

**SUMMER INTERNSHIP PROJECT REPORT
TOPIC
RECRUITMENT
AT**



Health Care at Home

Submitted in partial fulfillment of the requirements for the award of
PGDHM Degree

Submitted by

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PGDHM

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Roll No.: **PG/21/068, PG/21/013**

Under the Guidance of

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Cover Letter

To
Mr. Vinay Tripathy
Associate Professor
IIHMR - Delhi
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Subject - Submission of Internship Report on Recruitment at HCAH.

I'd want to express my gratitude for overseeing and assisting me throughout my PGDM Healthcare Management internship programme. This internship program has given me opportunity to experience one of unexplored area of Recruitment and has expanded my present knowledge manifold. We basically done our internship in Recruitment project, where we have recruited multiple resource such as HR Recruiter, Sales executive etc. with different skill set based on our organization need in a very short span of time. And We met the deadline of the recruitment which is provided by the concern team. We have done induction for the new joinee in the organization where we were given the introduction of the organization.

Thank You.
Sincerely,
Nishi Raj & Anmol Singh
PG/21/068 & PG/21/13

ACKNOWLEDGEMENT

Firstly, I would like to express my indebtedness appreciation to Prof. Vinay Tripathi in making the execution of the report. He always gave me his suggestions that were crucial in making this report as flawless as possible.

I would Like to thank Dimple Sharma,
Head HR at HCAH, Gurugram Location India's leading Health Care Provider Service at Home Basis, and to allow in her esteemed organization to access the required data.

Finally, I am very thankful to my family who constantly gave me regular support and encouragement. I would really like to thank my seniors who helped me substantially to finish this paper. In addition, I would like to acknowledge my friends who inspired and helped me to complete my work.

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31/05/2022

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1. **About the organization**

HealthCare at HOME (HCAH), is a leading home healthcare service issuer in India. HCAH follows the nice practices in medical care and keeps international protocols and standards. HCAH has served over 4,00,000 sufferers throughout India and has helped them get better properly and easily inside the region they understand excellent i.e., their HOME. HCAH continues excessive general on customer support, a reality supported by way of NPS score of over 70 in step with cent. Some of the key offerings presented by means of HCAH include putting in place ICU at home, offering most cancers care at home, nursing care and physiotherapy services together with providing plethora of scientific tactics at domestic thereby turning in nearly 70% of all scientific services at domestic. Scope of every offerings are described in step with regulatory and statutory requirements.

Mission-

HCAH will satisfy the imaginative and prescient by creating a service shipping model with “humans centrality” on the center of it. Delivering credible clinical effects, for each patient, every time. Evolving a scalable and self-maintaining enterprise model.

Vision-

HCAH will strive to be the most people-centric, credible and comprehensive home healthcare answer company in India.

An organizational shape is a gadget that displays how some activities are shown on the way to achieve the desires of an employer. These activities can encompass regulations, roles, and responsibilities.

The organizational shape also determines how facts flows among ranges within the business enterprise. For example, in a centralized structure, decisions glide from the pinnacle down, even as in a decentralized structure, choice-making power is shipped among diverse stages of the organization.

Having an organizational shape in area allows corporations to stay efficient and centered.

2. The organizational structure followed by HCAH:

Horizontal or flat org structure

A horizontal or flat organizational structure suits businesses with few ranges between upper management and workforce-stage personnel. Many begin-up businesses use a horizontal org structure before they grow massive sufficient to build out special departments, but a few corporations preserve this shape since it encourages less supervision and greater involvement from all employees.

All the interns have been running on the equal Level and all had been given comparable duties.

So, the horizontal structure fits the enterprise.

