

SUMMER INTERNSHIP PROGRAM

at

Medanta – The Medicity



From 1st May 2024 to 15th July 2024

A REPORT BY

Aditi Guglani

Master of Business Administration

Health and Hospital Management

2023-25





Date: 15.07.2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Aditi Guglani has completed her Internship in the department of Human Resources from 01.05.2024 to 15.07.2024 with Global Health Ltd. (GHL) Medanta – The Medicity.

We wish her all the best for her future endeavors.

For GLOBAL HEALTH LTD

A handwritten signature in blue ink, appearing to read "RASNUL AGGARWAL", written over a horizontal line.



**RASNUL AGGARWAL
DEPUTY GENERAL MANAGER - HUMAN RESOURCES**

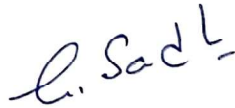


IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Aditi Guglani** of academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared a poster with respect to her summer internship held during May – July 2025.

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

Date: 23rd July 2024



Dr. Goutam Sadhu
Professor and Proctor

1.BRIEF HISTORY

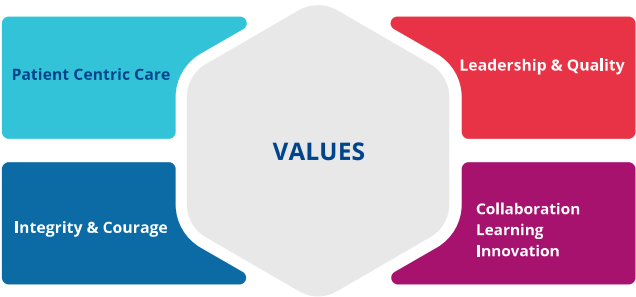
Medanta - The Medicity, founded in 2009 by Dr. Naresh Trehan in Gurgaon, India, is a premier multi-specialty hospital known for its advanced technology and exceptional patient care. It offers comprehensive services across various specialties, including cardiology, neurology, and oncology, making it a leading healthcare destination in India.

2. MISSION & VISION

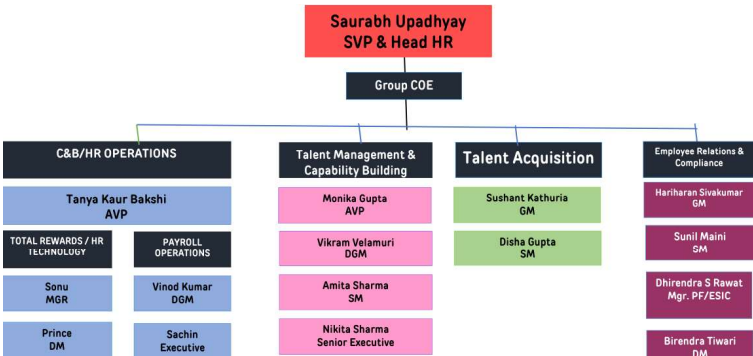
Our mission is to deliver world class, patient centric, integrated and affordable healthcare through a dynamic institution that focuses on the development of people and knowledge.

VISION

Medanta is established with the sole mission to deliver world-class, holistic and affordable healthcare and to build a dynamic institution that focuses on the development of people and new Knowledge. Over the years Medanta has evolved but the values it's built on remain the same.



3. ORGANIZATION STRUCTURE - CORPORATE HR



4. THEORETICAL UNDERSTANDING V/S PRACTICAL EXPOSURE

Aspect	Practical Exposure at Medanta	Theoretical Understanding from IIHMR University
Real-World Experience	Real-time challenges	HR principles foundation
Networking	Professional relationships	HR strategies and trends
Skill Development	Sourcing, interviewing, HR tools	Analytical skills, HR metrics
Problem Solving	Real-life HR problems	Critical thinking, theories
Organizational Culture	Experience culture, policies	HR research, practice evaluation

