

INTERNSHIP

At



Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of

Master of Business Administration (MBA) in

Hospital and Health Management

by

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2025

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INTRODUCTION

As part of the MBA in Hospital and Health Management program at IIHMR University, Jaipur, I completed a structured internship with SkillSauce.io, a technology-driven HR-tech platform based in Noida, Uttar Pradesh. This internship, lasting over two months, allowed me to engage deeply with the intersection of healthcare and digital recruitment solutions. My role focused on the platform's pilot efforts to expand into the healthcare sector, specifically by creating structured assessment content for healthcare management and IT roles.

In a time where India's healthcare sector is undergoing digital transformation—driven by initiatives like the National Digital Health Mission (NDHM)—there is an urgent need for recruitment platforms to adapt to the growing demand for hybrid skill sets. These roles require candidates to possess both clinical or managerial healthcare experience and technical competency in tools like EHR, data analytics, and HIS systems. My internship aligned perfectly with this transitional need, offering me a rare opportunity to explore how artificial intelligence (AI) and algorithm-driven assessments can contribute to evidence-based hiring in the healthcare domain.

I was responsible for mapping job roles to skill clusters, designing pre-employment test items, and aligning them with global best practices and national skill frameworks. This required me to bridge gaps between healthcare education, HR practices, and emerging technologies—an experience that helped me develop a holistic understanding of the ecosystem. In addition to technical skills, I was exposed to startup workflows, communication protocols, sprint planning, product feedback loops, and test validation procedures.

OBJECTIVES OF INTERNSHIP

The primary goal of this internship was to gain practical exposure to AI-driven talent assessment platforms with a focus on healthcare hiring. However, over the course of the internship, my objectives broadened significantly and can be categorized as follows:

1. To understand the role of AI in healthcare recruitment: How SkillSauce's AI models simulate interviews, assess behavior, and analyze candidate suitability using natural language processing (NLP) and machine learning algorithms.
2. To research evolving healthcare job roles in India across private hospitals, government institutions, NGOs, and startups—focusing on digital public health, quality management, data informatics, hospital IT, and administrative coordination.
3. To map competencies for over 20 identified roles using global frameworks (e.g., NHS, WHO) and Indian policy documents (e.g., MoHFW, NABH, NHM guidelines).
4. To create structured, job-specific assessment content, including:
 - MCQs aligned with Bloom's Taxonomy
 - Situational judgment test (SJT) scenarios
 - Case-based assessments and mini-audits
 - Communication assessment rubrics
5. To test assessment quality through internal pilots, analyzing time-to-completion, scoring thresholds, difficulty variation, and candidate experience.
6. To ensure academic relevance of test items so they could potentially be integrated into MBA/MPH/MDHA programs as formative assessments or placement readiness tools.
7. To engage in cross-functional collaboration, participating in meetings with product developers, UI/UX designers, content editors, and marketing professionals, while also reporting progress to the founder and tech lead.
8. To reflect critically on the employability ecosystem in India's healthcare sector, identifying the disconnect between classroom instruction and employer expectations.

ORGANIZATIONAL PROFILE

SkillSauce is an emerging startup in India's fast-growing HR-technology space, founded with the vision to streamline hiring processes using intelligent automation. Established by Mr. Yash Singh, the company is headquartered in Noida and operates with a compact yet highly skilled team comprising technical developers, HR professionals, and content strategists.

SkillSauce specializes in the development of AI-powered pre-employment testing tools that cater to recruiters, hiring managers, and educational institutions. Their core offerings include:

- Automated interview simulators powered by AI
- Role-based skill assessments
- Psychometric and cognitive testing tools
- In-built proctoring and candidate integrity features
- Candidate behavior and communication analysis tools

The company operates on a Software-as-a-Service (SaaS) model and is especially known for its intuitive user interface, scalable test delivery system, and ability to generate performance insights in real time. Though the organization originally focused on IT, business, and analytics roles, it is now expanding into healthcare, education, and public sector hiring.

My entry into the team marked one of SkillSauce's first structured attempts at building a Healthcare Hiring Content Library, customized for administrative, informatics, and public health profiles. I worked closely with the tech lead, Mr. Sankalp Bansal, and the HR head, Ms. Ashmeet Kaur, who mentored me on integrating real-world recruitment expectations with academic competencies.

