



Summer Internship Presentation

Presented by: Avantika Srivastava
HAHM24019

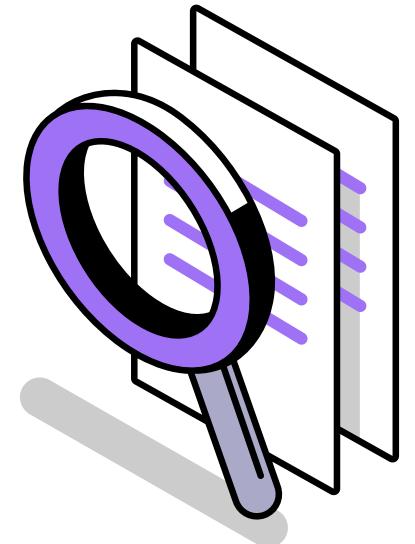
Internship Overview

Duration: 7th April – 7th June 2025

Organization: [Nanavati Max Super Speciality Hospital, Mumbai](#)

Department: [Human Resources](#) – Clinical & Non-Clinical Hiring

Role: Summer Intern (MBA – HAHM, IIM Jammu)



Key Responsibilities:

- Managed onboarding, interviews, document verification, and CTC discussions
- Coordinated walk-in drives and supported centralized & departmental induction
- Proposed a structured onboarding improvement model with digital tools

Mentorship & Guidance:

Mr. Pranav Joshi guided me through onboarding execution, CTC structures, and hiring protocols

Mr. Abhishek Jadhav & Mr. Asit Bhalerao—Offered strategic insights and role clarity

Mrs. Riya Shetty—Mentored in employee engagement and HR empathy

Dr. Neelam Kotwal – Academic supervision and continuous support throughout

About Nanavati



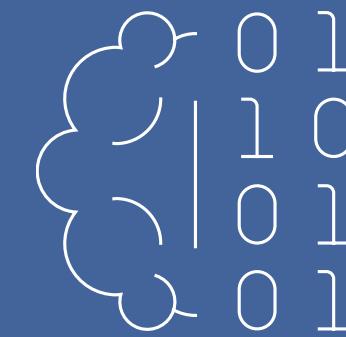
Nanavati Max Super Speciality Hospital, formerly known as **Dr. Balabhai Nanavati Hospital** and inaugurated in **1950** by **Prime Minister Nehru**, has been a pillar of Mumbai's healthcare for over **70 years**.

In **2020**, **Nanavati Hospital** entered a **long-term operating partnership** with **Max Healthcare Institute Ltd.** through its integration with **Radiant Life Care**. This strategic move brought Nanavati under the **Max Healthcare brand and operational system**, transforming it into Nanavati Max Super Speciality Hospital. While not a legal merger or acquisition, this alignment allowed the hospital to upgrade its clinical infrastructure, digital systems, and patient services under Max's leadership.

Objectives

Understand Onboarding

Comprehend the complete onboarding process within healthcare.



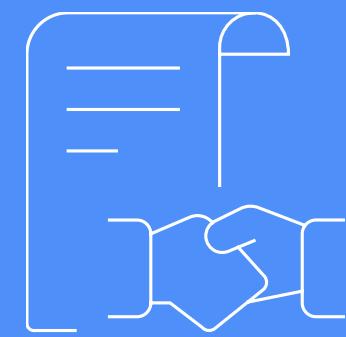
Execute Documentation

Complete necessary paperwork and ensure compliance for new employees.



Assist Hiring

Help with interviews, extending offers, and negotiating salaries.