5. SWOT ANALYSIS

Strengths	Weakness
Strong brand recognition Established recruitment processes Experienced recruitment team Robust network Comprehensive benefits	High volume hiring needs Limited use of technology Dependency on traditional methods Resource constraints Lengthy onboarding process
Opportunities	Threats
Adoption of technology Enhanced employer branding Diversity hiring initiatives Remote and flexible work options	Intense competition for talent Evolving workforce expectations Economic fluctuations Regulatory changes Talent shortages

6. CHALLENGES

- High Volume of Applications
- Diverse Recruitment Needs
- Learning Curve

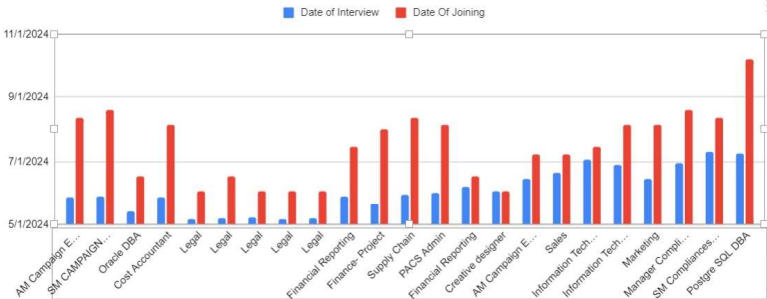
7. USEFULNESS

- Career Exploration
- Networking Opportunities
- Industry Insight
- Skill Development

8. LEARNINGS

- Recruitment Process Understanding
- Industry-Specific Knowledge
- Use of HR Technology
- Interviewing Skills
- Communication and Interpersonal Skills
- Time Management and Organization
- Candidate Experience Focus
- Networking and Relationship Building
- Feedback and Continuous Improvement
- Adaptability and Problem Solving

DEPARTMENTAL HIRING TIMELINE: INTERVIEWS VS JOINING DATES



9. SUGGESTIONS

- Streamline Recruitment Processes
- Enhance Candidate Experience
- Leverage Data and Analytics
- Strengthen Employer Branding
- Implement Flexible Work Policies
- Regular Feedback and Communication

Annexure - E

Week 1

Name of the Organisation: Medanta- The Medicity. Gurugram

Area/ Department/ Project of Summer Internship Program: Human Resource Intern

Name of the Student: Dr. Aditi Guglani

Roll no: 1664 **Stream:** MBA HM28

Week no: From: 1st may 2024 to 4th may 2024

Activity Done:

Introduction and Onboarding:

- **Introduction to the HR Talent Acquisition Team:** Met with the HR Talent Acquisition team to understand their roles and responsibilities within the hospital's recruitment processes.
- **Orientation on Company Policies and Procedures:** Received comprehensive orientation on the hospital's policies, procedures, and compliance requirements.

Linking Theory with Practice:

- **Application of Classroom Learning:** Implemented basic HR principles, such as understanding the organizational structure and executing recruitment processes, which were initially learned in academic settings.
- **Practical Integration:** Observed how theoretical knowledge from the classroom translates into real-world HR practices within the hospital environment.

Gaps Identified in the Working Area:

-**ATS Functionalities:** Recognized a need for a more in-depth understanding of the Applicant Tracking System (ATS) functionalities to optimize recruitment processes.

Suggestions for Improvement:

- **Additional ATS Training:** Proposed the necessity for additional training sessions focused on maximizing the use of the ATS system to enhance efficiency in talent acquisition.

Plan for the Next Week:

- **Assist with Job Postings:** Begin actively assisting with the creation and management of job postings.

- **Familiarization with Job Boards:** Gain hands-on experience with the hospital's job boards and career page to understand better and improve the recruitment process.

