



# **Cooperative Education Report**

**Managing Human Resource Department at B&B Hospital  
Pvt. Ltd.**

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**This Report Submitted in Partial Fulfillment of the  
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**Title:** Managing Human Resource Department at B&B Hospital Pvt. Ltd.

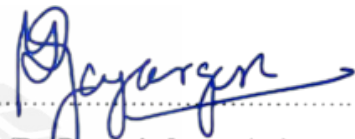
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We have approved this cooperative report as a partial fulfillment of the cooperative education program semester 1/2020.

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## **Acknowledgement**

It is indeed a matter of pride and pleasure to work as a part of an organization during the entire internship period for which I would like to extend my gratitude to Siam University and Kathmandu College of Management for having me and for having given me such a wonderful opportunity to explore various organizations with different working culture. The whole experience not only was an opportunity to enhance my knowledge base in Management but has also provided me an insight into the practical experience.

Firstly, I would also like to express my deepest appreciation to Dr. Duminda Jayaranjan, Co-Op Advisor for his constant guidance, support and encouragement throughout the internship, and helping me in the completion of this report. His valuable suggestions and advice have proven to be very helpful. Also, I would like to extend my vote of thanks to hospital's HR Officer and my job supervisor Mr. Laxman Bhandari and Assistant HR Officer Mrs. Binduka Ghimire, without whom I would not have been able to understand the different aspects of the entire organization and its usefulness in the country. I also thank them for having always been a guide during the period as a supervisor and a mentor.

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Lastly, I take this opportunity to thank all the people who have helped me during the entire internship period to learn, to gain a broader understanding of an organization, to gather information about various functions and services provided by the hospital. Without their help, this report would not have materialized.

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### **Abstract**

This Cooperative report entitled “Managing Human Resource Department at B&B Hospital Pvt. Ltd.” has the goal to study how health sector’s Human Resource Department is managed. Objectives of the internship includes: (1) to know the various operations of departments at B&B Hospital, (2) to study the need and interest of the Human Resource Department in hospital, (3) to implement the knowledge gained in regard to human resource through experiences, (4) to help structure Human Resource requirement in the new software named “ODOO”. B&B Hospital is a health sector company which has more than 883 staff currently working as non-health and health workers. This report shows the experiences, learnings, limitations I have gained and faced during the internship tenure as an HR Assistant Intern in Human Resource Department at B&B Hospital Pvt. Ltd. As an HR Assistant Intern, I was given various assignments which had helped enhance my skills such as multitasking, inter-intrapersonal, receptivity, and adapting to different sets of situations.

Upon the completion of the internship, it was found that problems faced was resolved by self-learning, researching, and constructive feedbacks from my job supervisor and colleagues.

**Keywords:** *Health sector, Human Resource, HR Software, CCMC*

## **Important Note**

### **How has COVID 19 affected your internship at B&B Hospital Pvt. Ltd?**

Due to the pandemic, at first it had been quite difficult to work as an intern within the hospital premises, as we had to take extra precautions wearing protective gears needed to safe side oneself from COVID 19. I had to be very flexible 24 hours a day because my work demanded for it where I worked from both office and home. Along with other responsibilities, I was solely assigned to send the Dead Body Management letter to COVID-19 Crisis Management Center (CCMC) for the expired COVID positive patient. Adapting to the new normal had been more difficult than we had expected however as I was doing what I liked as an intern, I enjoyed my work at the same time. We, the HR Team had to wear mask and gloves, 7 – 8 hours a day while working at our own desk solving various staff's, patient's queries and concerns and forwarding it to the right personnel. As all the non-health workers were also exposed to the patients directly or indirectly, there had always been a mental stress of being affected by COVID 19. Depending upon the situation it was very tough and convenient at the same time as all the works were handled via "viber" and other online platforms which made us save time as well. In the very first month everyone was scared however as the time went by we learned to adapt with turning situation. We created COVID 19 Staff Management protocol, Fever Clinic Departments, Meetings were conducted via online platform, and updated the new software according to the situation.

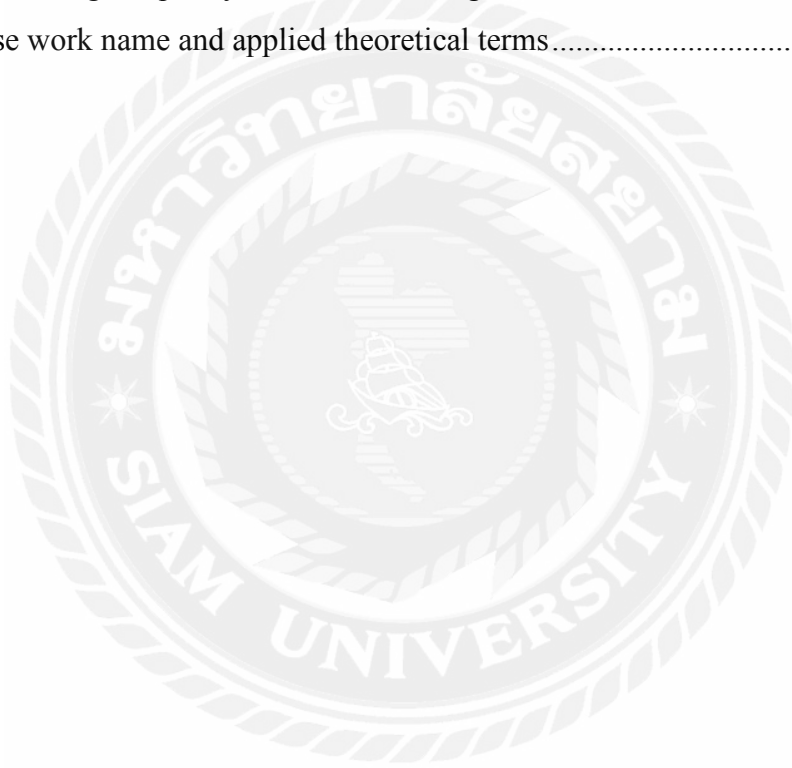
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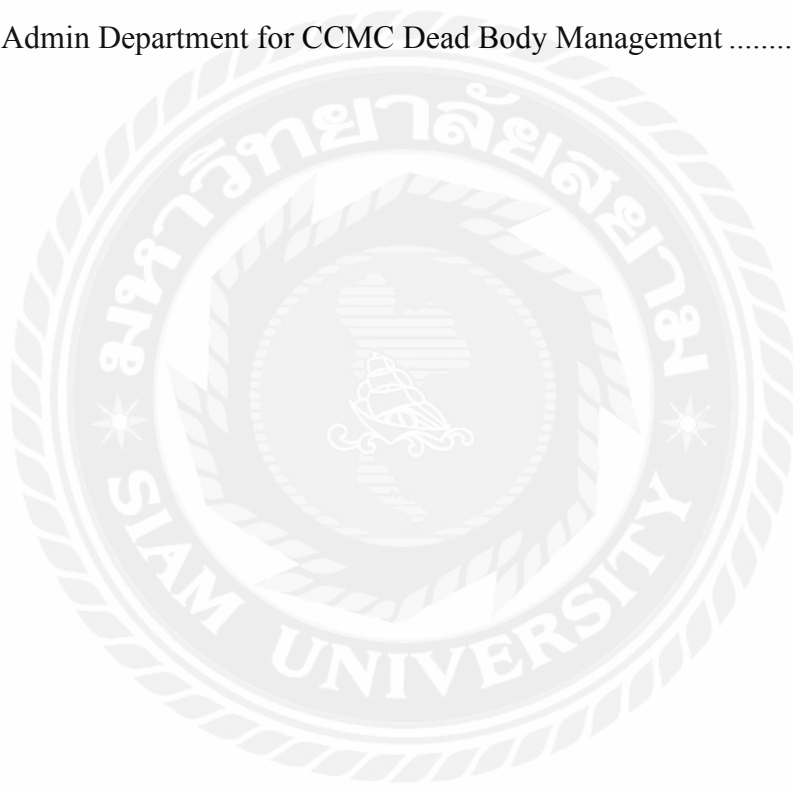




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## List of Acronyms

ADMIN	: Administration
B&B	: Baidya and Banskota
BOD	: Board of Directors
CA	: Chartered Accountant
CCMC	: COVID-19 Crisis Management Center
CO-OP	: Cooperative
COVID	: Coronavirus Disease
CSSD	: Central Sterilize Supply Department
CT/MRI	: Computed Tomography/Magnetic Resonance Imaging
CV	: Curriculum Vitae
CW	: COVID Ward
EMR	: Electronic Medical Records
ENT	: Ear Nose Tongue
HMT	: Hospital Management Team
HR	: Human Resource
HRD	: Human Resource Department
HRM	: Human Resource Management
ID	: Identification
IT	: Information Technology
JIT	: Just In Time
MO	: Medical Officers
MS	: Microsoft
NMB	: Nepal Merchant Bank
NMC	: Nepal Medical Council
NNC	: Nepal Nursing Council
NPC	: Nepal Pharmacy Council
OPD	: Outpatient Department
OT	: Operation Theater
PCR	: Polymerase Chain Reaction
Pvt. Ltd.	: Private Limited
SOP	: Standard Operating Procedures
X Ray	: X Radiation

## Chapter 1 Introduction

### 1.1 Company Profile



Fig 1: Company Logo (*B&B Hospital Pvt. Ltd., n.d.*)

B&B Hospital Pvt. Ltd. is a health care institution with specialized medical, professional physicians, surgeons, nurses, and allied health practitioners who focuses on giving the best services to the patients, clients, or customers, staff members throughout the nation. Not only does it focus on giving services but also it has got experts who are specialized in various field. This reputable organization was founded by our respected surgeons Prof. Dr. Ashok Kumar Banskota and Prof. Dr. Jagdish Lal Baidya on November 1997 (B&B Hospital Pvt. Ltd., n.d.).