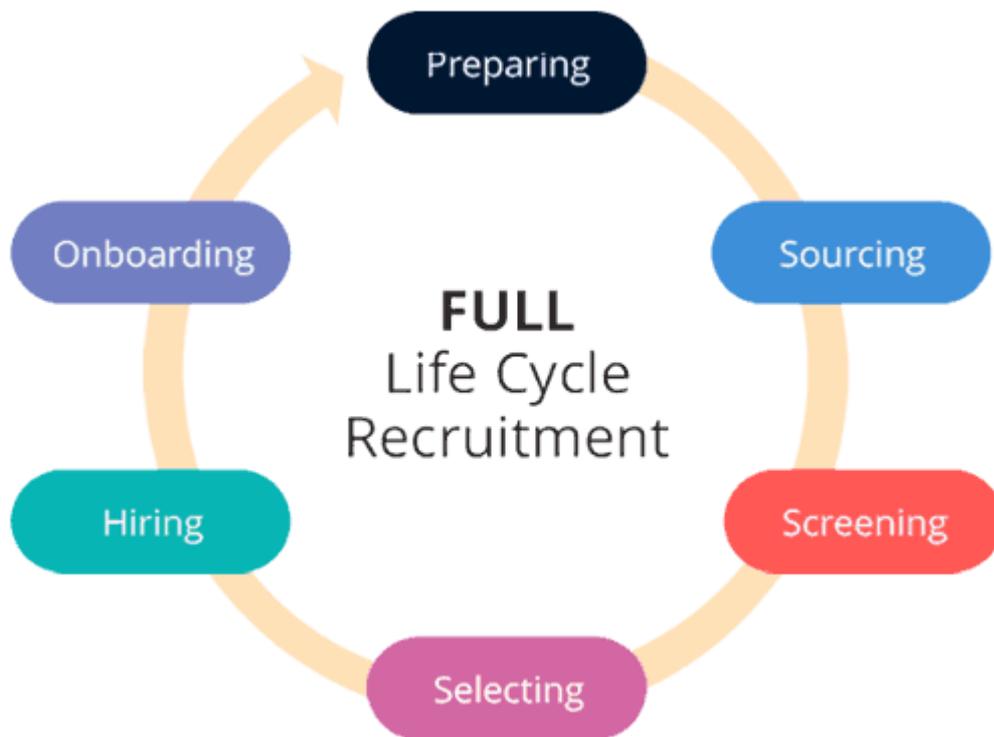
The advantages by using the horizontal structure are-

- Gives employees more responsibility
- Fosters more open communication
- Improves coordination and speed of implementing new ideas

3. RECRUITMENT

- Sourcing Candidates from various platforms, including Employee Referral.
- Doing initial screening through calls.
- Scheduling Relevant Candidates for further rounds.
- Verifying all the documents that are required for background verification.
- Maintaining the consolidated sheets for all interviewed candidates.
- Doing initial resume screening of trainer profiles and also screening the respective candidate through phone calls.
- Sharing the relevant resumes to the concerned Project Manager (for Sales/Technical/Zonal).

4. **Six Stages of Recruitment Life Cycle.**



I. Preparation

The first stage is the instruction degree. In this level, you're defining the quality candidate and preparing your look for that quality candidate.

There are many factors that you may want to probably bear in mind.

For one thing, you and your group will want to come to a decision the capabilities, education, and experience which are favored for that open function. While this can seem obvious on the surface, it's vital to sit down with your team and agree on the specifics.

Along with these "tough" abilities and studies, you can additionally be seeking out "smooth" elements.

These can include private characteristics and different elements that suit in with your agency's subculture. Once you've got settled on these traits, you'll need to write a job description that definitely outlines these necessities.

ii. Sourcing

Next is the sourcing degree. Here, you'll want to be trying to find each lively and passive applicants. Candidates can come from everywhere, so that you'll simply need to solid a wide internet.

Some of the locations wherein you could source candidates consist of your internet site, social media websites (like LinkedIn), and job forums. Employee referrals are also a great supply of potential hires.

iii. Screening

The 1/3 degree is the screening. This happens when you have sourced a big range of applicants.