Week 2

Name of the Organisation: Medanta- The Medicity. Gurugram

Area/ Department/ Project of Summer Internship Program: Human Resource Intern

Name of the Student: Dr. Aditi Guglani

Roll no: 1664 **Stream:** MBA HM28

Week no: From: 6th May 2024 to 11th May 2024

Activity Done:

Job Posting and Candidate Sourcing:

Drafting and Posting Job Advertisements: Drafting and Posting Job Advertisements: I had a hand in the development and distribution of job ads. This involved making sure the job descriptions matched the hospital's requirements and were clear, enticing, and truthful.

Candidate Sourcing: To find and draw in possible applicants and increase the hospital's exposure in the labour market, research was done on a variety of job boards and social media sites.

Linking Theory with Practice:

Application of Coursework Knowledge: Applied academically studied theoretical understanding of job analysis and job description formulation. This necessitated being aware of the essential duties and credentials needed for different positions and including them in the job advertisements.

Gaps Identified in the Working Area:

Advanced Sourcing Techniques: Saw a deficiency in knowledge and expertise regarding the use of sophisticated candidate sourcing strategies, which are critical for accessing a larger and more varied talent pool.

Suggestions for Improvement:

Professional Development: Suggest taking a class or workshop on advanced candidate sourcing tactics online. The capacity to employ techniques and tools for spotting exceptional talent will be strengthened by this training.

Plan for the Next Week:

Resume Screening and Candidate Shortlisting: Start reviewing incoming resumes to determine whether candidates are qualified and a good fit for open positions. This entails creating a shortlist of applicants to advance through the hiring process, giving you hands-on experience in the preliminary steps of candidate assessment.

Week 3

Name of the Organisation: Medanta - The Medicity. Gurugram

Area/ Department/ Project of Summer Internship Program: Human Resource Intern

Name of the Student: Dr. Aditi Guglani

Roll no: 1664 **Stream:** MBA HM28

Week no: From: 13th May 2024 to 18th May 2024

Activity Done:

Resume Screening and Shortlisting:

Screening Resumes and Applications: Reviewed applications and resumes in-depth for a variety of hospital roles. In order to assess candidates' suitability for the positions, this required looking at their training, work history, and skill set.

Creating Shortlists of Qualified Candidates: Listings of applicants that satisfied the requirements and qualifications for the open vacancies. The hiring team created these shortlists for additional assessment and interviews.

Linking Theory with Practice:

Application of Candidate Selection Theories: applied theoretical understanding of applicant selection and screening procedures from school. This involved following fair and impartial selection procedures, keeping in mind the significance of matching candidate qualifications with job needs, and putting effective resume evaluation methods into reality.

Gaps Identified in the Working Area:

Distinguishing Between Closely Matched Candidates: faced difficulties separating out applicants with comparable backgrounds and experiences. This challenge brought to light the necessity for more sophisticated techniques to efficiently assess and contrast prospects.

Suggestions for Improvement:

Developing a Scoring System: suggested developing a thorough scoring system to evaluate applicants according to critical factors such appropriate experience, educational background, specialized abilities, and other crucial characteristics. When shortlisting individuals, this technique would aid in the making of selections that are more consistent and objective.

Plan for the Next Week:

Help arrange and schedule interviews with the candidates who made the short list, making sure that all the necessary arrangements are made. Before conducting more in-depth interviews, conduct preliminary phone screenings to evaluate communication skills and preliminary fit.

Week 4

Name of the Organisation: Medanta- The Medicity. Gurugram

Area/ Department/ Project of Summer Internship Program: Human Resource Intern

Name of the Student: Dr. Aditi Guglani

Roll no: 1664 **Stream:** MBA HM28

Week no: From: 20th May 2024 to 25th May 2024

Activity Done:

Resume Screening and Shortlisting

- **Examined applications and resumes for different positions:** carefully assessing each applicant's credentials, abilities, and work history to make sure they meet organizational needs and job specifications.
- **Constructed qualifying candidate shortlists:** This was accomplished by carefully choosing people who showed they had the knowledge, experience, and potential to succeed in their particular roles. This streamlined the hiring process and guaranteed a pool of exceptional talent for selection.

