

Internship Report Submitted to



THE IIHMR UNIVERSITY, JAIPUR

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in

Hospital and Health Management

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Submitted By

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Under the Supervision and Guidance of

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EVALUATING THE IMPACT OF TEMPORARY STAFFING ON PATIENT SAFETY INDICATORS IN U.S HOSPITALS: A CROSS - SECTIONAL ANALYTICAL STUDY USING NATIONAL CMS DATA

Internship Organization: Vision Beyond (Healthcare)

Intern Name: Shilpa Mitra

Internship Period: 10TH MARCH – 10TH JUNE

Course: MBA in Hospital and Health Management

Institute: IIHMR University, Jaipur

1. INTRODUCTION

Internships serve as a bridge between academic learning and practical implementation in the healthcare industry. As part of the MBA in Hospital and Health Management program at IIHMR University, I undertook my internship at Vision Beyond Healthcare, a U.S.-focused healthcare staffing agency. The internship allowed me to explore the inner workings of strategic workforce management, MSP relationships, client onboarding, lead generation, and CRM dashboard tracking in the healthcare sector. This report highlights the responsibilities, skills gained, and key takeaways from my internship experience.

2. ORGANIZATION PROFILE

Vision Beyond Healthcare is a healthcare staffing firm specializing in recruiting clinical and non-clinical professionals for U.S.-based clients across the life sciences, pharmaceutical, diagnostics, and healthcare provider sectors. With operations in India, the firm works through Managed Service Providers (MSPs), Vendor Management Systems (VMS), and direct contracts with healthcare institutions. It emphasizes rapid turnaround times, compliance, and workforce scalability.

3. Vision and Mission

Vision:

To be a globally trusted healthcare staffing partner delivering value-driven solutions through innovation, speed, and compliance.

Mission:

To connect exceptional talent with healthcare organizations across the United States while upholding quality, regulatory alignment, and operational excellence.

4.Objectives of Internship

To gain practical exposure in strategic staffing and healthcare workforce planning.

To understand CRM-based client engagement, lead tracking, and pitch development.

To support onboarding and fulfillment under major MSP agreements.

To explore healthcare recruitment workflows for hospitals and CROs.

To develop skills in data visualization and business development reporting.

To contribute to a staffing market research project targeting high-demand specialties.

5. Key Learnings

During my internship at Vision Beyond Healthcare, I gained a comprehensive understanding of the U.S. healthcare staffing ecosystem, including the strategic roles played by Managed Service Providers (MSPs) and Vendor Management Systems (VMS). I became well-versed in the complete lifecycle of client onboarding, from requirement analysis and market intelligence gathering to the drafting of customized RFP and RFI responses. A major component of my learning involved hands-on experience with CRM platforms, which I used to track lead pipelines, analyze conversion metrics, and monitor performance trends. Through regular interactions with U.S.-based clients, recruiters, and stakeholders, I significantly enhanced my professional communication and stakeholder management skills. The internship also deepened my knowledge of healthcare compliance protocols, credentialing requirements, and regulatory standards essential for safe workforce deployment. Additionally, I acquired the ability to develop client-facing capability decks, strategic pitch presentations, and proposals tailored to the dynamic needs of hospitals, CROs, and diagnostic clients.

6. Task and Responsibilities

Throughout my internship, I actively contributed to the creation of RFP and RFI response documents, ensuring they were tailored to the specific staffing needs of U.S. hospitals and healthcare systems. I conducted detailed market research to identify high-volume hiring trends across various states, enabling data-driven targeting strategies. A key part of my role involved maintaining CRM dashboards to track client engagement, calculate lead conversion rates, and analyze cost-per-lead (CPL) metrics. I also developed and customized over 30 pitch decks, specifically designed for both MSP partnership proposals and direct healthcare clients. Additionally, I worked closely with the operations team to coordinate the onboarding of recruited healthcare professionals into VMS platforms, ensuring compliance and timely integration. To support business outreach, I mapped and profiled key decision-makers within large hospital networks, contributing to a more focused and effective client acquisition strategy.

7. Conclusion

The internship at Vision Beyond Healthcare provided an invaluable opportunity to bridge academic knowledge with real-world business development in healthcare staffing. Exposure to MSP ecosystems, CRM analytics, and client-facing communication deepened my understanding of operational workflows and recruitment dynamics within the U.S. healthcare system. The experience significantly enhanced my strategic thinking and professional confidence, reinforcing my aspiration to pursue a career in healthcare consulting and workforce strategy.