SUMMER INTERNSHIP – POSTER PRESENTATION
Insights of Vidyarthee: "A Systems Perspective"

About Max Smart

Max Smart Super Speciality Hospital, Saket is a 250+ bedded state-of-the-art facility under Max Healthcare, offering advanced, patient-focused medical services. Known for excellence in cardiology, neurology, oncology, and more, the hospital combines clinical expertise with cutting-edge technology to deliver world-class healthcare.

Vision Statement

To be the most regardes healthcare provider in India committed to the highest standards of clinical excellence and patient care supported by the latest technology and cutting edge research.

Mission Statement

Mission is to enhance the wellbeing of our community through care and innovation.
We strive to
-Deliver high quality care to our patients
-Educate, train , challenge and empower our staff.
-Foster a culture of research and innovation.

Key Learning

- HR Operations
- Learning & Development
- Data Management
- Event Coordination
- Projecr Research & Analysis
- Stakeholder Interaction
- Recruitment Intelligence
- Compliance & Credentialing
- System Thinking & Process Improvement
- HR BP

SWOT Analysis

Strength

- Advanced Technology
- Multi- Speciality Services
- Strategic Location
- Strong Clinical Team
- Accredited with NABH and NABL

Weakness

- Advanced Technology
- Multi- Speciality Services
- Strategic Location
- Strong Clinical Team
- Accredited with NABH and NABL

Opportunity

- Expansion of Hospital beds within 6 months
- Expansion of training proograms
- Increasing brand and service awareness
- Innovation in Healthcare

Threat

- Rising costs of medical supplies, advanced medical technology
- Rising Competition
- Talent attrition
- Healthcare worker burnout

Methodology

Study Design:
Observational & Analytical Study

Duration:
January 2024 – April 2025

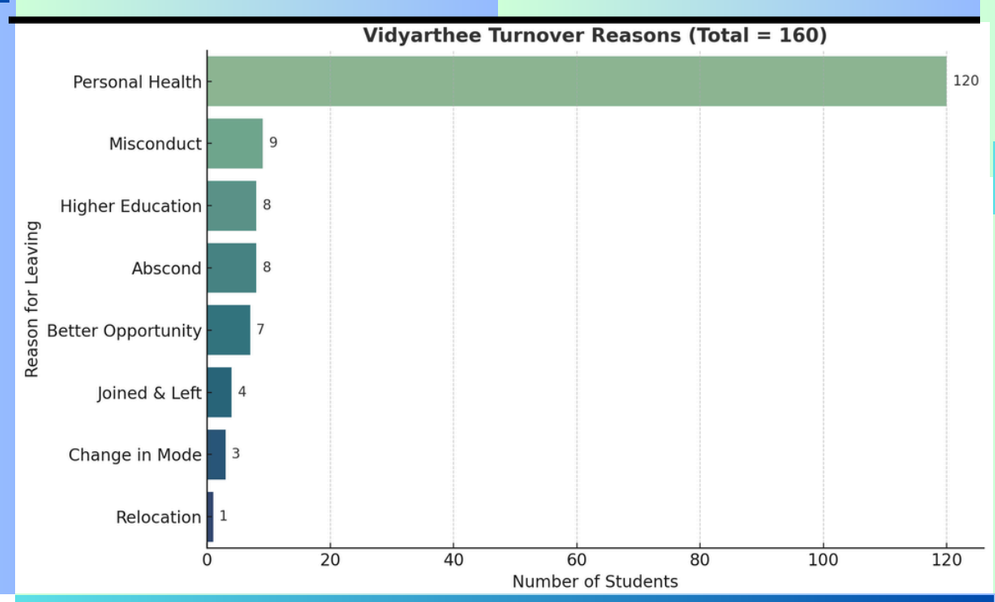
Study Area:
Max Smart Hospital, Saket
(All Patient Service Departments)

Sample Size:
47 Vidyarthee + Observational Data from Managers

Data Collection:
1. Interviews with department heads (Nursing, Pharmacy, FO, F&B, HK)
2. Floor-wise observations (2nd, 3rd, 4th floor)
3. Attrition data review and feedback analysis
4. Tools: Feedback Forms, Weekly Logs,

Findings

- 160 Vidyarthee Left from Jan 2024 to April 2025.
- 📉 Highest attrition in Nursing & Pharmacy Departments.
- ⏳ Most left within 1–3 months of joining.

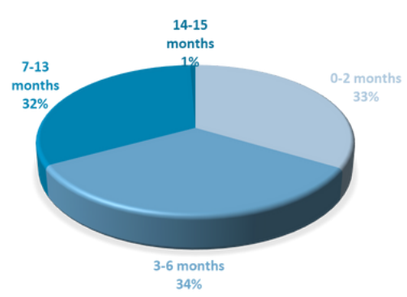


Interpretations

- Many Vidyarthee felt overburdened as GDA roles were informally shifted to them.
- Manager confusion over roles led to poor task delegation.
- Vidyarthee expected a learning environment, but were used mainly for physical workload.
- Fixed schedules and support made floors like 4th perform better.
- Lack of soft skills and grooming training caused perception issues.
- In some areas (Front Office), they appeared robotic due to pressure, not lack of empathy.

Challenges

Faced data confidentiality restrictions
↓
Limited access to HR tools and data
↓
Time management was challenging
↓
Adapting to the hospital culture was tough initially



Key Reason to Exit

- Lack of role clarity between GDA and Vidyarthee
- No fixed staff (esp. runners)
- Communication gaps with seniors
- No leave reliever system
- Emotional stress due to mismatched expectations

Theoretical Knowledge

I learned core HR functions like recruitment, onboarding, and attrition management through academic lectures and case studies. Classroom sessions enhanced my understanding of employee life cycle, labor laws, and HR analytics using real-world scenarios.

Practical Knowledge

During my internship, I actively contributed to HR operations including **Vidyarthee Attrition Analysis, Recruitment Tracker, and Database Management**. I also supported **Event Management** and helped in designing a **Psychometric Test Module**. Through department visits and floor observations, I applied classroom learning to real-time problem-solving and strategic HR practices.

Retention & Process Improvement Flow

Redesign Interview Process
↑
Formal Exit Interview
↑
Monthly Motivation Sessions
↑
Senior Leadership Reviews
↑
Clear Reporting Line

Made By: Geetanjali (MBA-HM 29)
Industry Mentor: Mr. Anubhav Gyan

Roll No: IIHMR-U/01/2024-26/1948
University Mentor: Mr. Dhirendra Kumar