>• Observed how the interviews are being taken.</li><li>• Understanding the annexure of salaries.</li><li>• Understanding mapping and positioning of different departments of the hospital with the help of blueprints.</li><li>• Learning the co-ordination and communication with different stakeholders.</li><li>• Networking and arranging appointments for doctor's recruitment.</li><li>• Analysing the remarks on the basis of interviews and interactions.</li><li>• Learning different departments of PCS ( Patient care services).</li></ul> |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"> <li>• CV Screening and shortlisting the doctor's profile according to the organization.</li> <li>• Learning PIVOT table and V- LOOK UP tools to analyse and summarize data in HR.</li> <li>• Learning policy on Clinical appointments of Fortis.</li> <li>• Learning about fixed and variable concept</li> <li>• Learning about methods of cost control.</li> <li>• Learning about association modes.</li> <li>• Learning about AI in healthcare.</li> <li>• Understanding the hierarchy and organogram of the hospital.</li> <li>• Had a briefing about competency.</li> <li>• Understanding the different departments required in a hospital.</li> <li>• Portals used for employees information and interaction (ORACLE AND EXECLITY).</li> <li>• Assisted in the interview conduction process for doctors.</li> <li>• Documentation for onboarding</li> <li>• Discussion and understanding about AI in healthcare.</li> <li>• Session on how to present data in MIS.</li> <li>• Searching and screening of profiles of senior residents for General surgery, radiology, Paediatrics and aligning their interviews.</li> <li>• Job posting for new requirements and profiles.</li> <li>• Searching and screening for the profile of learning and development.</li> <li>• Searching and screening of profiles for the position of senior resident for the department of paediatrics, Radiology, General Surgery.</li> <li>• Closed the position of learning and development along with the onboarding.</li> </ul> |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

- Excel reporting for conversions and candidates on individual prospect for analysis.
- Complied and audited all the clinicians. Meticulously documented the doctors who were interviewed at the hospital within an Excel spreadsheet.
- Understanding different profiles, job description and criteria for selection of a candidate.
- Learning what actually a interviewer seeks when he is hiring a candidate, the qualities which are required for him/her to get selected.
- Did a study to know about the perception and adoption behaviour of AI (Artificial intelligence) among hospital leaders of Delhi NCR.
- **Exploration and Initial Understanding:** During my first week at Fortis Hospital, I explored the hospital and gained an in-depth understanding of its geographical placement. I learned about the different payers, including cash, TPA, panel, PSU, and corporates. Additionally, I familiarized myself with the various Intensive Care Units (ICUs) such as MICU, NICU, PICU, SICU, KTP ICU, BMT, and LIVER, as well as other sections of the hospital. This period also involved getting to know the hospital's recruitment process, its operations, finance, sales, HR, and manpower planning.
- **Recruitment and Talent Acquisition:** In the subsequent weeks, I participated in the onboarding process of new employees. This included conducting screenings and market analyses of potential candidates, understanding job roles and descriptions, and the nursing hierarchy. I assisted in the talent acquisition process, which involved conducting interviews for various clinicians profiles. My activities also included understanding the hospital's

blueprint and department allocation, conducting market screenings for doctors, and observing salary negotiations and interviews. I also came familiar with what are the qualities that are required in a candidate, what are the criteria for the candidate to get selected.

- **Document Verification, Onboarding and Stakeholder Coordination:** As my internship progressed, I focused on the verification and collection of documents for onboarding. I learned about different clinical departments and coordinated with stakeholder. I gained hands-on experience in CV and resume screening, following up with shortlisted candidates, and understanding compliance aspects such as PF, ESI, and gratuity. Additionally, I learned about salary annexures and the relevant deductions and allowances, policy for the clinical appointments. My responsibilities included assisting in interview conduction, document collection, and understanding the hospital's hierarchy and organogram. I also became familiar with the employee interaction portals used by the hospital, namely ORACLE and EXECLITY, and conducted market analyses for various doctors of various departments. I also came familiar with the behavioural skills which are required in a learning and development professional, how personality plays an important role while selecting a candidate, what is asked in an interview and how to respond to the questions which are being asked in a interview

- **Learning and Development**

Learning about PIVOT table and V-LOOK UP tools for data analysis in HR, Learning policy on Clinical appointments of Fortis, Learning about fixed and variable concepts, methods of cost control, various association modes, AI in healthcare, how to present data in MIS.

- **Advanced HR Processes and Technology:** Towards the end of my internship, I assessed interviews for various doctors of

|                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                               | <p>different department and conducted them. I was involved in generating their offer letters and job postings. My final tasks included understanding the overall recruitment process, conducting Excel reporting for the clinicians, coordinating with them and conducting a study to analyse the perception and adoption behaviour of AI(Artificial intelligence) among hospital leaders of Delhi NCR region.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>Linking theory (Classroom learning) with practice at your organisation</p> | <ul style="list-style-type: none"> <li>• <b>Human Resource Management:</b> During my internship, I acquired significant knowledge about the recruitment, selection, and onboarding processes within the HR department. This included understanding compliance requirements such as PF, ESI, and gratuity, as well as learning how to conduct effective interviews and negotiate salaries. These experiences directly linked to the "Human Resource Management" and "Recruitment and Selection" modules taught in the MBA Hospital and Health Management program. The practical application of these concepts helped solidify my understanding of HR processes and compliance issues.</li> <li>• <b>Hospital Planning:</b> I gained valuable insights into hospital planning, including the mapping and allocation of different departments, understanding hospital blueprints, and learning about various operational aspects. These activities were directly related to the "Hospital Planning" module. By understanding the physical and operational layout of the hospital, I was able to see firsthand how theoretical planning principles are applied in a real-world healthcare setting.</li> <li>• <b>Negotiation and Compensation:</b> I learned about salary negotiation</li> </ul> |