Linking Theory with Practice:

Applied theories of candidate selection and screening processes: It required combining well-established ideas from organizational behaviour, psychology, and human resources management to create reliable processes that improve the precision and effectiveness of candidate assessments.

Gaps Identified in the Working Area:

Difficulty in distinguishing between closely matched candidates: Given the similarities in their backgrounds, experiences, and skill sets, a more nuanced evaluation strategy is required to accurately uncover tiny distinctions in potential, competence, and cultural fit that could have a major impact on the candidate's fitness for the position and the dynamics of the company.

Suggestions for Improvement:

Develop a scoring system to rank candidates based on key criteria: It involves creating an organized framework that compares candidates' credentials, experiences, abilities, and other pertinent variables to predetermined benchmarks in order to statistically evaluate each one.

Plan for the Next Week:

Assist in scheduling interviews and conducting initial phone screens: Helps in the smooth coordination of communication between hiring managers and candidates, enabling effective assessment procedures to find the best prospects and move them down the recruitment funnel.

Week 5

Name of the Organisation: Medanta - The Medicity. Gurugram

Area/ Department/ Project of Summer Internship Program: Human Resource Intern

Name of the Student: Dr. Aditi Guglani

Roll no: 1664 **Stream:** MBA HM28

Week no: From: 27th May 2024 to 1st June 2024

Activity Done:

Assisted in coordinating in-person interviews

Observed and took notes during interviews conducted by senior HR staff: Senior HR professionals conducted interviews, and I watched and took thorough notes to record important insights and candidate replies for use in thorough assessments and recruiting process decision-making.

Linking Theory with Practice:

Applied candidate assessment techniques and behavioural interviewing methods It involves using systematic questioning and probing to get specific instances out of candidates. This helped to gain a better knowledge of their abilities, interpersonal traits, and talents, which in turn helped to forecast their success in the organization more accurately going forward.

Gaps Identified in the Working Area:

Lack of experience in effectively assessing candidate responses: This could result from unfamiliarity with structured interviewing methods, which makes it more difficult to extract valuable insights from candidate interactions and may cause important clues about a candidate's competency, fit, and likelihood of success in the position and company to be missed.

Suggestions for Improvement:

Examine predefined sets of questions and evaluation metrics designed to elicit specific examples of past behaviours, skills, and competencies from candidates. This will enable thorough assessments of candidates' suitability for the role and organizational culture. • Review and study behavioural interview questions and assessment criteria.

Plan for Next Week:

Conduct mock interviews to improve interviewing skills: Through assistance in creating realistic interview situations, chances to practice posing questions, assessing answers, and giving helpful criticism, and communication skills practice, candidates can improve their confidence and skills for evaluating suitability for the position.

Week 6

Name of the Organisation: Medanta- The Medicity. Gurugram

Area/ Department/ Project of Summer Internship Program: Human Resource Intern

Name of the Student: Dr. Aditi Guglani

Roll no: 1664 **Stream:** MBA HM28

Week no: From: 3rd June 2024 to 8th June 2024

Activity Done:

Feedback and Decision Making

- **Assisting to gather and combine interviewer feedback:** I assisted in gathering and synthesizing interviewer input, which aided in the thorough examination and arrangement of various points of view.
- **Participated in decision-making meetings to select the best candidates:** Participated in forums for decision-making, offering assessments and insights to help identify and choose the best candidates for consideration.

Linking Theory with Practice:

Practical understanding of selection criteria and decision-making procedures: Made educated judgments about candidates by applying knowledge of selection criteria and decision-making processes.

Gaps Identified in the Working Area

Difficulties in weighing the comments and viewpoints of various interviewers: Successfully navigated the challenges of balancing the feedback and opinions of various interviewers.

Suggestions for Improvement:

Create a uniform feedback form to expedite the assessment procedure: Created a standard feedback template to streamline and improve the evaluation process.

Plan for Next Week:

Help in creating job offers and getting in touch with chosen applicants: Assistance in creating job offers and arranging interviews with selected applicants, guaranteeing a smooth integration into the company.