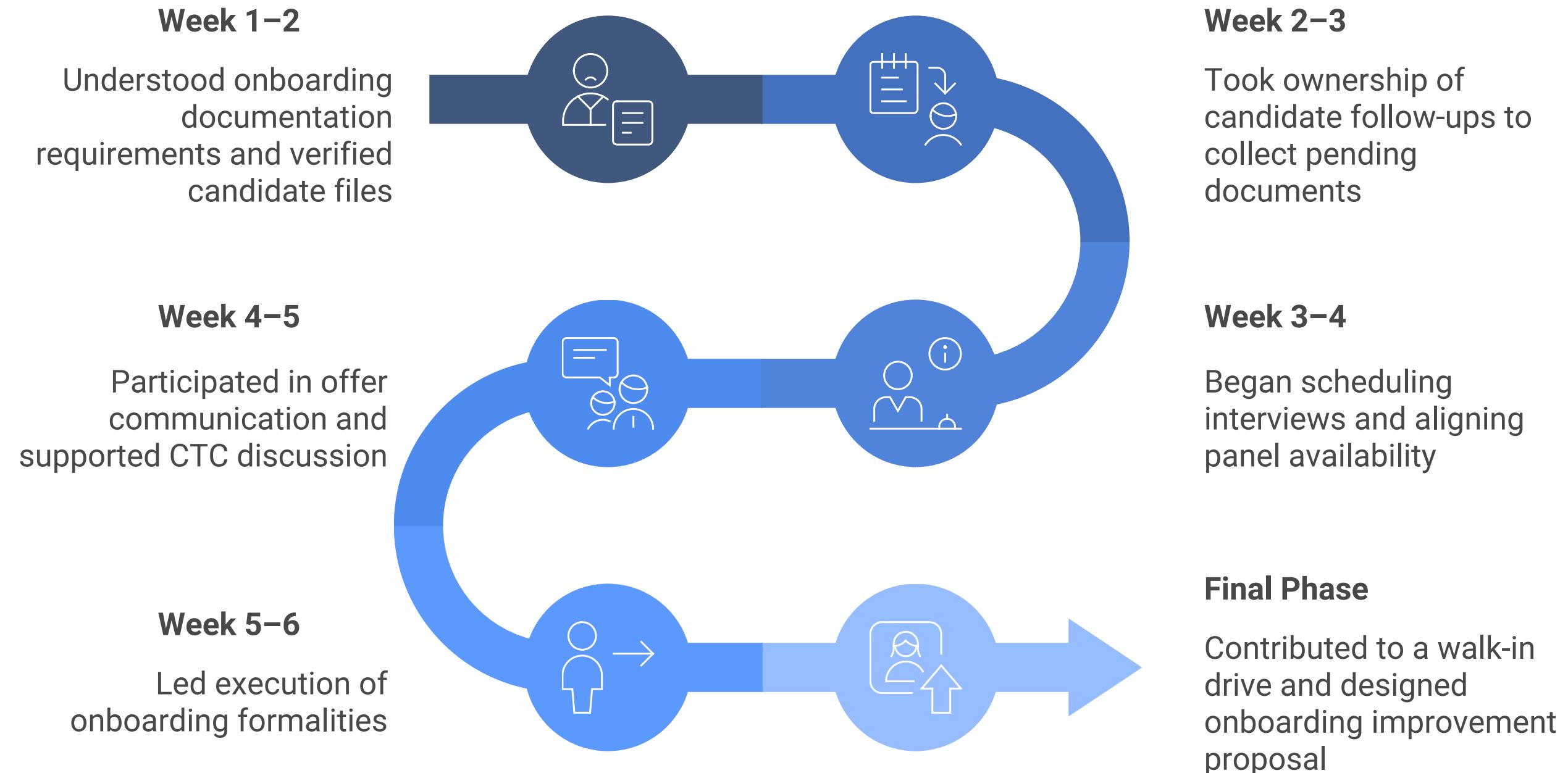


Propose Improvements

Suggest enhancements to current onboarding procedures.



Internship Timeline Overview



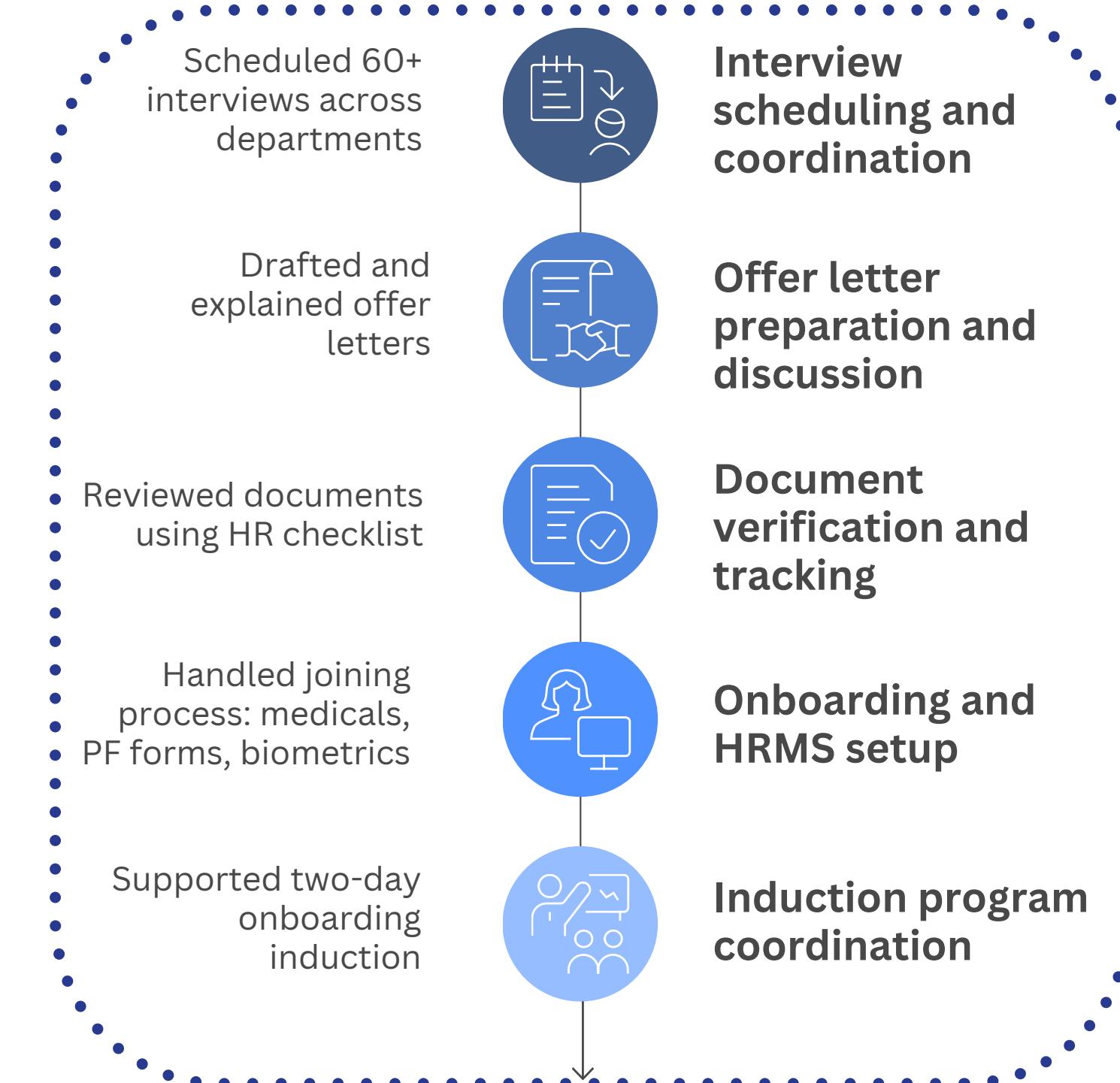
Responsibilities

- Verified new joiner documents using hospital's checklist and supported Background Verification (BGV) file preparation.
- Followed up with candidates to collect pending documents; organized and tracked 200+ profiles for onboarding readiness.
- Scheduled interviews across departments, coordinated with panels and logged outcomes in live trackers.
- Supported offer communication and assisted in salary discussions under the guidance of HR leadership.