Table 1: Brief Information of B&B Hospital Pvt. Ltd.

REGISTERED OFFICE ADDRESS	Gwarko, Lalitpur
HUMAN RESOURCE OFFICER	Mr. Laxman Bhandari
BUSINESS TYPE:	Health Care Institution
NUMBER OF EMPLOYESS:	883
MAIN MARKET	Domestic
TOTAL ANNUAL REVENUE:	Not Available

B&B Hospital is owned by team of great experts of different departments. Some of the services they provide are Emergency and Trauma center, Outpatient, In-patient services, Operation Theater and surgical services, clinical laboratory, pharmacy, physiotherapy, Optical Diagnostic, and Radiology and imaging services.

In B&B Hospital, Human Resource Department was established after the 14 years of its establishment on 2011 with a view to assess the need of the staffs, clarifying their roles and responsibilities, formulating different HR related policies and standard operating procedures,

and also to support the Hospital Management Team for better management of the hospital services.

#### 1.1.1 Mission of the Company

“To provide quality healthcare through investment in human resources, world class medical technologies, and appropriate physical facilities and support services at an affordable cost.” (B&B Hospital Pvt. Ltd., n.d.)

#### 1.1.2 Vision of the Company

“To become a leading healthcare provider in the region and build a suitable platform for young talented doctors and health professionals to assume future leadership roles.” (B&B Hospital Pvt. Ltd., n.d.)

The factors that have led it to succeed have been its integrity, dynamism and innovation, making it a symbol of trust and quality for over years in Nepal. In everything that it does, the measure of its performance lies in the highest international standards it has achieved, securing and absorbing the best medical technologies and recruiting and training the best people at all levels of operations.

Even so, B&B Hospital Team never stops adopting to the new ways of growing or of setting new standards. Through latest global technologies, strategic alliances, new breakthroughs, continuous research and development work.

#### 1.1.3 Hospital Management Committee

Table 2: Internal Management Committee of B&B Hospital Pvt. Ltd.

<b>Name</b>	<b>Designation</b>
Prof. Dr. Jagdish Lal Baidya	Managing Director
Prof. Dr. Ashok Kumar Banskota	Managing Director
Mr. Prakash Kumar Bhattarai	Hospital Administrator
Mr. Laxman Bhandari	HR Officer
Dr. Reena Shrestha Baidya	Executive Committee Member
Dr. Niraj Lal Baidya	Executive Committee Member
Ms. Chetana Banskota	Executive Committee Member
Mr. Vivek Shrestha	Executive Committee Member
Dr. Bibek Banskota	Executive Committee Member

### 1.1.4 Location

B&B Hospital is located at Gwarko, Lalitpur. It is situated in Bagmati Province, Lalitpur Metropolitan City-17.

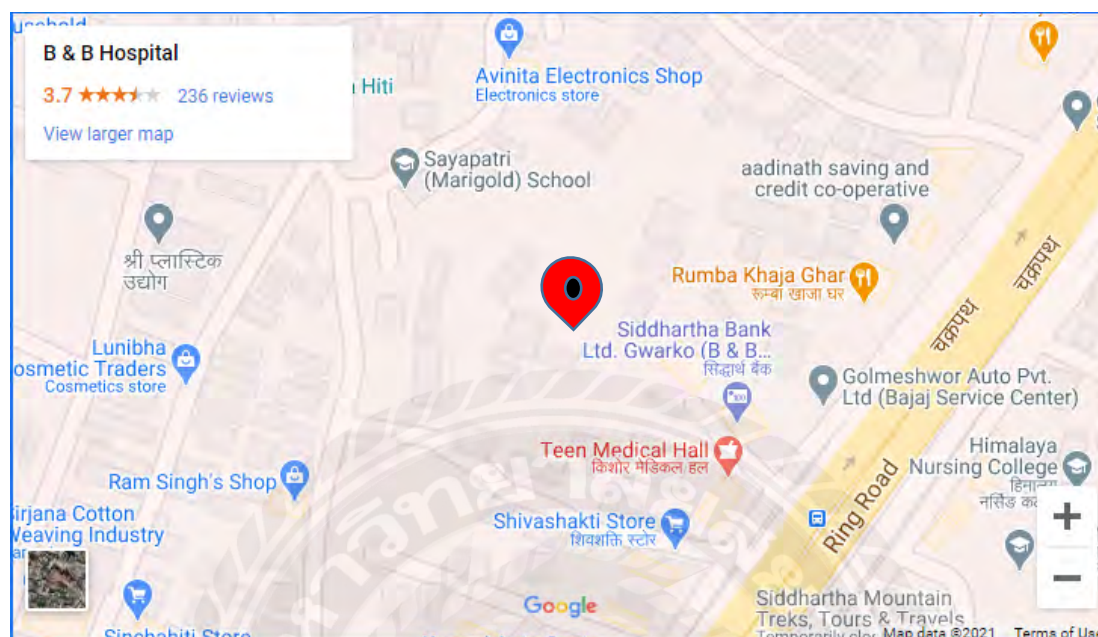


Fig 2: B&B Hospital Location

### 1.1.5 Staffing Pattern

Table 3: Staffing Pattern of B&B Hospital Pvt. Ltd.

SN	Department	No. of Staff
1	Medical Department	216
2	Human Resource	4
3	Administration	4
4.	Accounts/Admission Discharge/OPD Counter	19
5	Central Sterilize Supply	17
6	Information Technology	4
7	Reception	23
8	Transportation	6
9	Procurement/Store	6
10	Housekeeping	40
11	Laundry	16
12	Maintenance	13
13	Nursing	365
14	Pathology	35
15	Physiotherapy	7
16	X-Ray	9
17	CT-MRI	10
18	Security	15
19	Ward Attendant	30
20	Outsourced	44

### 1.1.6 Services Provided

Some of the curative services provided by B&B Hospital are as follows:

- a) Neuro surgery
- b) General Medicine
- c) General Surgery
- d) ENT
- e) Orthopedic Surgery
- f) Nutrition & Diet
- g) Diagnostic Services
- h) Hematology
- i) Bio-Chemistry
- j) Stool Test
- k) Urine Test
- l) Bacteriology
- m) Blood Test
- n) CT-Scan
- o) EMG/ECG
- p) Angiography
- q) Ultrasound
- r) X-Ray
- s) PCR Test

### 1.2 Organizational Structure

The organization structure of B&B is a mix of centralized and decentralized structure. The Hospital Management Team (HMT) overlooks the work of every employee indirectly. There are various department in-charges below the HMT. There is Operation Manager who coordinates the overall workings of the OPDs and are also responsible for all the operations inside the hospital premises. If there are any issues and queries faced in any particular department by staffs then it is the sole responsibility of in-charges to discuss the issues in HMT Meetings that are held as per need.

### 1.2.1 Diagram of the organizational structure

Below are some of the department's brief introduction in B&B Hospital:

#### **Board of Directors (BODs)**

A Board of Directors is a group of individuals that are elected as, or elected to act as, representatives of the stockholders to establish corporate management related policies and to make decision on major company issues. Prof. Dr. Jagdish Lal Baidya and Prof. Dr. Ashok Kumar Banskota are the BODs of this organization.

#### **Administrator**

Mr. Prakash Kumar Bhattarai is the administrator of the B&B Hospital who is responsible for carrying out the administrative work of the organization.

#### **Human Resource Department**

A human resource department is a critical component to look after the employee well-being in any business, no matter how small or big the organization is. The HR responsibilities include payroll, providing benefits, hiring, terminating, and keeping up to date with state and federal tax laws. Mr. Laxman Bhandari is the HR Officer of the Human Resource Department.

#### **Nursing Affairs**

Team of highly skilled and highly trained medical and nursing professionals work in collaboration with members of the health care team in achieving the best possible outcomes for our patients. An interdisciplinary team plans and directs the provision of care throughout the continuum from admission through discharge and facilitates referrals with appropriate resources and agencies. Mrs. Yamuna Shakya is the Nursing Director of B&B Hospital.

#### **Account & Finance Department**

Duties of the finance department include: controlling expenditures and obligations (including operating expenses, debt, payroll) receipting and depositing all revenues. The finance department is also responsible for management of the organization's cash flow and ensuring there are enough funds available to meet the day-to-day payments. This area also encompasses the credit and collection policies for the company's customers, to ensure the organization is paid on time. In most organizations there will be some form of forecast prepared on regular basis to systematically calculate the ongoing cash needs. Mr. Babu Krishna Mainali is the Senior Accountant of B&B Hospital.



## **Audit Department**

A unit within a company that is responsible for overseeing the procedures and accuracy of record keeping and accounting functions within the company. The audit department conducts periodic audits, typically with a much greater emphasis on detail than that of a company's independent public accountants. In audit department auditors prepares and examines financial records. They ensure that financial records are accurate and that taxes are paid properly and on time. They assess financial operations and work to help ensure that organizations run efficiently. The auditor has responsibility to plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement, whether caused by error or fraud. Mr. Sanjay Kumar Shrestha is the Chartered Accountant (CA) of B&B Hospital.