Week 7

Name of the Organisation: Medanta- The Medicity. Gurugram

Area/ Department/ Project of Summer Internship Program: Human Resource Intern

Name of the Student: Dr. Aditi Guglani

Roll no: 1664 **Stream:** MBA HM28

Week no: From: 10th June 2024 to 15th June 2024

Activity Done

Job Offers & Negotiation:

Assisted in the creation and distribution of job offer letters: Helped create, check, and send official job offer letters to chosen applicants.

Helped with applicant inquiries and discussions: Assisted in resolving questions from candidates and led discussions to guarantee a seamless and open hiring procedure

Linking Theory with Practice

Developed competitive and alluring employment packages by applying advanced ideas of job offer negotiations and compensation management.

Gaps Identified in the Working Area

Limited experience managing negotiation scenarios: Mainly through senior team member guidance and best practice observation, I acquired the fundamental experience in managing negotiation scenarios.

Suggestions for Improvement

For practice, role-play negotiation situations with senior HR personnel: To strengthen strategic bargaining methods and practical abilities.

Plan for Next Week

Track down candidates to make sure they are accepted and confirm the start date: Followed up with candidates to find out if they had accepted job offers and to make sure the start dates, they had agreed upon had been finalized.

Week 8

Name of the Organization: Medanta - The Medicity, Gurugram

Area/ Department/ Project of Summer Internship Program: Human Resource Intern

Name of the Student: Dr. Aditi Guglani

Roll no: 1664

Stream: MBA HM28

From: 17th June 2024 to 22nd June 2024

Activity Done:

Onboarding Coordination:

- **Coordinated with new hires to finish pre-employment paperwork:** To guarantee compliance and preparedness for their positions, I helped new hires complete all required pre-employment paperwork.
- Supported the preparation and implementation of thorough onboarding sessions for new hires, guaranteeing a seamless integration into the business.

Linking Theory with Practice

Utilized new hire orientation methods and onboarding strategies learned in the classroom: enhanced the onboarding process for new hires by putting into practice effective onboarding strategies and orientation techniques by drawing on theoretical knowledge from coursework.

Gaps Identified in the Working Area

Occasionally failing to make sure that all pre-employment documentation is completed: found cases where certain pre-employment paperwork was either incomplete or submitted beyond the deadline, underscoring the need for better tracking and verification procedures.

Suggestions for Improvement

Make a checklist to keep track of when each onboarding document is completed: Create a thorough checklist to track the status of completing all necessary onboarding paperwork and make sure nothing is missed.

Plan for Next Week

Keep an eye on the onboarding procedure and get input from recent hires: Keep a close eye on the onboarding activities, ask new hires for input to pinpoint areas that need work, and make sure the process is kept efficient and productive.

Week 9

Name of the Organization: Medanta - The Medicity, Gurugram

Area/ Department/ Project of Summer Internship Program: Human Resource Intern

Name of the Student: Dr. Aditi Guglani

Roll no: 1664

Stream: MBA HM28

From: 24th June 2024 to 29th June 2024

Activity Done:

Recruitment Analytics

Gathered and Examined Information on Recruitment Measures: Collected and analyzed a range of recruitment-related data, including hiring timetables, candidate sources, and application numbers.

Prepared reports pertaining to Time-to-Fill and Recruitment Performance: Detailed reports measuring the efficacy and efficiency of the hiring process were created, with an emphasis on the duration of the hiring process and overall performance.

Linking Theory with Practice:

Utilizing HR Analytics and KPIs in Practice: Assessed and enhanced hiring procedures, making sure they were in line with company objectives and best practices, by applying theoretical knowledge of key performance indicators and human resources analytics.

Gaps Identified:

Difficult to Interpret Complex Data Trends: Had trouble understanding complex data patterns, indicating a need for additional data analysis skill development.