Responsibilities

- Executed end-to-end onboarding tasks: medical test coordination, PF/ESIC documentation, ID creation, and biometric setup.
- Managed candidate communication through WhatsApp groups and maintained onboarding trackers via Google Sheets.
- Induction Program Coordination : Supported two-day onboarding induction
- Was an integral part large-scale walk-in recruitment drive, processing 75+ candidates in one day.



Existing Issues in the process

-  **Decentralized Walk-in**
-  **Nursing Recruitment**
-  **Support Staff**
-  **Manual Dependency**
-  **Delayed Data Entry**
-  **No Real-Time Visibility**

Interviews happen daily without a centralized tracking system; resumes and assessment sheets are handled manually.

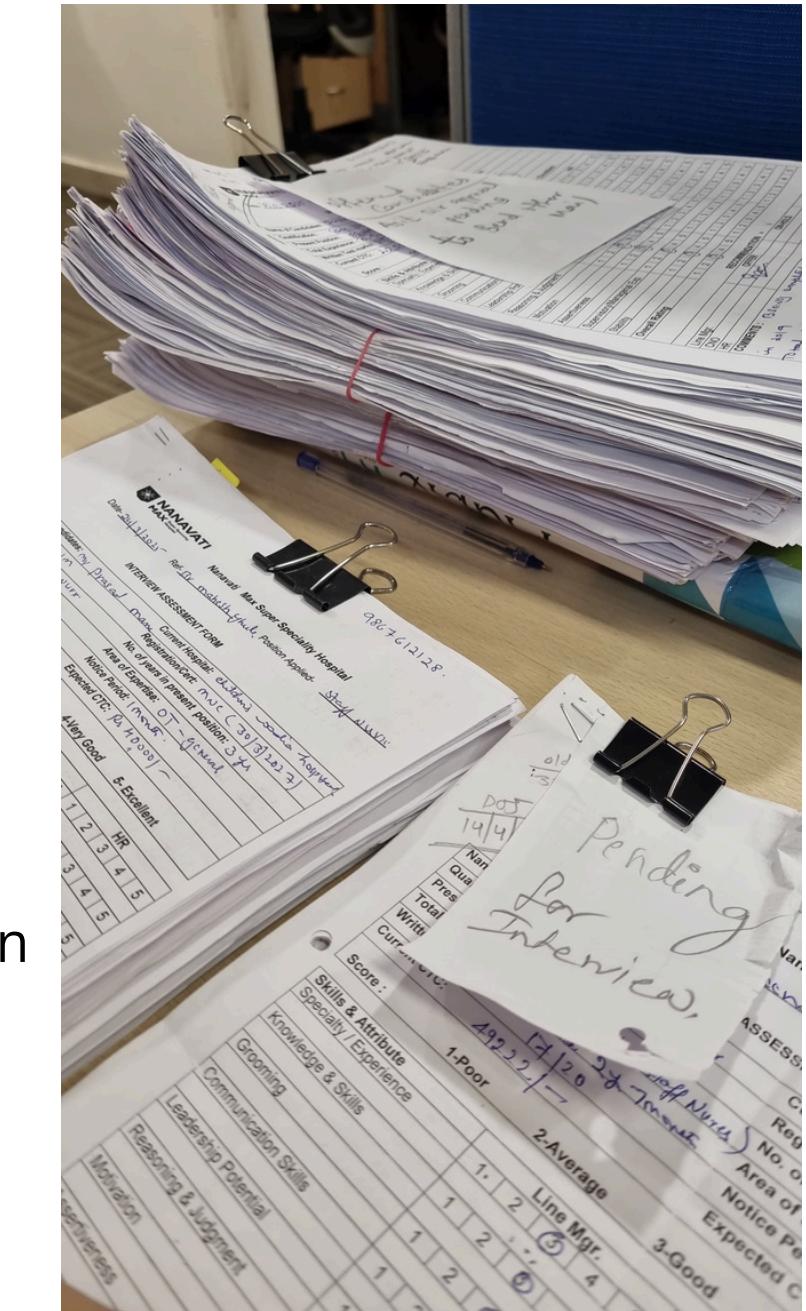
After interviews, selections are marked on paper; HR later uploads candidate status (Selected / On Hold / Rejected) into Excel manually.

A similar process—assessment remarks are handwritten and later transferred to HR via Excel sheets.

Every department prints resumes and assessment forms individually and relies on paper-based remarks.

HR receives stacks of paper for post-interview entry, slowing down documentation, medical scheduling, and onboarding readiness.

Interview outcomes are not visible to HR until manually processed, delaying next steps like BGV and salary discussion.