## **Pharmacy Department**

Pharmacy Department is responsible of discovering, producing, preparing, dispensing, and reviewing drugs, aiming to ensure the safe, effective, and affordable use of drugs. This department has Pharmacists who are healthcare professionals with specialized education and training who perform various roles to ensure optimal health outcomes for the patients through the quality use of medicines. Mr. Bijay Kumar Khadka is the Pharmacy In charge of B&B Hospital.

## **Information Technology Department**

In this department Electronic Medical Records (EMR) is being used which are easy and more convenient to use than paper charts. In order to store all the Patient-related data, Employee Information, Billing Records, Accounting Information, etc. ODOO Software is used. IT operation is to serve as a means of technical support to computer system, research, data analysis and training. Mr. Arjun Adhikari is the IT Manager of this department.

## **Maintenance Department**

This department helps maintaining, keeping in existing condition, preserving, protecting, keeping from failure or decline which are the ultimate goal and also helps providing optimal reliability which meets the business needs of the organization. Mr. Dev Narayan Shrestha is the Maintenance In charge in B&B Hospital.

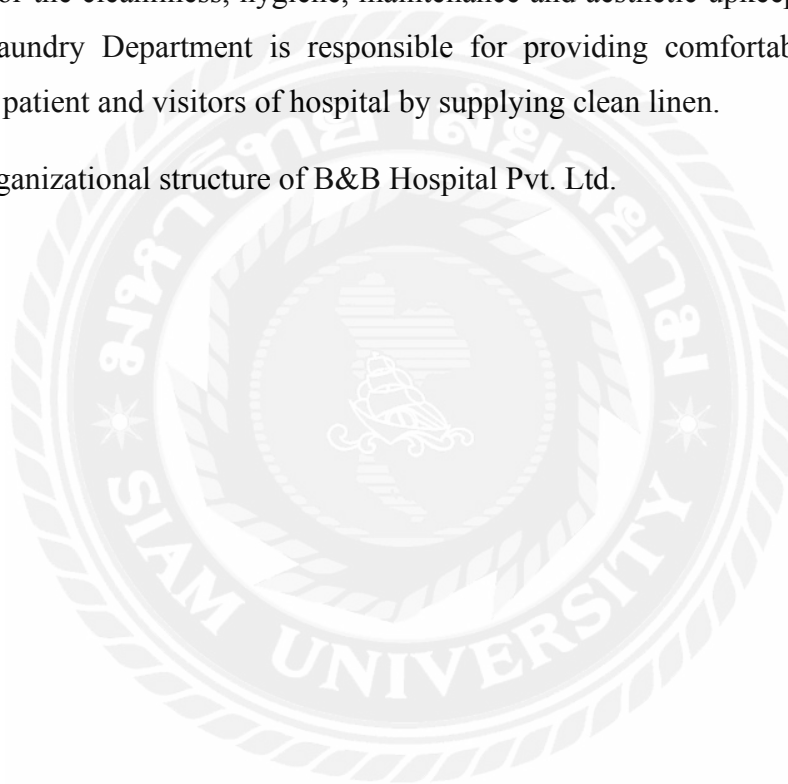
## **Store Department**

Store department ensures that the prescribed products are readily available in store in sufficient quantities. The department selects the supplier who provide goods in the need of the hospital in preferred time with quality products. Also, the department requiring necessary stationaries are highly encouraged to use a Just In Time Management (JIT) technique. The Procurement/Store department In charge is Mrs. Sadhana Shrestha.

## **Housekeeping and Laundry Department**

These two departments are under the supervision of Mr. Navaraj Bhattarai. Housekeeping is responsible for the cleanliness, hygiene, maintenance and aesthetic upkeep of the property whereas the Laundry Department is responsible for providing comfortable and pleasant environment to patient and visitors of hospital by supplying clean linen.

Below is the organizational structure of B&B Hospital Pvt. Ltd.



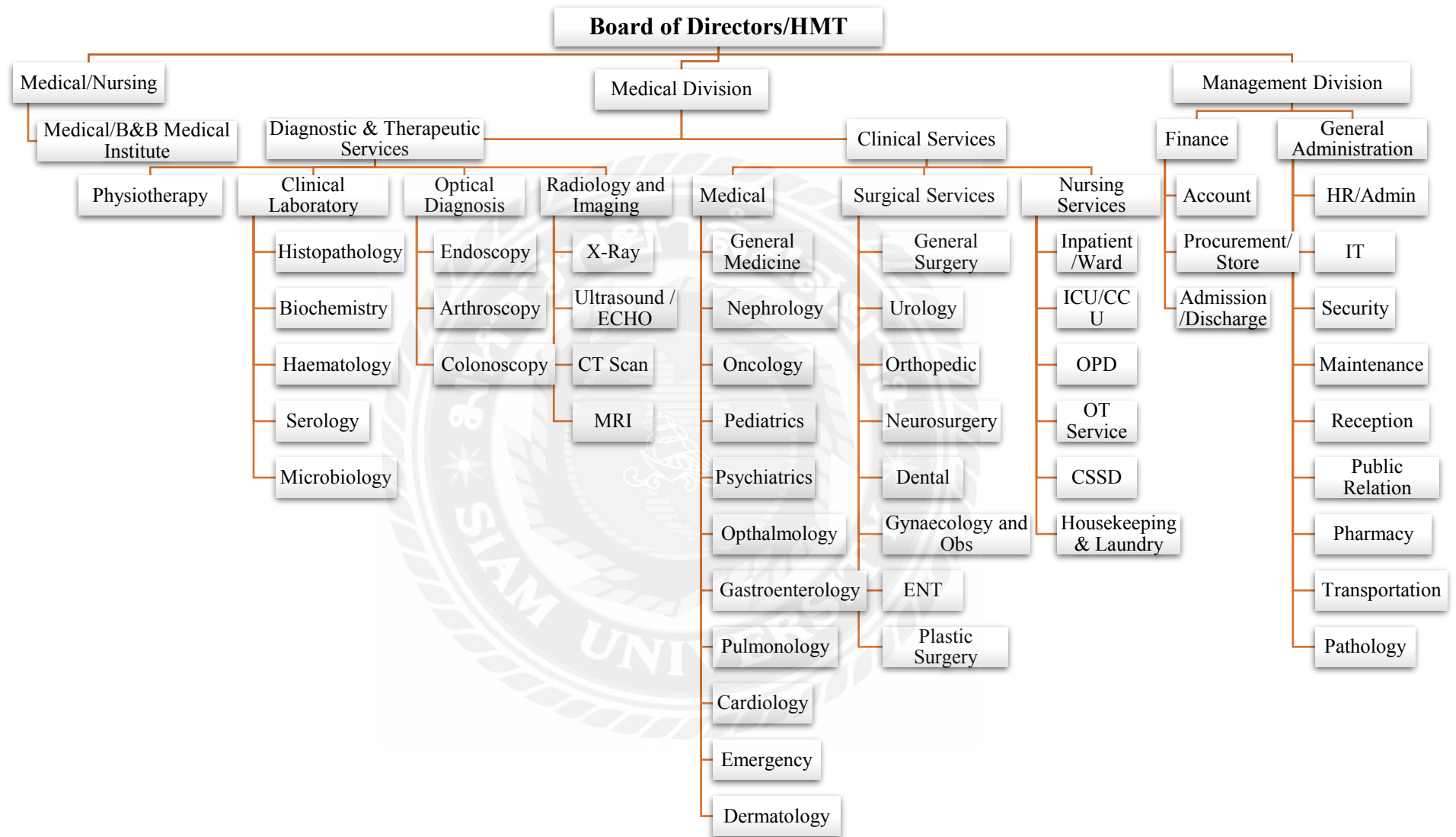
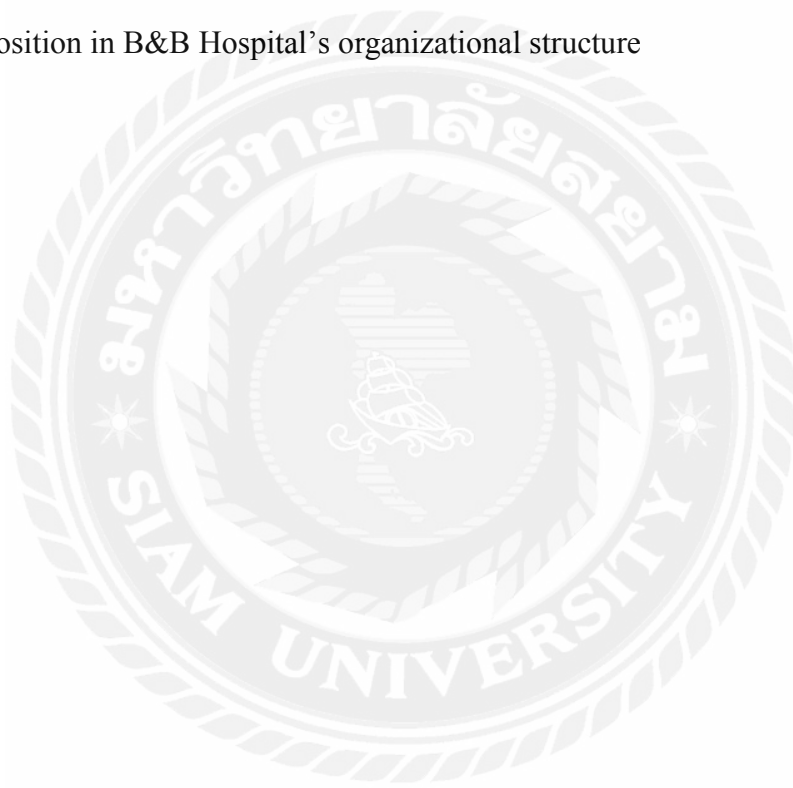


Fig 3: Organogram of B&B Hospital Pvt. Ltd.