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|                                      | <p>techniques, understanding allowances and deductions, and conducting market analysis for compensation benefits. This knowledge was particularly useful in negotiating with doctors. The "Compensation and Benefits" and "Negotiation" a part of human resource module were directly applicable here, as I was able to practice the strategies and methods discussed in class during actual negotiations with potential employees</p> <ul style="list-style-type: none"> <li>• <b>Business Communication:</b> I developed skills in business communication and effective interaction during interviews and coordination with various stakeholders, which are crucial for HR professionals. These skills were directly tied to the "Business Communication" module. Effective communication is essential in HR, and my internship allowed me to practice and refine these skills in real-world scenarios, improving my ability to interact with candidates and colleagues professionally.</li> </ul> |
| Gaps identified on the working area. | <ul style="list-style-type: none"> <li>• <b>Budgeting for Nursing Profiles:</b> One significant gap identified during my internship was the anticipated budgeting for nursing profiles, which often disappoints candidates, leading to dissatisfaction and a high rate of candidates on hold. Approximately 70% of shortlisted nursing candidates were held back due to budget constraints, highlighting a critical area that requires improvement to meet candidate expectations and hospital staffing needs.</li> <li>• <b>Interview Process:</b> The recruitment process lacked a systematic bifurcation for walk-in and online interviews, causing</li> </ul>                                                                                                                                                                                                                                                                                                                                    |

inefficiencies and delays. This gap led to disorganization and extended waiting times for candidates, negatively impacting the overall candidate experience and slowing down the recruitment process.

- **Onboarding Documentation:** The documentation and feedback forms provided during the onboarding process were not adequately explained to candidates, resulting in errors and misunderstandings. Better communication and face-to-face explanations are needed to reduce these errors and ensure a smooth onboarding experience.
- **Candidate Experience:** Improving the candidate experience is crucial, and one area identified for enhancement was the provision of refreshments during the onboarding process. This simple addition could significantly improve the experience for candidates, making them feel more welcomed and valued.
- **Manpower for Onboarding:** The HR department requires additional manpower to handle the onboarding process efficiently. The current staff is insufficient, leading to mishandling and errors. Increasing the number of HR personnel dedicated to onboarding would help reduce these issues and ensure a smoother process for new hires.
- **Screening Platforms:** The hospital currently relies on only one platform for candidate screening, which limits the reach and effectiveness of the recruitment process. Incorporating additional platforms, such as Indeed.com, could enhance the hospital's ability to find suitable candidates and streamline the recruitment process.
- **Offer Letter Approvals:** Delays in approval before extending offer letters to

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|                             | <p>selected new hires were another significant gap. These delays can lead to frustration among candidates and potentially cause the hospital to lose qualified candidates to other employers. Implementing a more efficient approval process would help expedite hiring and improve overall candidate satisfaction.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Suggestions for improvement | <ul style="list-style-type: none"> <li> <b>Interview Scheduling:</b><br/> Allocate specific days for online and walk-in interviews to streamline the process and reduce confusion. </li> <li> <b>Online Interview Platform:</b><br/> Use a dedicated platform for online interviews to improve efficiency and candidate experience. </li> <li> <b>Candidate Refreshments:</b><br/> Provide refreshments for candidates during the onboarding process to enhance their experience. </li> <li> <b>Systematic Onboarding:</b><br/> Organize systematic onboarding dates to manage the number of joinings per day, reducing handling errors and improving efficiency. </li> <li> <b>Weekly Rechecks:</b><br/> Implement weekly rechecks and reminders to ensure the completion of employee files and reduce work piling. </li> <li> <b>Screening Platforms:</b><br/> Incorporate more screening platforms, such as indeed.com, to widen the candidate pool and improve recruitment outcomes. </li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• <b>Approval Reminders:</b><br/>Set up daily reminders for authority holders to expedite the job requisition approval process.</li> <li>• <b>Documentation Explanation:</b><br/>Provide face-to-face explanations of documentation and feedback forms to candidates to reduce errors and improve understanding.</li> <li>• <b>Controlled Joinings:</b><br/>Limit the number of joinings per day to ensure thorough cross-checking and reduce errors in the system.</li> <li>• <b>Rechecking Systems:</b><br/>Ensure weekly rechecking systems and reminders are in place to prevent the piling up of work and maintain efficiency.</li> </ul> |
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*Pineelika*

**Signature of the Student**

**Approved by the IIHMR University's Mentor**

*Report should be maximum of 10-12 pages*