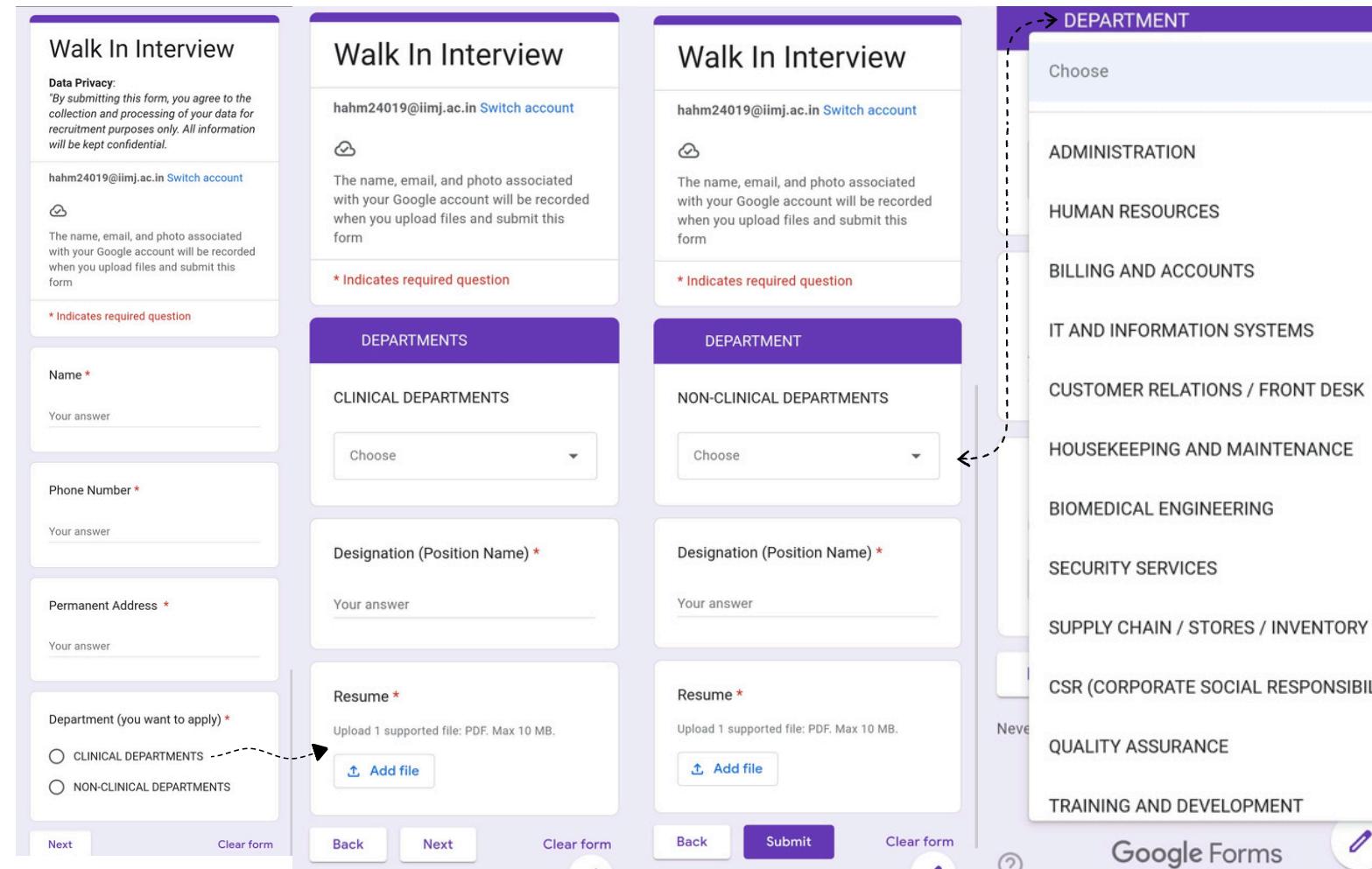
Onboarding Process Proposal



1. Application & Registration:

Candidates can initiate the process via one of the following methods:

Walk-In Form: <https://forms.gle/qSyr8t3mVvUt1Mqu5>



Walk In Interview

Data Privacy: By submitting this form, you agree to the collection and processing of your data for recruitment purposes only. All information will be kept confidential.

hahm24019@iimj.ac.in Switch account

The name, email, and photo associated with your Google account will be recorded when you upload files and submit this form

* Indicates required question

DEPARTMENTS

CLINICAL DEPARTMENTS

NON-CLINICAL DEPARTMENTS

Designation (Position Name) *

Resume *

Upload 1 supported file: PDF. Max 10 MB.

Add file

Next Back Submit Clear form

DEPARTMENT

Choose

ADMINISTRATION

HUMAN RESOURCES

BILLING AND ACCOUNTS

IT AND INFORMATION SYSTEMS

CUSTOMER RELATIONS / FRONT DESK

HOUSEKEEPING AND MAINTENANCE

BIOMEDICAL ENGINEERING

SECURITY SERVICES

SUPPLY CHAIN / STORES / INVENTORY

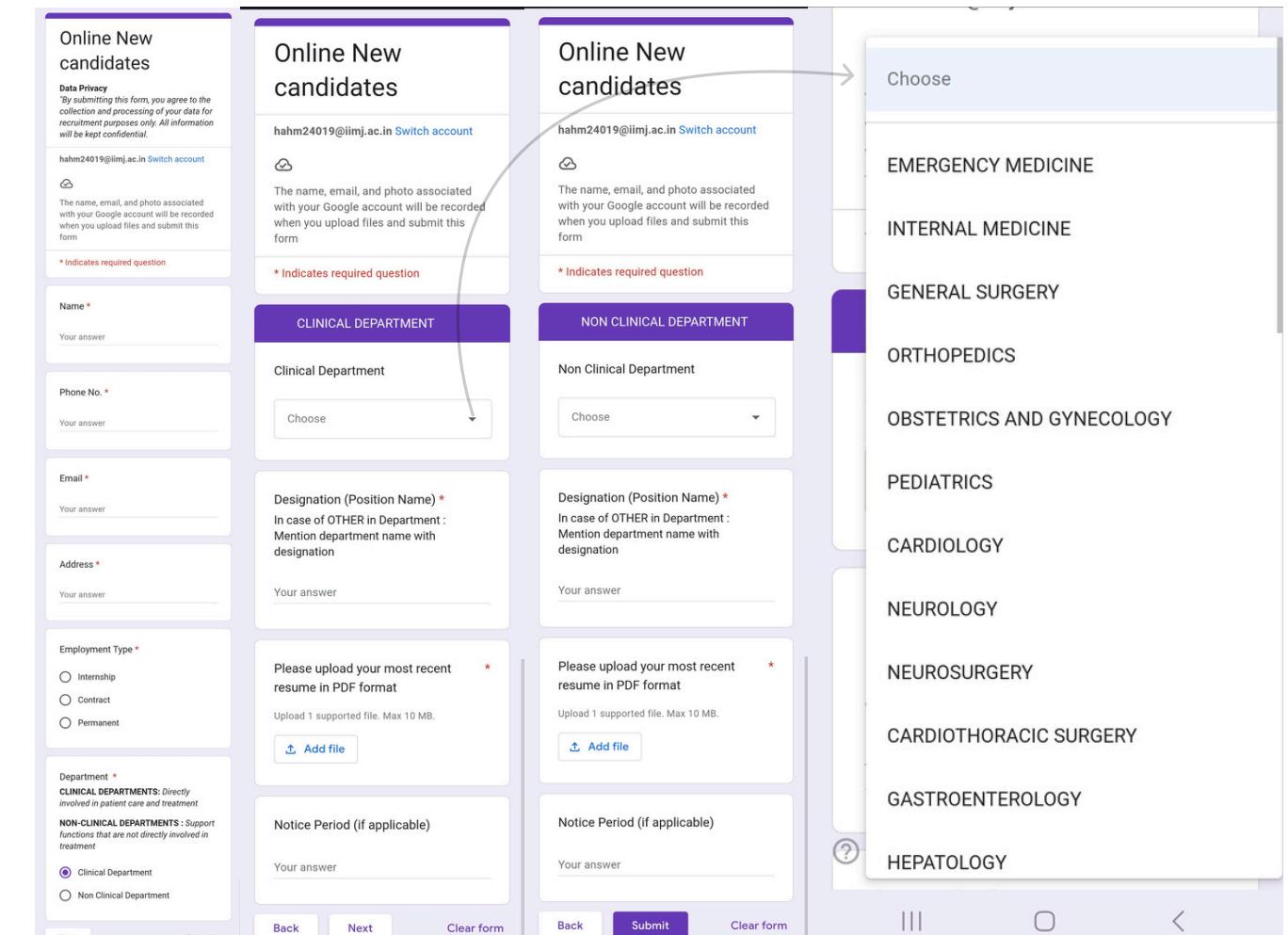
CSR (CORPORATE SOCIAL RESPONSIBILITY)