### 1.2.2 My Job Position

The job position that I was assigned during my internship at B&B Hospital Pvt. Ltd. was Human Resource Assistant Intern. I had to work under the direct supervision of HR Officer, Mr. Laxman Bhandari and Mrs. Binduka Ghimire, Assistant HR Officer. As an HR Assistant Intern, I had to ensure the smooth functioning of Human Resource and Administration Department. This includes completing all day-to-day HR functions in B&B Hospital Pvt. Ltd. I was also responsible to assist the HR Officer in the HR objectives with the facilitation of recruitment, selection, on boarding, documentation, creating contracts, and solving staff issues in the Human Resource Department.

### 1.2.3 My Job Position in B&B Hospital's organizational structure



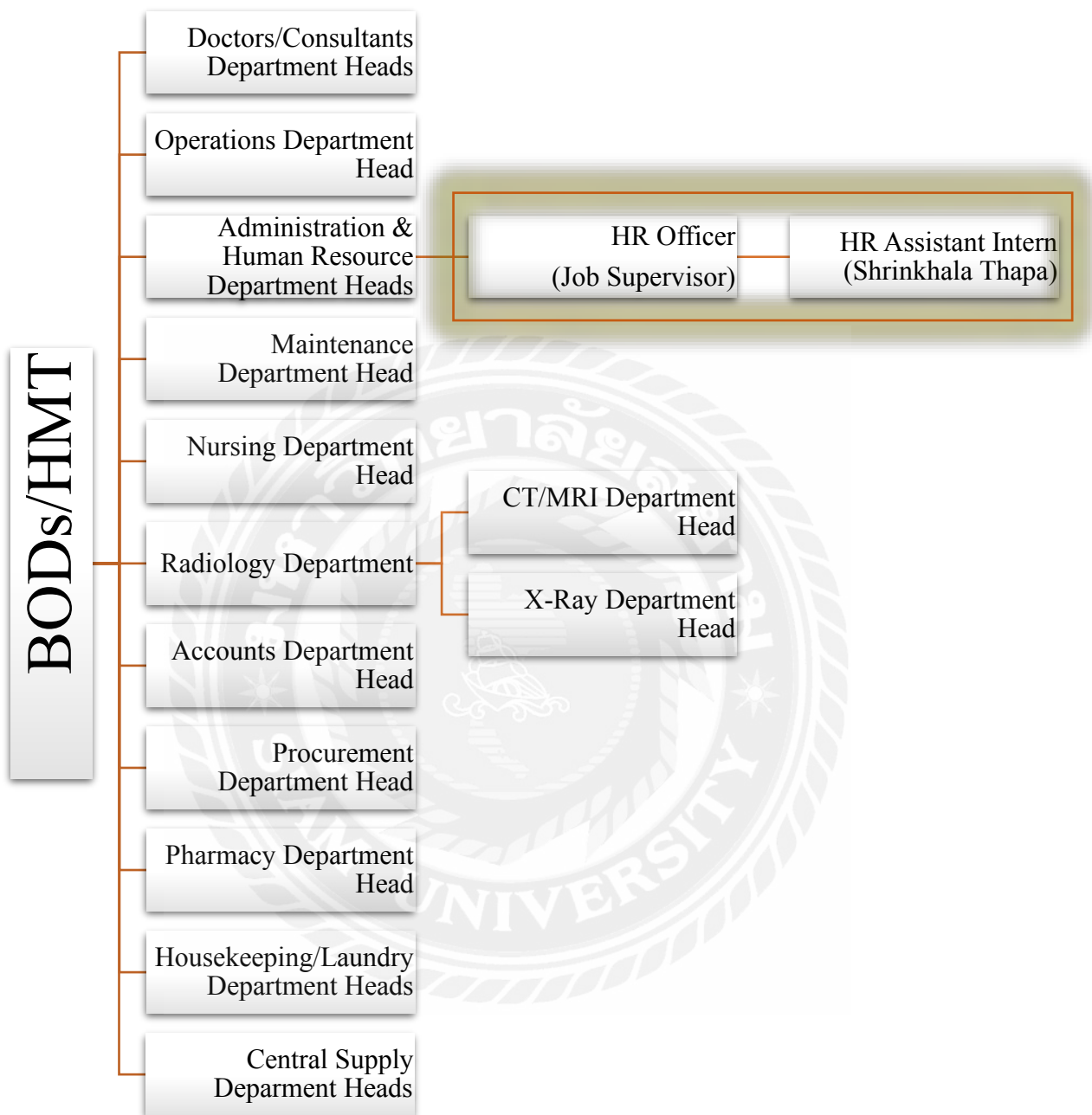


Fig 4: My job position in B&B Hospital's organizational structure

### **1.3 Intentions and Motivations to choose B&B Hospital Pvt. Ltd.**

Within many healthcare systems worldwide, increased attention is being focused on Human Resources Management (HRM) (Kabene, Orchard, Howard, Soriano, & Leduc, 2006). Human Resources, when pertaining to health care, can be defined as the different kinds of clinical and non-clinical staff responsible for public and individual health interventions (World Health Organization, 2000).

The scope of HRM is very broad: (1) From Personnel aspect – This is concerned with manpower planning, recruitment, selection, placement, transfer, promotion, training and development, layoff and retrenchment, remuneration, incentives, productivity, etc. (2) From Welfare aspect – It deals with working conditions and amenities such as canteens, rest and lunch rooms, transport, medical assistance, education, health and safety, recreation facilities, etc. (3) From Industrial relations aspect – This covers union management relations, collective bargaining, grievance and disciplinary procedures, settlement of disputes, etc. (JobsDB, 2014).

Working in a healthcare sector in any position is one of the most on demand industries in all over the world. I chose to work in a health care sector as it has a job security in terms of service-oriented jobs. Also, another reason is due to the current and expected growth of healthcare, many healthcare sector employers will be offered extra trainings and personal development opportunities to progress their staffs which doesn't only secure the job but also gives the chance to expand the knowledge and experience.

B&B Hospital Pvt. Ltd. has a large number of employees working as medical and non-medical staffs in different departments. In order to manage such huge number of staffs requires the involvement of Human Resource Personnel. I chose this job position for my internship as I believe this will provide me with hands on experience of what I learn in theory which will help me develop skills relevant to my career and hone my existing skills along with building meaningful connections. As a student aspiring to study MBA in Human Resource, I am certain that this short internship will help me figure out whether the realm of HR suits me or not. Working in this field might also help me gain a clarity regarding my career and also, it will help me to know whether my areas of strengths complement a career in management.

Thus, the main objective of this internship as an HR Assistant Intern is to enhance the knowledge on Human Resource importance in healthcare sector and gain on hand experience on managing it in the actual place.

## 1.4 Strategic Analysis of B&B Hospital Pvt. Ltd.

For the strategic analysis of B&B Hospital I've used SWOT Analysis which is as follows:

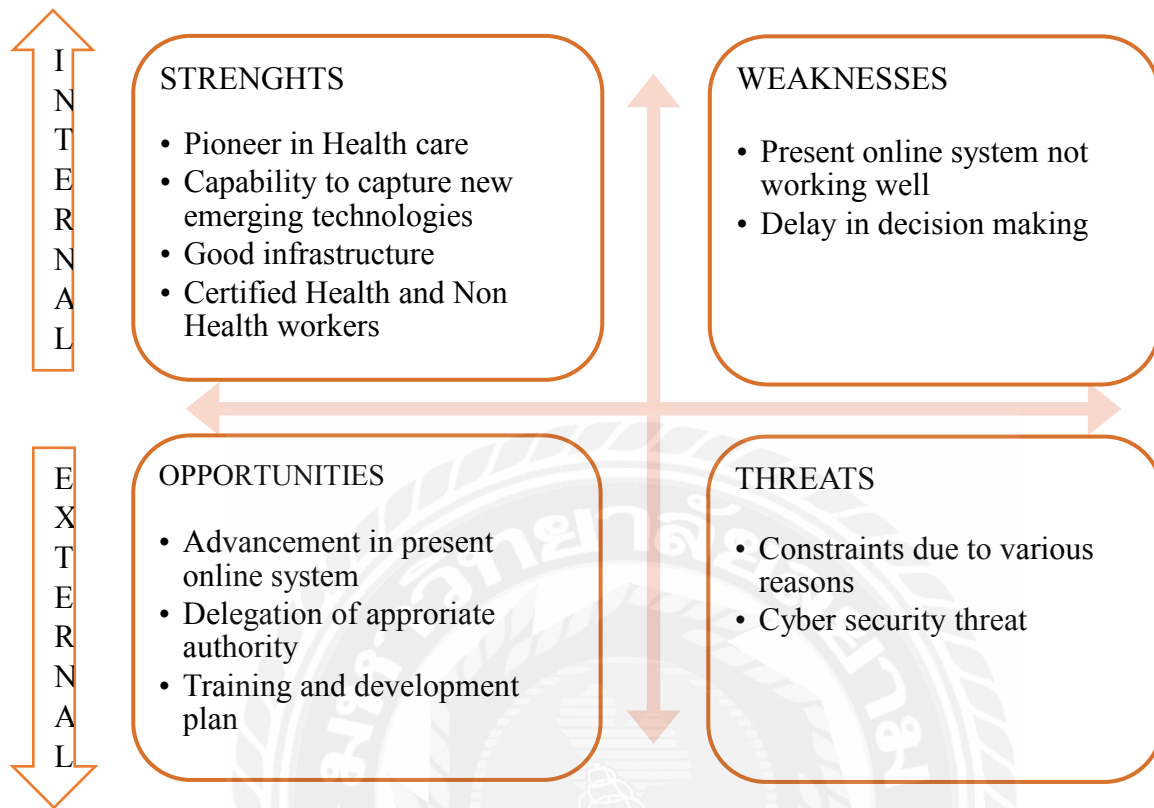


Fig 5: SWOT Analysis of B&B Hospital Pvt. Ltd.