Suggestions for Improvement:

It was suggested to enrol in an online course on HR analytics and data interpretation in order to improve one's understanding of sophisticated HR data analysis and interpretation.

Plan for Next Week:

Report Results to the HR Department and Make Improvement Requests: Aim to present the analysis's findings to the HR department, providing practical suggestions for streamlining the hiring process that are grounded on data-driven understanding.

Week 10

Name of the Organization: Medanta- The Medicity, Gurugram

Area/ Department/ Project of Summer Internship Program: Human Resource Intern

Name of the Student: Dr. Aditi Guglani

Roll no: 1664

Stream: MBA HM28

From: 1st July 2024 to 6th July 2024

Activities Done:

Employer Branding and Engagement

- Contributed to the development of materials intended to strengthen the company's employer brand. Helped create content for employer branding projects.
- Conducted planning sessions for staff engagement: Participated in planning events aimed at raising staff happiness and engagement.

Linking Theory with Practice:

Employer branding theories and employee engagement tactics were applied. Employer branding and engagement initiatives are improved by applying academic ideas to practical assignments.

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Gaps Identified:

Restricted background in producing powerful material for employer branding: discovered a need to improve one's abilities in creating persuasive promotional materials.

Suggestions for Improvement:

Examine other companies' effective employer branding initiatives: Arrange to examine model campaigns in order to discover best practices and improve content production.

Plan for Next Week:

Assist in organizing and collecting participant feedback for an employee engagement event: Will help organize and collect participant input for an engagement event in order to assess its effectiveness.

Week 11

Name of the Organisation: Medanta- The Medicity. Gurugram

Area/ Department/ Project of Summer Internship Program: Human Resource Intern

Name of the Student: Dr. Aditi Guglani

Roll no: 1664 **Stream:** MBA HM28

Week no: From: 8th July 2024 to 15th July 2024

Activity Done:

Talent Acquisition Strategy

Reviewed and offered suggestions for improving the hospital's talent acquisition plan:

Include examining the hospital's present employment procedures, finding any holes or inefficiencies, and contrasting them with industry norms. offering fresh concepts and patterns, guaranteeing consistency with the hospital's objectives, making suggestions to enhance recruitment, and aiding with the execution of adjustments. In general, this improves the hospital's capacity to provide top-notch patient care by helping it draw in and keep outstanding staff.

Took part in strategy sessions with key HR personnel: establishing goals and priorities for the company's human resources strategy in collaboration with top HR leaders. Contributing your knowledge to help shape HR initiatives and solutions by offering insights and recommendations. making important decisions that affect hiring, training, retaining, and workforce management in general.

Linking Theory with Practice

Applied strategic HR planning and talent management concepts from coursework:

Strategic HR planning includes anticipating future staffing demands and analyzing workforce needs.

- Creating succession plans for important positions. Enhancing the recruitment and selection procedures is one aspect of talent management.
- Supporting training and development for staff members.
- Setting up efficient mechanisms for performance management.
- Improving staff retention via programs for satisfaction and engagement.

By applying these concepts, you help the hospital build a strong, capable workforce aligned with its strategic goals, improving overall efficiency and patient care quality.

Gaps Identified in the Working Area

A deeper comprehension of long-term talent acquisition initiatives is required. Building a strong employer brand, maintaining competitiveness through market and trend analysis, and guaranteeing sustainable workforce planning all depend on a greater comprehension of long-term talent acquisition strategies. It entails implementing retention tactics to keep a steady and knowledgeable staff, utilizing cutting-edge recruitment tools, and developing inclusive hiring processes to promote diversity. This all-encompassing strategy guarantees a steady flow of competent personnel, which contributes to the hospital's long-term success.

Suggestions for Improvement

Learn about cutting-edge tactics and developments in the healthcare sector for talent acquisition: This entails employing artificial intelligence and machine learning to expedite the candidate screening process, focusing on employer branding to draw in top talent, and leveraging data analytics for predictive recruiting. Trends like the growth of telemedicine, the growing focus on diversity and inclusion, and the move toward flexible work schedules are all quite important. Keeping up with these developments gives you a competitive advantage in luring and keeping talented medical personnel.