QUALITY ASSURANCE

TRAINING AND DEVELOPMENT

Google Forms

Online Form: <https://forms.gle/qSyr8t3mVvUt1Mqu5>



Online New candidates

Data Privacy: By submitting this form, you agree to the collection and processing of your data for recruitment purposes only. All information will be kept confidential.

hahm24019@iimj.ac.in Switch account

The name, email, and photo associated with your Google account will be recorded when you upload files and submit this form

* Indicates required question

Name *

Your answer

Phone No. *

Your answer

Email *

Your answer

Address *

Your answer

Employment Type *

Internship

Contract

Permanent

Designation (Position Name) *

In case of OTHER in Department : Mention department name with designation

Address *

Your answer

Designation (Position Name) *

In case of OTHER in Department : Mention department name with designation

Address *

Your answer

Department *

CLINICAL DEPARTMENTS: Directly involved in patient care and treatment

NON-CLINICAL DEPARTMENTS : Support functions that are not directly involved in treatment

Clinical Department

Non Clinical Department

Please upload your most recent resume in PDF format

Upload 1 supported file. Max 10 MB.

Add file

Please upload your most recent resume in PDF format

Upload 1 supported file. Max 10 MB.

Add file

Notice Period (if applicable)

Your answer

Notice Period (if applicable)

Your answer

Choose

EMERGENCY MEDICINE

INTERNAL MEDICINE

GENERAL SURGERY

ORTHOPEDICS

OBSTETRICS AND GYNECOLOGY

PEDIATRICS

CARDIOLOGY

NEUROLOGY

NEUROSURGERY

CARDIOTHORACIC SURGERY

GASTROENTEROLOGY

HEPATOLOGY

Next Back Submit Clear form



2. Shortlisting

Shortlisted candidates were notified via email and added to a WhatsApp group based on their joining batch to ensure seamless coordination.



3. Medical Formalities

Candidates were instructed to undergo pre-joining medical tests (X-ray, blood, urine) between Wednesday–Saturday with 24-hour fasting, so they're medically cleared before Monday joining.



4. Collection of Initial Candidate Details & Document Submission

All shortlisted candidates must complete the detailed onboarding formalities and submit their required documents.

Initial Details Form for Sashakt:

<https://forms.gle/H3PKn94R9Z7FC7MEA>

Initial Details required for on-boarding registration Sashakt	Father Name *	Mobile Number *
Please the form carefully and fill everything.	Your answer	Your answer
"By submitting this form, you agree to the collection and processing of your data for recruitment purposes only. All information will be kept confidential.	Mother Name *	Degree or Diploma Name *
hahm24019@iimj.ac.in Switch account Not shared	Your answer	Your answer
* Indicates required question	Date of Birth *	% in Final Qualification *
	Date	Your answer
	Gender *	College Name *
	<input type="radio"/> Female	Your answer
	<input type="radio"/> Male	
Name (As per Aadhar) *	Pass out Year *	Martial Status *
Your answer	Your answer	<input type="radio"/> Unmarried
Aadhar Number *		<input type="radio"/> Married
Your answer		<input type="radio"/> Widow
Address *	MNC Registration Number (If not than mention applied or not applied)	Blood Group *
Your answer	Your answer	Your answer
PAN Number *		
Your answer		
Email ID *		Hostel Required?
Your answer		<input type="radio"/> Yes
		<input type="radio"/> No

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Onboarding Process Proposal



5. Form for Onboarding:

<https://forms.gle/1gAgXXQT6ySMKo6h8>

Details required for on-boarding: Online form

Please the form carefully and fill everything.