### Strengths

**Pioneer in private health care sector:** B&B Hospital was established in 1997 and is one of the pioneer private health care sector in Nepal to have been recognized for its well-known medical services provided by certified health professional. The hospital has been known through the length and breadth of the nation for its Orthopedic, Urological/Surgical expertise, rapidly developing as specialty hospital with expertise in diagnostic (Extended Laboratory capabilities), Imaging (X-Ray, Mammography, CT Scan, MRI, Ultrasound applications etc.) and therapeutic arenas (Laparoscopic Interventions, Endourology, Laser surgery, Endoscopic Interventions, Joint Replacement, Plastic Reconstructive Surgery, etc. (B&B Hospital Pvt. Ltd., n.d.)).

**Capability to capture new emerging technologies:** Introducing new technologies has always been very significant for any health sector in this world full of new diseases, finding the right cure, and increasing the recovery rate of every patient each day. So far B&B Hospital has been able to get the necessary equipment as per the need of the current situation. As the whole world

was hit with pandemic and there was not much hospital which could offer a good source of finding whether the patient was COVID-19 positive or negative; B&B Hospital took the initiation in consultation with all the BODs/ HMT to install a Fever Clinic Camp and a Laboratory named PCR for proper COVID-19 detection as per the guidelines provided by Nepal Government Fig 30. This had made patients all over the valley to find it easy and convenient at the same to get the service and do the necessary medication after the right consultation and get recovered.

**Good infrastructure:** It has always been important for any businesses to have a good infrastructure in which a health sector like hospitals includes buildings with necessary rooms to perform medical services, transportation systems for staffs and patients, communication networks, sewage, water, electric, and garbage system. B&B has been renewing and reviewing the above-mentioned infrastructures for the betterment of all the parties: Patients, Staffs, and Community. Also, the hospital has also been able to have well equipped two ambulances with all the necessary equipment for the patients on emergency.

**Certified Health and Non-Health Workers:** While following both its mission and vision, B&B Hospital has never compromised with the quality of services provided by both the health and non-health workers for the patient. HR Department along with the BODs/HMT has always been able to appoint 655 employees with certified license approved by Nepal Medical Council (NMC), Nepal Pharmacy Council (NPC), Nepal Nursing Council (NNC), and Chartered Accountant (CA). Also, currently there are 228 non health workers having good work experiences and certificates (Table 3). Due to the quality services provided by all the employees to the patient, they are considered as an asset for the hospital.

## **Weaknesses**

**Present Online System not working well:** For any good report requires effective and efficient data storage platform. As B&B Hospital has recently introduced a new software for overall digitalization of patient's history, medical reports, payment, benefits access, etc. In Human Resource Department (HRD) software, HRD had faced difficulty to record overall information and data(s) related to employees leave, working schedule, maintaining staff profile, employee medical benefit, etc. as it was still under maintenance. Due to this we couldn't extract the right information in the right time.



**Delay in decision making:** As an organization with large number of staffs currently employed, B&B Hospital Management Team has to always make every major / minor decision together for the better functioning of the hospital and also to benefit all three parties at the same time: Patient, Employees, and Hospital. As the decisions has to go through each HMT member's feedbacks and suggestions there has always been delay in the decision making and implementation process as per the need of HR work/ agendas.

### **Opportunities**

**Advancement in present online system:** As it is very important to modernize every system work for the convenience and easiness of the customers, advancement in present online system is also necessary. While the software is still under construction there is an opportunity to make it more time saving and efficient by adding on more HR features as it is still in the phase of installing the necessary layout. HR features like applying medical card benefit, overtime, transfer request form, experience letter request form, etc. from online system will prove to be more cost effective as well instead of applying from paper-based system which can create more hassle in a large organization.

**Delegation of appropriate authority:** In order to meet the organizational objectives, targets, and make a decision needed earliest as possible the Hospital Management Team should delegate authority. The HMT alone cannot perform all the minor and major decisions anytime anywhere. So, the division of authority and powers downwards to the subordinate is necessary which can save time, resources, increase the capability to make quick decision and fasten the implementation process.

**Training and development plan:** Training and development plan falls under one of the Human Resource Development Plan which refers to educational activities organized within or outside an organization created to enhance the knowledge and skills of employees while providing information and instruction on how to better perform specific tasks as per their job requirements which can also open an opportunity for the employers to retain the employees for the long run.

### **Threats**

**Constraints due various reason:** Ongoing pandemic and the lockdown/restriction in movement imposed by the government has affected almost each department's day to day operations of every organization. All this factor has affected the workings of Human Resource Department in B&B Hospital as well which created some constraints in accessing the required

data necessary to make major or minor decisions as the situation demanded. As all the tasks was required to be handled on site, working from home has seen to be ineffective in a way. This had delayed the HR processes and implementation in the case of emergency situation.

**Cyber security threat:** Further access to technology, for instance WIFI used in the hospital, hospital's software and organization's devices, also gives employees more means to access. The access and privilege trusted to employees is a common way that employees can intentionally attack the organization's important data and information with a potential to leak, misuse, sell, damage and use it against the organization.

In general, B&B Hospital is one of the leading organizations in health care sector of Nepal. Its major strength is that it is known as one of the oldest hospitals which has gained 24 years of experience from its establishment and has created a paramount of trust from public by offering quality services. However, there are few areas that the hospital must consider looking into such as working on the advancement of present online system, and finding out the effects on delay in decision making. Considering these areas to improve might help the hospital to cut the hassle of going through the paper-based system which can help them save time, also division in authority might help the hospital to overcome such challenges like delay in decision making and implementation process. Likewise, in order to decrease the high employee turnover, hospital must also develop training and development plan to motivate and retain the employee for the longer run.

### **1.5 Objectives of the study**

One of the main objectives of this internship program is to provide an opportunity to learn in real work life situation and apply our learnt management theories in the same. Some of the objectives of this internship program are stated as below:

1. To know the various operations of departments at B&B Hospital
2. To study the need and interest of the Human Resource Department in hospital
3. To implement the knowledge gained in regards to human resource through experiences
4. To help structure Human Resource requirement in the new software named "ODOO"

### **1.6 Market Segmentation Analysis – Patient Satisfaction**

A market segmentation analysis of 68 patients all including male and female had been conducted on 31<sup>st</sup> January, 2021 in terms of patient satisfaction on following factors:

### 1.6.1 Doctors' Services

Table 4: Patients' rating on doctors' services

Options	No. of Patient
Excellent	46
Good	16
Satisfactory	4
Needs Improvement	2
	68

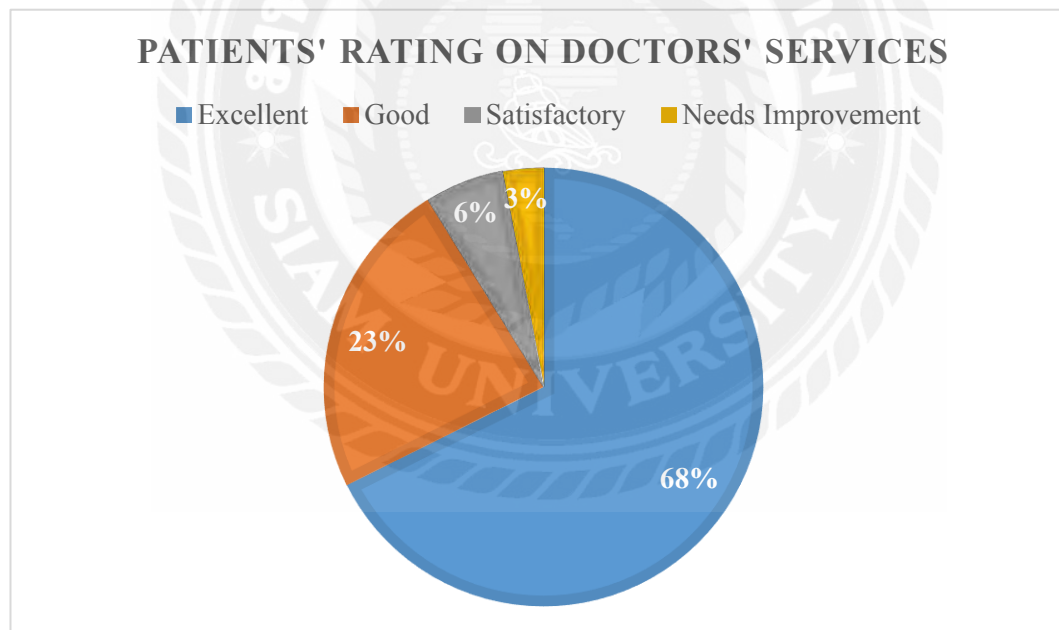


Fig 6: Patients' Rating on Doctors' Services

1.6.2 Nurses' Services

Table 5: Patients' rating on nurses' services

Options	No. of Patient
Excellent	16
Good	34
Satisfactory	14
Needs Improvement	4
	68