Plan for Next Week

Work on a final internship assignment that summarizes your most important contributions and learnings: Starting the final internship assignment entails recording your contributions and summarizing the most important lessons you learned from the experience. This involves thinking back on the abilities you've acquired and the ways your job has helped the company.



Compiled Reporting Format

Name of the Organisation: Medanta - The Medicity. Gurugram

Area/ Department/ Project of Summer Internship Program: HR Talent Acquisition

Name of the Student: Dr. Aditi Guglani

Roll no: 1664

Stream: MBA Hospital & Health Management

Activities Done:

Attended orientation on corporate rules and procedures, received training on the hospital's Applicant Tracking System (ATS), and were introduced to the HR Talent Acquisition team and recruitment procedures.

Helped with the writing and uploading of employment ads and conducted social media and job board research to find candidates.

Made shortlists of suitable applicants after screening resumes and applications for a range of roles.

Conducted preliminary phone interviews with applicants and arranged for hiring managers to meet with the shortlisted prospects for interviews.

Helped to arrange zoom & in-person interviews; watched and took notes during senior HR staff interviews.

In order to choose the finest prospects, I helped gather and compile interviewer comments and took part in decision-making sessions.

Assisted in handling candidate inquiries and negotiations in addition to helping to draft and send out employment offer letters.

Pre-employment documentation was completed in coordination with new hires, and onboarding session planning and organization was supported.

Generated reports on recruitment performance and time-to-fill metrics after gathering and analyzing data on recruitment indicators.

Participated in organizing employee engagement events and helped create material for employer branding campaigns.

Reviewed and offered suggestions for the hospital's talent acquisition plan, and took part in strategy sessions with senior HR personnel.

Linking Theory with Practice:

Applied fundamental HR concepts taught in the classroom, such as organizational structure and hiring procedures.

Utilized knowledge of job analysis and job description creation from coursework.

Applicable theories of screening and candidate selection procedures.

Used the first screening procedures and interviewing strategies that were taught in class.

Used behavioural interviewing techniques and applicant assessment strategies.

Applied knowledge of decision-making processes and selection criteria.

Used notions of salary management and negotiating employment offers.

Utilized new employee orientation approaches and onboarding procedures learned in the classroom.

Practical understanding of key performance indicators (KPIs) and HR analytics.

Employed employee engagement techniques and employer branding philosophies.

Utilized insights from coursework on talent management and strategic HR strategy.

Gaps Identified:

A deeper comprehension of ATS functions is required.

Little expertise with sophisticated sourcing methods.

Difficulty telling between candidates who are closely matched.

Anxiety during the first phone screen results in less productive questions.

Lack of expertise in properly assessing candidate responses.

Difficulties in weighing the comments and viewpoints of various interviewers.

Little expertise navigating negotiation situations.

Sporadic errors in making sure that all pre-employment documentation is finished.

Interpreting some complex data trends might be challenging.

Little expertise producing powerful material for employer branding.

A deeper comprehension of long-term talent acquisition tactics is required.

Suggestions for Improvement:

Request to receive more ATS system training.

Enrolled in an advanced candidate sourcing workshop or course online.

Create a score system to place applicants according to important factors.

Work on simulated phone interviews with mentors or coworkers.

Examine and comprehend the assessment criteria and questions for behavioral interviews.

Create a consistent feedback form to help expedite the assessment procedure.

For practice, role-play negotiation scenarios with senior HR personnel.

Make a checklist to keep track of when each onboarding document is completed.

Enroll in an online course on data interpretation and HR analytics.

Study other companies' effective employer branding initiatives.

Learn about cutting-edge talent acquisition tactics and current developments in the medical field.

Signature of the Student

Approved by the IIHMR University's Mentor

Report should be maximum of 10-12 pages