"By submitting this form, you agree to the collection and processing of your data for recruitment purposes only. All information will be kept confidential."

srivastava.avantika0202@gmail.com Switch account

Not shared

* Indicates required question

FIELD	TYPE	DESCRIPTION
GENDER*	Radio Buttons	Choose
RELIGION*	Text Input	Vijay
HIGHEST QUALIFICATION*	Text Input	Graduate
MARITAL STATUS*	Text Input	Single
TITLE*	Text Input	Mr.
MNC REGISTRATION NUMBER (For Nurses and Doctors)	Text Input	1234567890
PERSONAL EMAIL ID*	Text Input	abc@xyz.com
FIRST NAME*	Text Input	Vijay
ADDRESS*	Text Input	123 Main Street, New York, NY 10001
AADHAR LINKED - MOBILE NUMBER*	Text Input	9876543210
MIDDLE NAME	Text Input	Vijay
EXPERIENCE (0-30)*	Text Input	5 years
AADHAR NUMBER*	Text Input	123456789012
LAST NAME	Text Input	Srivastava
BLOOD GROUP*	Text Input	O+
DATE OF BIRTH*	Date Input	1990-01-01
PAN NUMBER *	Text Input	ABCDE1234F
PLACE OF BIRTH*	Text Input	New Delhi, India
FATHER'S NAME*	Text Input	Vijay Srivastava
DISABLED*	Radio Buttons	No
INDIA	Radio Buttons	Yes
Other:	Text Input	None

Next **Clear form**

TIME STAMP	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	PLACEMENT	GENERATION	MARITAL STATUS	PERSONAL ID	AADHAR NO	PAN NUMBER	FACTOR	RELIGION	HIGHEST QU	MNC REGIS	ADDRESS	EXPERIE NC	BLOOD GR	DISABL ED	TYPE OF DI
5/19/2025	Mr.	Vasant	Vijay	Gawade	J	INDIA	MALE	Single	vasantgawade	50462152	Vijay	HINDU	Bsc Nursing	Room no 1	0 A+	No				
5/19/2025	Mr.	Sai Raj	Sanjay	Satoshe	J	INDIA	MALE	Single	sainjaysatoshe	70143382	Sanjay	HINDU	BS c.Nursing	A/p-Nirw		A+	No			
5/19/2025	Ms.	Vaishnavi	Viswanath	Kerkar	N	INDIA	FEMALE	Single	vaishnavi	61565971	Viswanath	HINDU	GM	Applied	Tiruodah	0 B+	No			
5/19/2025	Ms.	Minali	Bhарат	Sawant	A	INDIA	FEMALE	Single	minalisawa	98765050	Bharat	HINDU	Bsc nre	Applied	Room no 20	0 AB+	No			
5/19/2025	Ms.	Tanaya	Tukaram	Chalke	A	INDIA	FEMALE	Single	tanyakalke	80131312	Tukaram	HINDU	Bsc nre	PRN 0520	Atkal suri	0 O+	No			
5/19/2025	Mr. S.	Kiran	Bhavesh	Lalage	A	INDIA	FEMALE	Married	lalagebkiyan	51586510	Dnyanech	HINDU	GNM	XXVIII-6532513	325/13 Sat	4 A+	No			
5/19/2025	Ms.	Kalpaksbi	Anil	Tandem	S	INDIA	FEMALE	Single	tanakalpaksbi	83342172	Anilpan	HINDU	B.bsc nre	II-41091	Ap tul as tan	0 O-	No			
5/19/2025	Ms.	Aditi	Bhaskar	Mithbavkar	A	INDIA	FEMALE	Single	mitbhavkar	49188115	Bhaskar	BUDDHIST	GNM	XXI-X-2120	At/pt Mitth	1 AB+	No			
5/19/2025	Ms.	Aashika	Chandru	Thakare	C	INDIA	FEMALE	Single	thaashikachandru	46788558	Chandr	HINDU	Bsc nre	No	At post-Tal	0 A+	No			

Nursing Walk in Drive

- Was an integral part of **end-to-end planning** of a large-scale nursing walk-in recruitment drive, under the guidance of HR leadership.
- Proposed and implemented a digital assessment system, replacing manual paper evaluation.

Created awareness plan to support turnout:

- Drafted promotional content for LinkedIn, WhatsApp & Instagram
- Ensured clear messaging, aligned branding, and wider reach for the drive



Nursing Walk in Drive

Structured the drive in a multi-stage flow

- **Stage 1 – HR Initial Screening:** Education, certifications, soft skills reviewed by HR managers.
 - **Stage 2 – Online Assessment:** Candidates scanned a QR code to complete a 10-question test (passing cutoff: 4/10).
 - **Stage 3 – Nursing Round:** Shortlisted candidates were evaluated on clinical skills, interpersonal abilities and sensitive communication.

Total walk in Interview	76			
Total SELECTED	59			
Total REJECTED	17	7 for Max @home care, REJECTED - 10		