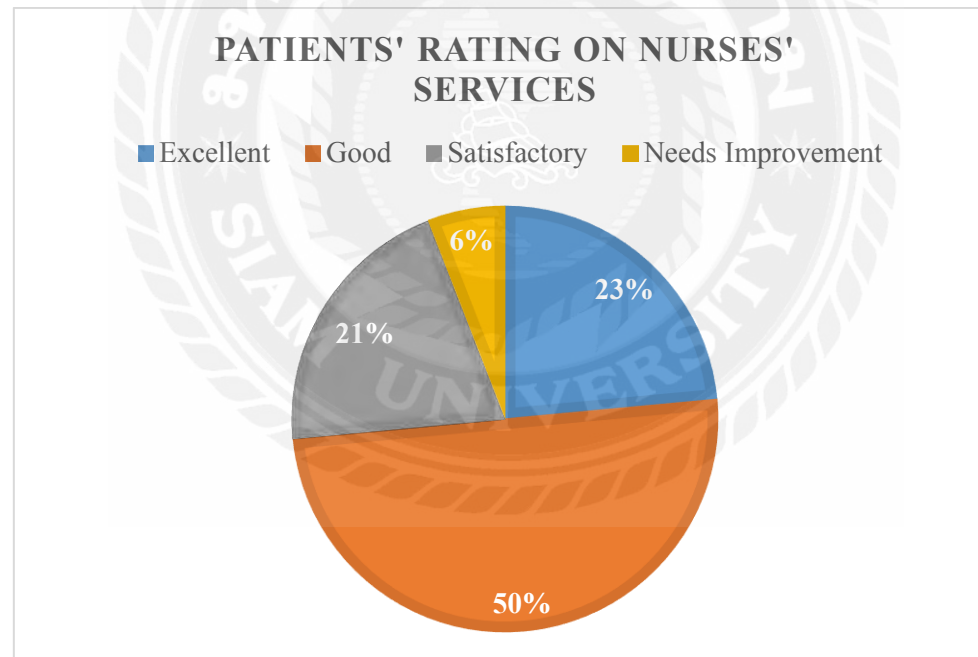


Fig 7: Patients' Rating on Nurses' Services

### 1.6.3 Quality of Services

Table 6: Patients' rating on quality of services

Options	No. of Patient
Excellent	8
Good	34
Satisfactory	12
Needs Improvement	14
	68

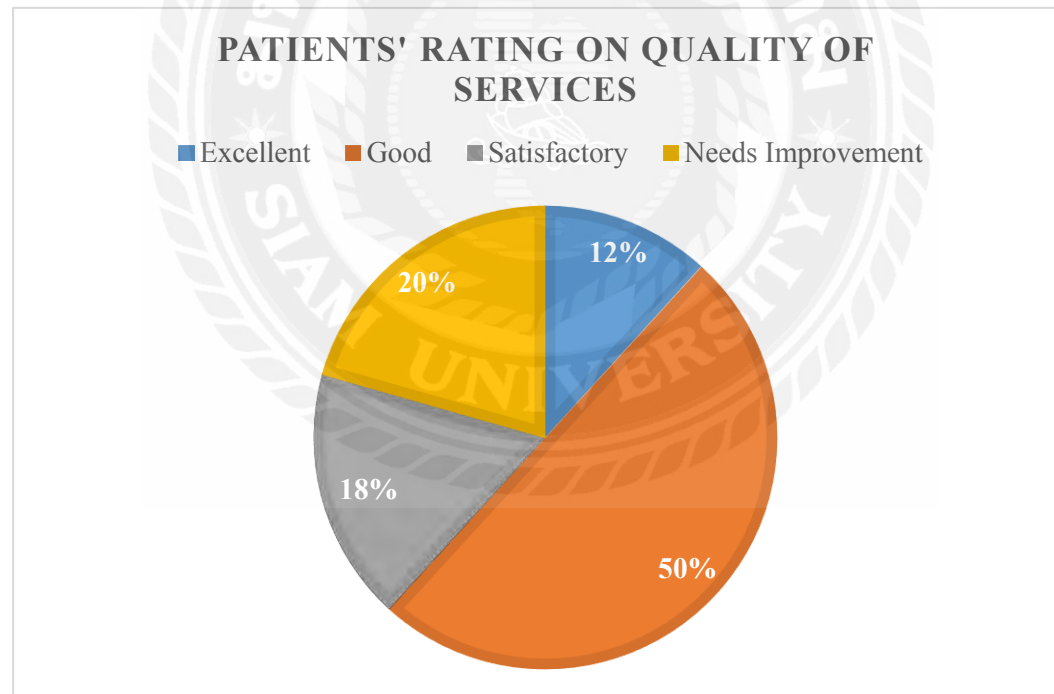


Fig 8: Patients' Rating on Quality of Services

#### 1.6.4 Staffs' Behavior

Table 7: Patients' rating on staffs' behavior

Options	No. of Patient
Excellent	14
Good	32
Satisfactory	12
Needs Improvement	10
	68

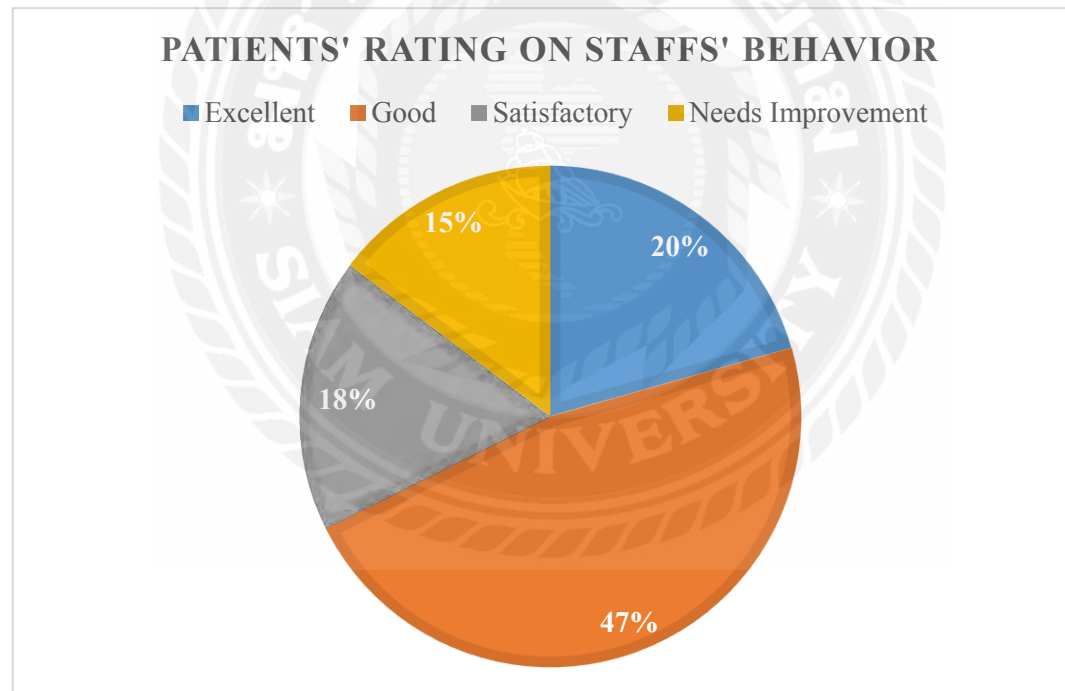


Fig 9: Patients' Rating on Staffs' Behavior

### 1.6.5 Hospitals' Ambience

Table 8: Patients' rating on hospitals' ambience

Options	No. of patient
Excellent	4
Good	36
Satisfactory	12
Needs Improvement	16
	68

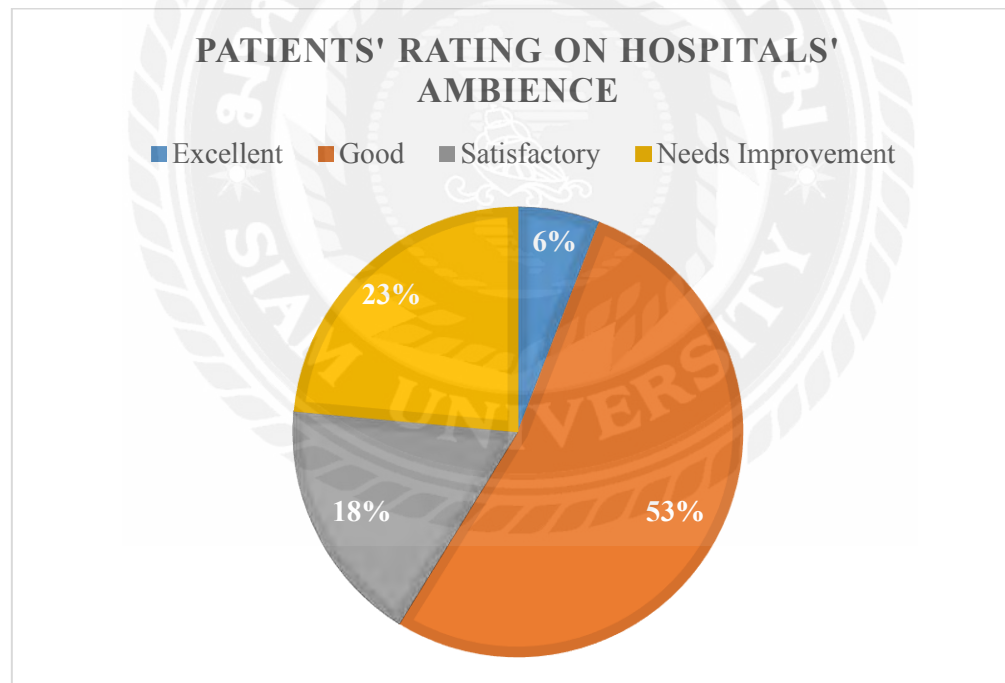


Fig 10: Patients' Rating on Hospitals' Ambience

### 1.6.6 Quality of Food & Beverages

Table 9: Patients' rating on quality of food & beverages

Options	No. of Patient
Excellent	2
Good	20
Satisfactory	28
Needs Improvement	18
	68