SERVICES PROVIDED BY THE ORGANIZATION

During my internship at SkillSauce.io, I gained first-hand exposure to a wide array of services provided by the organization, particularly as it applied to the healthcare recruitment domain. The organization's offerings are a blend of assessment design, artificial intelligence applications, behavioral analysis, and proctoring solutions, making it a one-stop platform for future-ready hiring practices.

1. AI-Based Assessments

SkillSauce develops custom assessments based on industry needs. These assessments are designed to evaluate domain-specific knowledge (e.g., healthcare compliance, medical terminology), general aptitude, and behavioral competencies. The assessments are adaptable, with dynamic difficulty levels and time limits tailored to the job role.

2. Interview Simulations

Their AI-driven interview simulations mimic live behavioral interviews. These simulate real-time Q&A, track response timing, analyze tone and fluency, and generate feedback on candidate composure, professionalism, and domain understanding. This tool is useful for screening large numbers of applicants quickly.

3. Proctoring Solutions

SkillSauce offers robust proctoring tools to maintain assessment integrity. These include webcam monitoring, screen activity recording, and voice recognition. Any deviation from expected behavior (e.g., another person entering the room, screen switching, use of external devices) is flagged and logged automatically.

4. Performance Analytics

Post-assessment, the platform generates custom dashboards with section-wise analysis, percentile scores, and behavioral traits. For employers, this facilitates data-driven decisions. For academic users, it helps diagnose strengths and improvement areas among students.

5. Assessment Library Curation

SkillSauce maintains a growing library of assessment items across industries. As part of their healthcare vertical, the platform is developing job-role-specific libraries covering areas like hospital management, digital public health, telemedicine operations, and medical records.

These services not only support recruiters but also allow academic institutions to incorporate digital assessments into their own training and placement workflows. The company's dual-market model makes its platform unique in India's HR-tech ecosystem.

KEY ACTIVITIES / PROJECTS UNDERTAKEN

My internship experience was enriched through a variety of high-impact projects and day-to-day tasks that were instrumental in shaping my understanding of healthcare recruitment, content design, and digital assessment workflows.

1. Job Role Profiling

I researched and created detailed profiles for over 20 healthcare roles such as:

- Health Information Technician
- Community Health Analyst
- Hospital Quality Coordinator
- Digital Health Campaign Manager

Each profile included responsibilities, required skills, preferred qualifications, technical proficiencies, and behavioral expectations. This information was gathered from government job portals, LinkedIn, NHS frameworks, MoHFW notifications, and academic job listings.

2. Competency Mapping

Using frameworks like the WHO Global Competency Model and AICTE Employability Guidelines, I matched each role to its associated competencies. This included domain knowledge, cognitive abilities, technical tools, and soft skills. For example:

- A Data Analyst required skills in Excel, SQL, dashboarding tools, and logical reasoning.
- A Hospital Administrator needed planning, budgeting, communication, and compliance knowledge.

3. Content Creation

I designed a 300+ question item bank that included:

- MCQs aligned with Bloom's Taxonomy (knowledge, application, evaluation)
- Situational Judgment Tests (SJT) presenting ethical or procedural dilemmas
- Caselets (mini case studies) asking candidates to analyze reports or take decisions

Each item was reviewed for clarity, bias, difficulty level, and length. I used real-world hospital scenarios to improve realism.

4. Compliance Integration

Test content was aligned with Indian and international standards, such as:

- NABH entry-level standards
- MoHFW Health System Strengthening reports
- Digital Health Guidelines from WHO
- NDHM architecture documents

5. Collaboration with Teams

I worked with:

- Content Editors to align structure, tone, and format
- HR Teams to align test content with hiring pipelines
- Developers to implement question logic (timers, branching, feedback)

This experience helped me develop both technical writing and team coordination skills crucial for healthcare management professionals.

SKILL DEVELOPMENT

This internship significantly contributed to my academic, technical, and interpersonal growth, enabling me to bridge classroom learning with real-world professional skills.