You and your crew will undergo the applicants' resumes and different application facts. If you are inquisitive about capability candidates, you'll probable agenda in-person or phone interviews. While this method can be lengthy, it's crucial to be patient and upload promising candidates to your shortlist.

iv. Selecting

Selecting is the fourth degree. This is whilst you clearly interview the applicants. It's vital to remember the fact that a candidate's CV handiest exhibits a lot. You'll need to invite specified questions on the candidate's enjoy, capabilities, and know-how about your enterprise.

Behavioral interview questions can also be insightful. Finally, relying on the position, you could want to behavior reference tests or formal history tests.

v. Hiring

The fifth level is hiring. At this degree, you'll simply determine on the candidate which you need to lease. While this can be hard, you'll need to finally make a choice.

Once you've got made your selection, you may put up a proper offer letter for your candidate. You need to also be willing to reply any questions the candidate has before he or she accepts the offer.

vi. On-boarding

Upon the candidate accepting your offer, you will want to start getting close along with your employer.

This may also include the whole lot from a proper orientation and obligatory training applications for a lunch with the new hire and their colleagues. Don't slack on this stage, as it's miles extremely critical to the destiny success of your new hire.

The above are the Six Stages of Recruitment process.

5. STRATEGIES ADOPTED FOR ACCOMPLISHING THE TASKS

Strategy was to hiring candidates who are not working and have minimum 2+ years of experience in training industry to get the position Sales Trainers and Technical Trainers.

In order to get candidates shortlisted I was given id and Employee referrals where around 60 to 70 calls were done in a day where at least there should be 30 connected calls.

Interested candidates if they clear HR round were lined up for Project manager round that is the technical and stability check round from the senior managers of the company.

All this detail of calling was maintained in a tracker and was daily updates and sent to reporting manager.

I use to manage the consolidated sheet of interviewed candidates this was also maintained in separate tracker and as updated daily and sent to reporting manager on daily basis

6. PRODUCT AND SERVICES

- Home Physiotherapy
- HCAH Caregiver
- Critical Service at home
- Rehabilitation Services
- Attendant & Nursing Services
- Specialty Drug Delivery

Home Physiotherapy:

Those who have been in the hospital for surgery or a major medical disease often have limited function and mobility, as well as considerable pain and other problems.

HCAH SuVitas offers the greatest physiotherapy treatments through inpatient rehabilitation centres to people who are on their way to full recovery following hospitalisation.

Physiotherapy, often known as exercise prescription, is an important part of medical rehabilitation.

HACH certified and experienced therapists will conduct a baseline evaluation, devise, and implement a personalised physiotherapy plan to help residents and therapists accomplish mutually agreed-upon goals.

Physiotherapy and exercises aid in the optimization of function, the relief of symptoms, and the prevention of future difficulties.

HCAH Caregiver:

In This service HCAH provide, trained and qualified non-medical attendants who perform below function based on the requirement to the patient.

Hygiene and grooming (Sponging, bathing, etc.)

Support with Walking, assisted device, home exercises.

Toileting assistance (Diaper, Bedpan, etc.)

Assistance in feeding (oral feeding)

Repositions for bed ridden patients

Companionship (Comfort and Courteous talk)

Recreational activities

Medication reminder

Prevention of falls

Vitals monitoring.

Critical Care Service at Home:

Patients in intensive care need emotional support too. That's why we bring your loved ones closer to you. With the capacity to provide ICU facilities and expert care, HealthCare at Home ensures professional, hospital-like treatment at the comfort of your home. The care team is proficient in ICU, Basic Life Support (BLS) and situational handling to deliver the best of care to the patients.

Rehabilitation Services

Rehabilitation is a type of treatment that aims to help you regain, maintain, or develop the abilities you need to function in everyday life.

These abilities could be physical, mental, or cognitive in nature (thinking and learning).

You may have lost them as a result of a disease or injury, or as a result of a medical treatment's negative effects.

Rehabilitation can help you live a better life and function better.