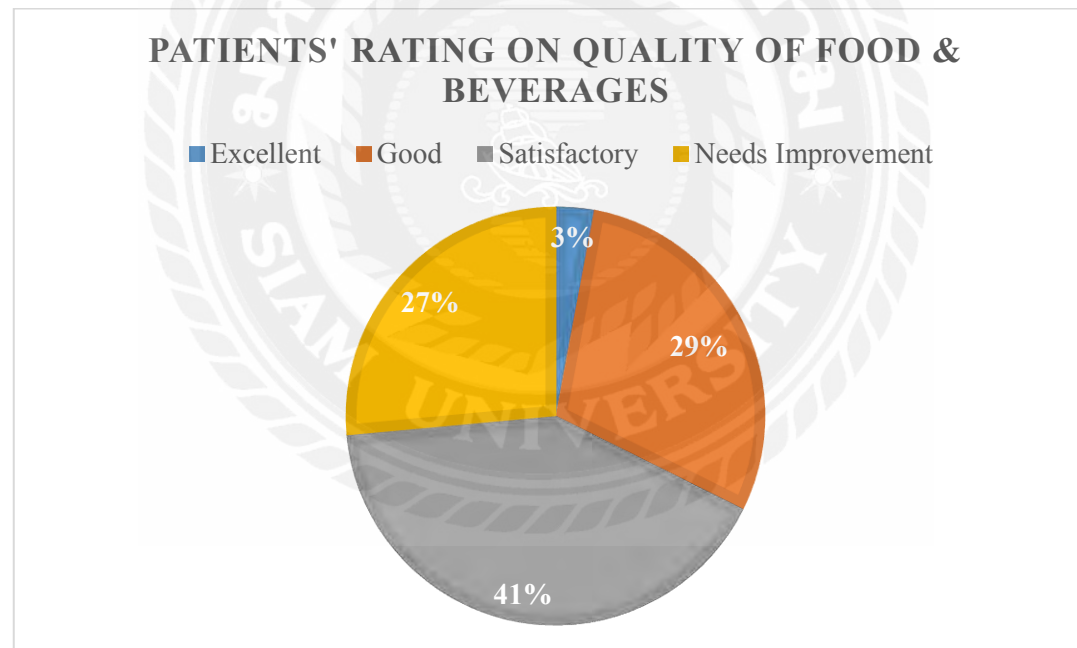


Fig 11: Patients' Rating on Quality of Food & Beverages



## Chapter 2 Co-Op Study Activities

### 2.1 My Job Description

Internship Role: HR Assistant (Intern)

Intern Worksite Location: B&B Hospital, HR Department, Gwarko, Lalitpur

Length of Internship: 26 weeks

Internship Start Date: 2<sup>nd</sup> August, 2020

Internship End Date: 21<sup>st</sup> November, 2020 extended till 31 January, 2021

### Department Description:

The Human Resources Department is responsible for all Human Resources functions, including recruitment and selection, onboarding, compensation and benefits administration, facilitation of performance evaluation and management, training and development, development and update of staff policies & procedures, operational safety and health and staff welfare activities, and close out procedures.

### 2.2 Job Descriptions for HR Assistant as Intern:

- a) Track progress, deadlines, and priorities of all tasks set by the HR Officer.
- b) Prepare Word, Excel and PowerPoint documents.
- c) Responsible for arranging meetings via mail or call.
- d) Manage Pre- and Post- Employment Processes.
- e) Coordinate with Marketing Team for posting Job Vacancies.
- f) Sort incoming resumes/CVs and logs them into appropriate tracking spreadsheets.
- g) Complete and mail out regret letters.
- h) Coordinate candidate interviews.
- i) Complete and mail out or give employee contracts/other official letters.
- j) Properly handle client, and B&B employees requests through responsiveness, and follow up.
- k) Welcomes new employees to the organization by conducting orientation.
- l) Provides payroll information by collecting time and attendance records.
- m) Submits employee data reports by assembling, preparing, and analyzing data.
- n) Maintains employee information by entering and updating employment and status-change data.
- o) Provides secretarial support by entering, formatting, and printing information.

- p) Answers the telephones, relay messages, and updates the inventories required for the HR Department.
- q) Maintains employee confidence and protects operations by keeping human resource information confidential.

### **2.3 My day-to-day job responsibilities**

The specific day-to-day tasks that I was assigned during my internship tenure were:

- 2.3.1 Assisted HR Officer in staff recruitment process which includes support in vacancy request, job posting, application collection, application listing and sorting, short listing the potential candidate based on the agreed criteria for the interview. I also helped to collect the documents required for the decision and finally called selected candidates for the orientation.
- 2.3.2 Responsible to create/update personnel/job files as per B&B Hospital's HR protocols for new employees.
- 2.3.3 Updated the employees' data in Human Resource database on software.
- 2.3.4 Supported HR Officer in smooth pre- and post- resignation close out and related paperwork.
- 2.3.5 Prepared ID and Medical Benefit Cards for the employees.
- 2.3.6 Assisted HR Officer to create various types of reports required for payroll information, updated incentives for each month, employee contracts, and official letters, according to the need using Word and Excel.
- 2.3.7 Answered calls and handled the queries/concerns forwarded to HR accordingly.
- 2.3.8 Sorted the CVs received and recorded it in the standard format of Excel
- 2.3.9 Assisted HR Officer with the Job Vacancies which needs to be posted in coordination with Marketing team.

#### **Duties assigned beyond the standard job description:**

- 2.3.10 Supported in handling the official email ids of both HR and ADMIN Department
- 2.3.11 Assisted the Administrator in management of COVID-19 Insurance Application and Claim for employees and their cheque distribution
- 2.3.12 Assisted Administrator in preparing necessary documents of the dead body management of COVID-19 positive patient.

2.3.13 Provided feedback on the new software named “ODOO” and work for the update necessary from HR perspective and needs.

2.3.14 Assisted NMB Bank staffs for creating new salary account of every staff from each department.

Assisted HR Officer with resigned/existing staff in applying for their Employment Reference/Verification.

#### **2.4 Activities in coordinating with co-workers**

All the aforementioned duties performed either it be tasks assigned as per the standard job description or be it beyond the mentioned job description, they all were done with a good coordination and collaboration with my co-workers. I had worked proactively with my HR team members along with other B&B employees when necessary. We all had prioritized activities for the best interest of the team when working on joint tasks such as creating report necessary for the payroll information for which we had carefully looked after every single particular required before sending it to the Accounts Department.

#### **2.5 Job Process Diagrams**

The job responsibilities that I had been assigned during my internship tenure had various work processes to it which are as follows:

2.5.1 Assisted HR Officer in staff recruitment process which includes support in vacancy request, job posting, application collection, application listing and sorting, short listing the potential candidate based on the agreed criteria for the interview. I also helped to collect the documents required for the decision and finally called selected candidates for the orientation.