Interview data Update		File	Edit	View	Insert	Format	Data	Tools	Extensions	Help	Share	A													
		75%	\$	%	.0	.00	123	Arial		10	B	I	÷	A											
V70		SELECTED for Nurse Manager																							
1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
S.No.	Timestamp	Score	Email	Name of the candidate	Contact No	Name of College	Qualification	Investigation of choice	Which of the following terms describes a decreased number of platelets?	The importance of research in nursing is to provide.....	Normal level of Electrolyte Sodium in blood is:	Full form of CPR is.....	Cystitis is inflammation of	Tonicity of Ringer Lactate solution is	A diagnosis of pneumonia is typically achieved by which of the following diagnostic	Black color stool because of the presence of blood is called....	Column 18	Experience(After Nursing Registration)	Registration	If Nursing Registration is present, then give the: *Name of the Nursing Council, *Registration Number & *Validity .	Expected CTC	Offered CTC	Remarks		
63		9@gmail.com	Kamble		of nursing.			openia	care	mEq/l	Resuscitation	Bladder		X-ray	obia				Nursing Council	certificate not brought	salary offer				
65	5/4/25 12:09	5-Oct	luckyjambhulkar11@gmail.com	Lucky Jambhulkar	9325783722	Dr. archana gade patil	GNM	MRI	Thrombocytopenia	Quality nursing care	90-105 mEq/l	Cardio Pulmonary Resuscitation	Gall Bladder	Isotonic	Chest X-Ray	Nyctophobia	Melena		0 years	Maharashtra Nursing Council	REJECTED				
66	5/4/25 12:09	1-Oct	subankardas8974@gmail.com	Subankar Das	7005285371	Jupiter college of nursing	GNM, PB.Sc Nursing	CT Scan	Thrombocytopenia	Individualized nursing care	120-130 mEq/l	Chronic Pulmonary Resuscitation	Cyst	Normotonic	ABG analysis	Photophobia	Pyuria		7years	Other State Nursing Council	OT Nurse-Senior	Need all the documents & experience certificates			
67	5/4/25 12:09	7-Oct	kalyanisalvi67@gmail.com	Kalyani Salvi	8975832869	ST Marry Nursing college	GNM	EEG	Thrombocytopenia	Quality nursing care	135-145 mEq/l	Cardio Pulmonary Resuscitation	Gall Bladder	Isotonic	Chest X-Ray	Photophobia	Melena		6 years	Maharashtra Nursing Council	ICU staff				
68	5/4/25 12:09	3-Oct	rashipawankar20@gmail.com	Rashi Pawankar	7620559606	Late Dr. Sau vasudha zade nursing college, chandrapur	B.Sc Nursing	Angiogram	Thrombocytopenia	Comprehensive nursing care	90-105 mEq/l	Cardio Pulmonary Restriction	Colon	Isotonic	Sputum culture and sensitivity	Photophobia	Melena		1-3 years	Maharashtra Nursing Council	OT Nurse	Check experience certificate before salary offer			
69	5/4/25 12:09	5-Oct	sanjudik Albhor1990@gmail.com	Mrs. Aarya Ashish Rane.	8879834535	Sau. Meenatai Thakre Institute of Nursing Education, Thane(w)	GNM	MRI	Thrombocytopenia	Quality nursing care	90-105 mEq/l	Cardio Pulmonary Resuscitation	Gall Bladder	Isotonic	Chest X-Ray	Photophobia	Melena		11 yrs	Maharashtra Nursing Council	Senior staff nurse	Need all document & experience certificates for finalization			
70	5/4/25 12:12	6-Oct	dmelloni lima810@gmail.com	Nillima dmello	9850380356	Bombay hospital nursing college	GNM	EEG	Thrombocytopenia	Quality nursing care	90-105 mEq/l	Cardio Pulmonary Resuscitation	Cyst	Isotonic	Chest X-Ray	Photophobia	Melena		10+ years	Maharashtra Nursing Council	SELECTED for Nurse Manager		Convert to table		

Key Learnings



Planning at Scale Requires Ground-Level Precision

Coordinating logistics for a 70+ candidate walk-in showed me that high-volume hiring success depends on advance preparation—right from desk setup to document sorting and time-slot control.



Digital Assessments Improve Efficiency

By proposing a QR-based Google Form for initial screening, we eliminated manual scoring and enabled faster decision-making—saving time for both HR and nursing panels.



Cross-Team Collaboration Drives Execution

Working with HR, Nursing Heads and IT taught me that operational flow only works when every team aligns—especially under time pressure.



Candidate Handling Demands Both Structure and Sensitivity

Speaking to dozens of candidates in a single day helped me develop a balanced approach: professional communication, clear instruction, and calm support even when candidates were anxious or underprepared.

Impact/benefits to the company

Overall Impact:

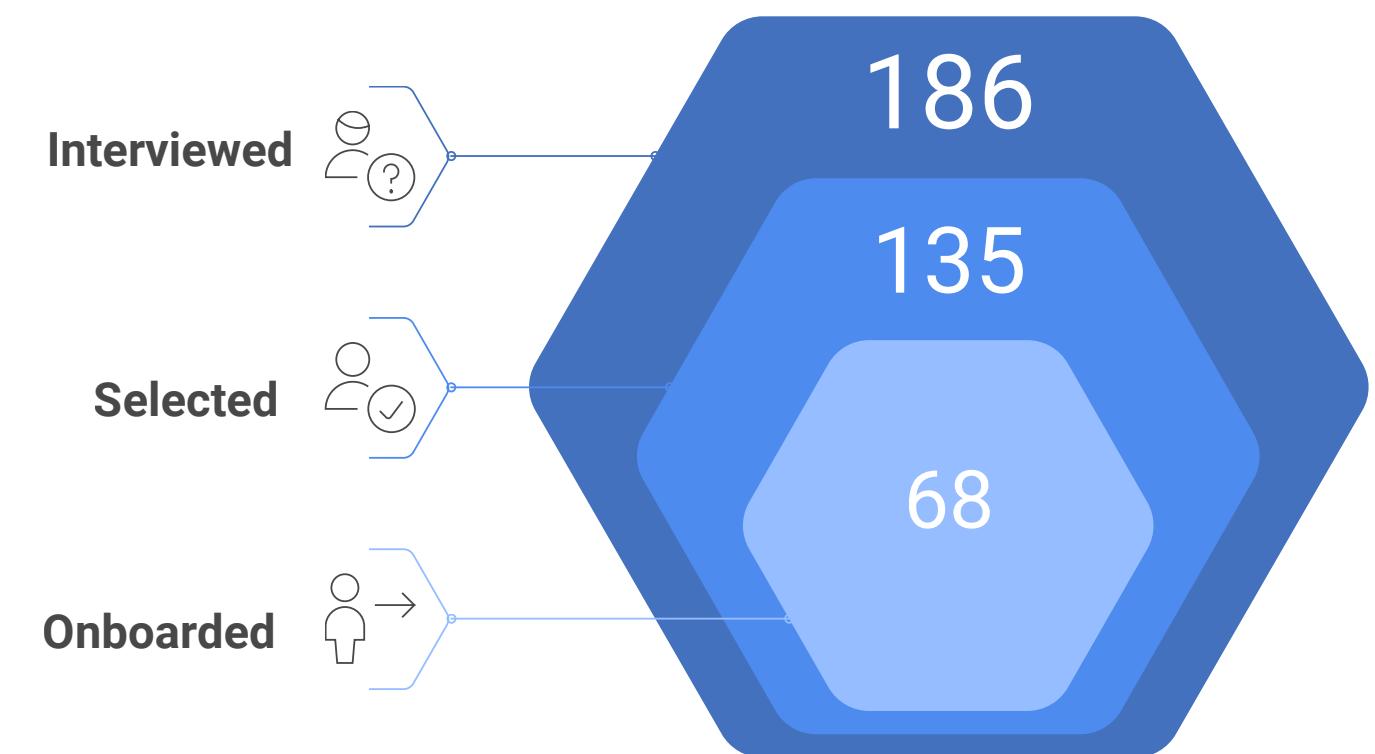
- **80+ candidates** onboarded across nursing, clinical, and support roles
- **200+ documents** reviewed and tracked for compliance and onboarding readiness