1. Analytical Skills

- Interpreted labor market trends using job boards, analytics reports, and health policy documents
- Evaluated the effectiveness of assessments through mock testing and data feedback

2. Technical Proficiency

- Learned basic Excel and dashboarding for score analytics
- Became familiar with platforms like Typeform, Notion, Slack, and Trello
- Participated in backend tagging and data integration with the product team

3. Research and Writing

- Gained expertise in designing test items using global educational frameworks
- Studied regulations, job descriptions, and best practices in healthcare HR
- Improved technical writing clarity and documentation quality for test content

4. Communication and Collaboration

- Improved professional email writing, presentation skills, and group discussions
- Coordinated across departments for weekly sprints, test reviews, and content deployment
- Participated in brainstorming sessions with the CEO and Product Head

5. Time Management and Agility

- Balanced 4–5 projects simultaneously across content types and deadlines
- Delivered weekly output reports and revised content based on rapid feedback cycles
- Learned to adapt quickly in a fast-paced startup setting, often switching tasks between research, writing, testing, and reviewing

KEY LEARNINGS FROM INTERNSHIP

The internship at SkillSauce.io provided me with several multifaceted insights that went beyond traditional classroom learning. These learnings were both technical and behavioral, and they reflect my growth as a healthcare management professional in a digitally evolving landscape:

1. **Understanding of AI-Enabled Healthcare Hiring:** I developed a strong grasp of how artificial intelligence can streamline the hiring process in healthcare by using behavioral cues, objective assessments, and algorithmic evaluations to select the most suitable candidates.
2. **Exposure to Industry Needs and Gaps:** By analyzing more than 20 job roles, I gained a deep understanding of what skills healthcare employers are currently demanding. There's a clear shift toward data, analytics, regulatory compliance, and hybrid digital roles.
3. **Interdisciplinary Thinking:** The role required me to constantly switch between clinical, technological, and management mindsets. This helped me build an interdisciplinary thought process that is essential for modern hospital management professionals.
4. **Link Between Academic Theory and Real-World Practice:** By applying academic frameworks like Bloom's Taxonomy and CBE (Competency-Based Education) in content development, I realized how theoretical models translate into measurable learning and hiring outcomes.
5. **Critical Evaluation of Assessment Tools:** I learned to assess assessments—understanding how question wording, test logic, and interface design affect candidate experience and performance.
6. **Startup Agility and Innovation:** The dynamic environment at SkillSauce encouraged me to be solution-oriented, adaptive, and responsive to evolving requirements.
7. **Professional Confidence:** Through regular interactions with mentors and cross-functional teams, I built the confidence to take ownership of projects and contribute to discussions involving hiring design, learning strategy, and quality assurance.

CHALLENGES FACED

Like any practical training experience, the internship came with its own set of challenges. However, these obstacles served as valuable learning opportunities that contributed to my professional and personal development:

- **Navigating a Multidisciplinary Role:** Balancing healthcare-specific language with the expectations of tech and product teams required constant effort in translating one domain to another.
- **Standardization Dilemmas:** While working on content, I had to ensure uniformity in question types and scoring systems across job roles, which was complex due to the variability in roles and industry benchmarks.
- **Validation Pressure:** Each assessment item I developed underwent rigorous internal review. Meeting quality standards while adhering to deadlines tested my accuracy and time management skills.
- **Information Overload:** Given the breadth of roles and references—from MoHFW guidelines to NHS frameworks—I initially struggled with filtering and prioritizing what to include in assessments.
- **Maintaining Academic Alignment:** While the platform aimed for industry readiness, I had to ensure the assessments were also relevant to academic institutions planning to adopt them.
- **Stakeholder Feedback Loops:** Getting diverse feedback from multiple departments often led to revision cycles, but I learned to treat this as a constructive process that refined my work.

CONCLUSION

This internship has been an instrumental chapter in my journey as a future healthcare leader. It offered me an opportunity to understand the digital disruptions reshaping the healthcare sector, especially in the realm of human resource development. By participating in AI-based assessment design, I realized the critical need for smarter hiring mechanisms that match the fast-evolving healthcare delivery models.

I entered the internship with a background in healthcare management and emerged with a practical appreciation for HR-tech, learning design, and digital transformation. This experience bridged the gap between my theoretical learning and real-world application. I now feel better equipped to work in or collaborate with organizations that are building the next generation of healthcare systems—systems where talent is not only managed but strategically curated using technology.

The SkillSauce internship also strengthened my belief that strong collaboration between academia and industry is essential for developing job-ready graduates. I look forward to applying these insights to future healthcare administration roles, policy development projects, or even EdTech and HR-tech innovations in the health sector.

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