Attendant & Nursing Services:

Patients are cared for on a daily, weekly, monthly, or as-needed basis, as directed by their main care practitioner. Dressing changes, catheter care, IV antibiotic treatment, injections, and other services may be provided.

Our in-home nursing care ensures that your health is never jeopardised. We follow all medical rules to provide you with the most compassionate and attentive treatment at home. Patients can also recover among their family members with the help of home nursing services.

Specialty Drug Delivery

Driving to the pharmacy, waiting in line, and keeping track of refills are all part of the drug experience these days, especially when caring for unwell family members at home. With our Medicine Delivery at Home Services, you may save time and have medications delivered right to your door. We will provide you with round-the-clock service as well as auto refills when your medicine supply runs out.

7. Review of Experience

As the duration of my internship was of 2 months, it was a good experience working at HCAH and I gained good knowledge about the Recruitment and understand the candidates and their requirements.

MY role was Managing recruitment, rapport building, and hiring candidates based on the organizational requirements.

To bring in new candidates and encouraging them to the apply for a particular post.

Talking with different types of candidates was another good experience as it helped in increasing my potential to control my patience and learn from them.

First Month- The first week was an introductory period during which I was exposed to the firm's rules and regulations, policies, goals and objectives, and job profile.

I started working on the recruitment profile in the second week, and my duty was to identify profiles on job search portals like Naukri.com.

I had to make almost 30-40 cold calls per day to recruit potential candidates for the position. I spent the third week working on hiring for places in North India, such as Punjab, Delhi, and Kolkata, where I learned a lot about how to communicate and learn more about the experiences. I was bringing in a number of possible applicants for the interview process during the fourth week of the first month, and several of them had been chosen for various positions.

Second Month- I worked for the Mumbai team during the first week of the second month, assisting them with the hiring process.

I was working on a pan-India basis, and my job entailed locating possible applicants and encouraging them to participate in the interview process.

From the second week on, I was assigned a new profile to verify the documents of new hires and submit them to the HCAH HRM portal, which houses all of the employees' documents.

I started working on alternative profiles and bringing in fresh applicants again in the third week.

And in the previous week, I had gained a lot of experience in creating candidate relationships, as well as learning the recruitment process and how it is actually done in practice,

Also, I got an opportunity to worked with HCAH Leadership team (Worked closely with National Sales Head, Head of Expansion)

8. Learning

- This training has been a valuable learning experience for me. I have learned so many things that will help me in all my future job roles:
- I was hiring for a technical profile so because of that I learned about technical skills.
- I learned how to use Naukri Portal, No Paper forms etc.
- skills I gain from my internship is the ability to speak with people in a professional setting.
- During my training I learned how to work in a team and how to coordinate with the team members.

9. Achievements

- One of the achievements was some of my sourced candidates got selected as a permanent employee at HCAH.
- Another achievement was after the completion of my training my Reporting Manager appreciated me for my work for the right profiles which I screened.
- After 2 months of my training, I gained Knowledge and some experience on the field of HR, and company guide appreciated me for having hands on experience on excel and keeping all the trackers well maintained.

10. CHALLENGES

At HCAH the problem faced was as we were hiring trainers' candidates and the company did not pay any stipend/salary for few days that is training period for all profiles, due to the pandemic, very few candidates were interested for taking the non-paid training.

11. CONCLUSION

Recruitment is a never-ending process. Above all, the process has all the way become more difficult due to pandemic. Since the organization wants to hire more talented and effective employees and create the difference in the interest of the organization. The organizations have adopted different methods of recruiting a candidate. Various social media are used for the recruitment and various job portals are also used.

The recruitment and choice method are the time we now not simplest identify a candidate who has the enjoy however to do the job that we are trying to fill, but additionally to locate a person who shares and endorses our corporation's center values. The candidate will want to in shape in properly inside our company's subculture. The recruitment technique have to offer our organization with an worker who adapts and works well with others in our commercial enterprise. Failure to recruit and pick for the long term can bring about high turnover.

12. References

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