Nursing Department:

- **Target:** 600 nurses by July | Achieved by June: 575 (96% of goal)
- **Interviews Conducted:** 186 | Selected: 135 | Onboarded: 68
- **Walk-in Drive:** Successfully managed 75+ candidates in one day

Support & Allied Roles:

- **OT Technicians:** 10 interviews | 4 onboarded
- **Billing Staff:** 10 interviews | 5 selected | 4 onboarded
- **Front Office:** 25 interviews | 10 selected | 4 onboarded
- **Finance (CA):** 7 interviews | 1 onboarded



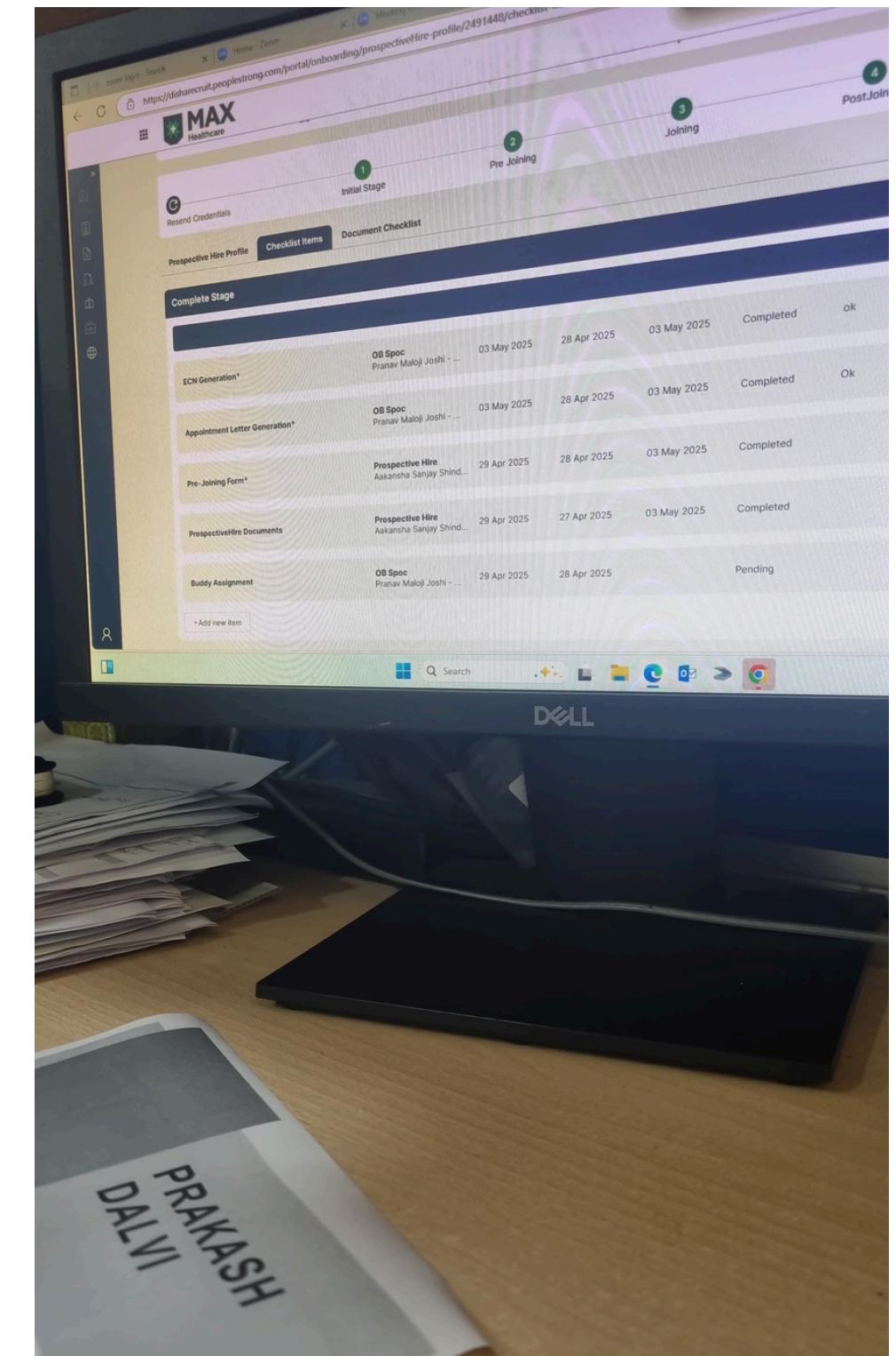
Impact/benefits to the company

Clinical Hiring:

- Facilitated onboarding of **4–5 doctors** per week across departments
- I supported **CTC explanation** and Offer Finalization for nurses, support staff, and other clinical roles. Under my mentor's guidance, I helped clarify salary components, addressed candidate queries, and observed negotiation cases – gaining practical exposure to compensation communication.

Strategic Contributions:

Submitted a proposal for Long-Term Process Improvement: Delivered a structured onboarding improvement framework (digital forms and tracker redesign), providing a framework for future efficiency.





Super Speciality
Hospital



Thank you!