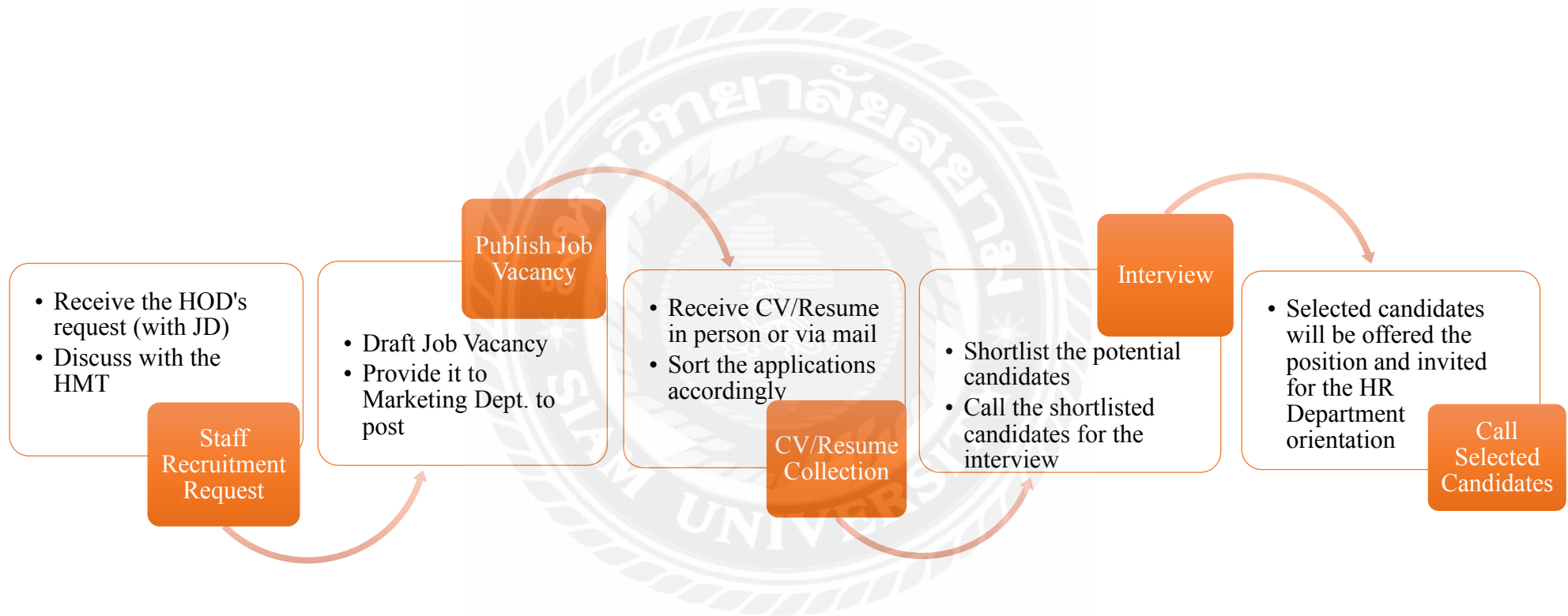


Fig 12: Involvement in staff recruitment and orientation process

2.5.2 Responsible to create/update personnel/job files as per B&B Hospital's HR protocols for new employees.

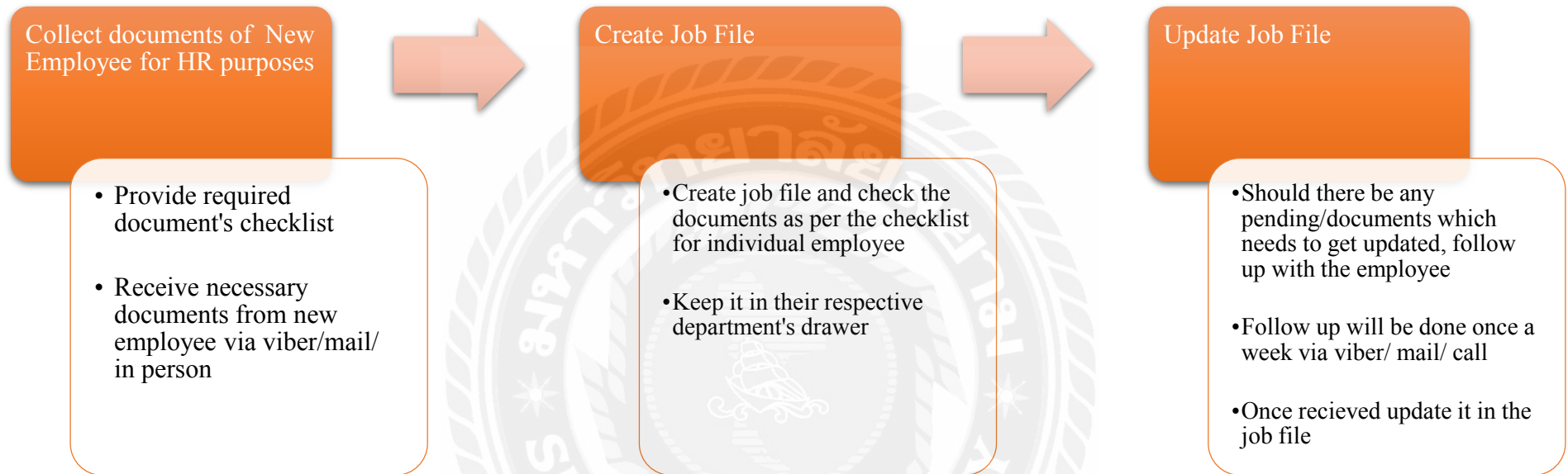


Fig 13: Role of HR Assistant Interns in creating job files process for new employees'

2.5.3 Updated the employees' data in Human Resource database on software.

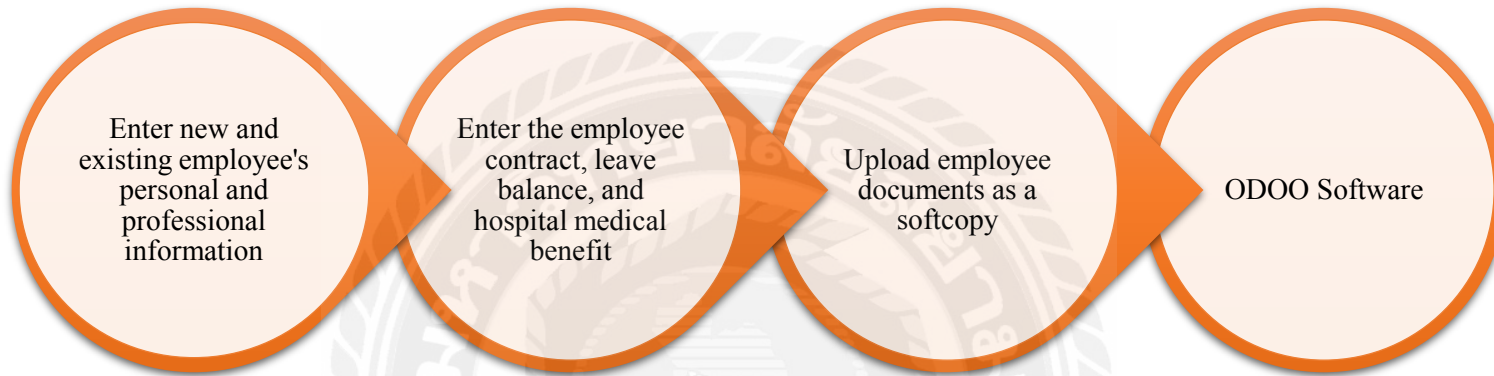


Fig 14: Daily task of HR Assistant Intern in updating new and existing employees' details on software process

2.5.4 Supported HR Officer in smooth pre- and post- resignation close out and related paperwork.

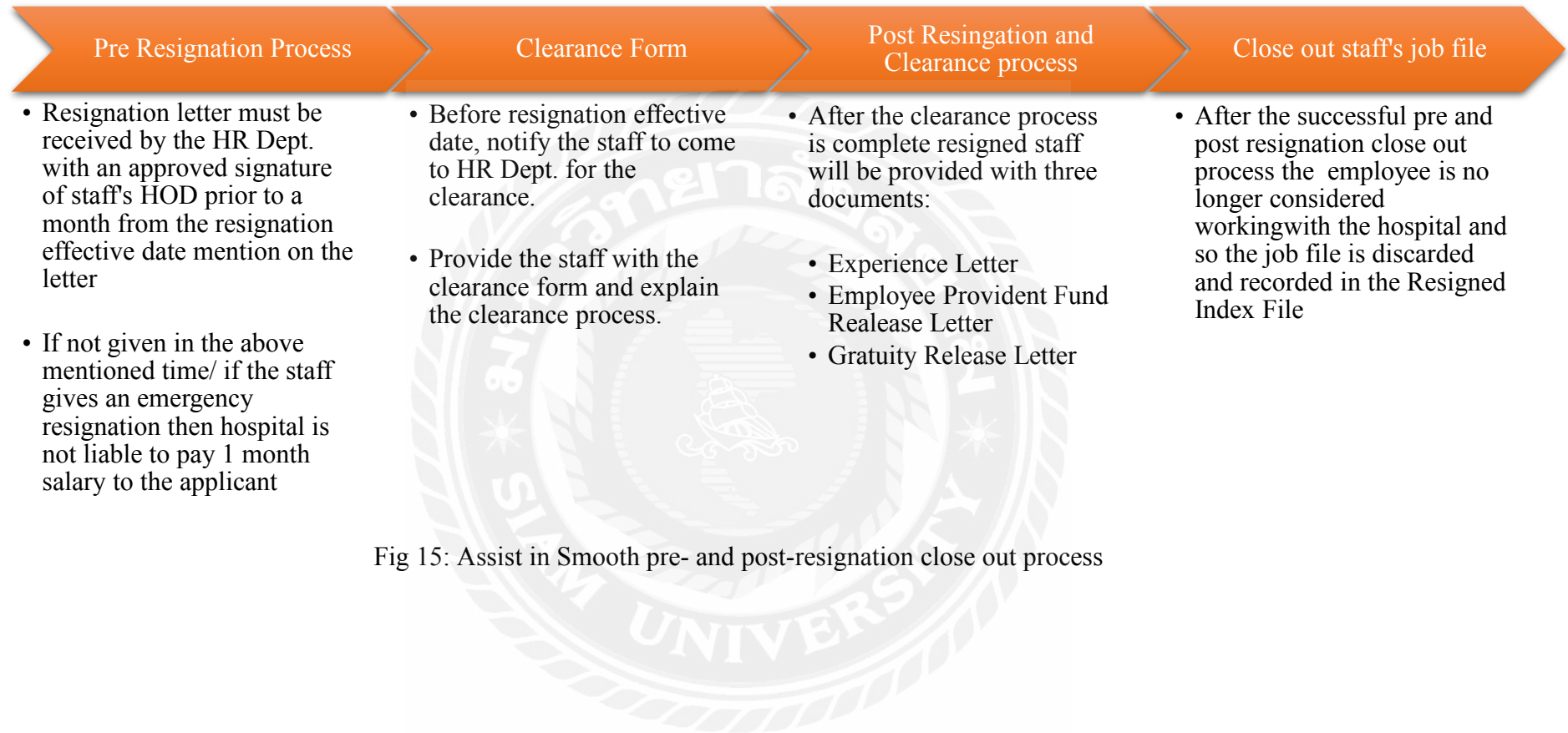


Fig 15: Assist in Smooth pre- and post-resignation close out process

### 2.5.5 Prepared ID and Medical Benefit Cards for the employees

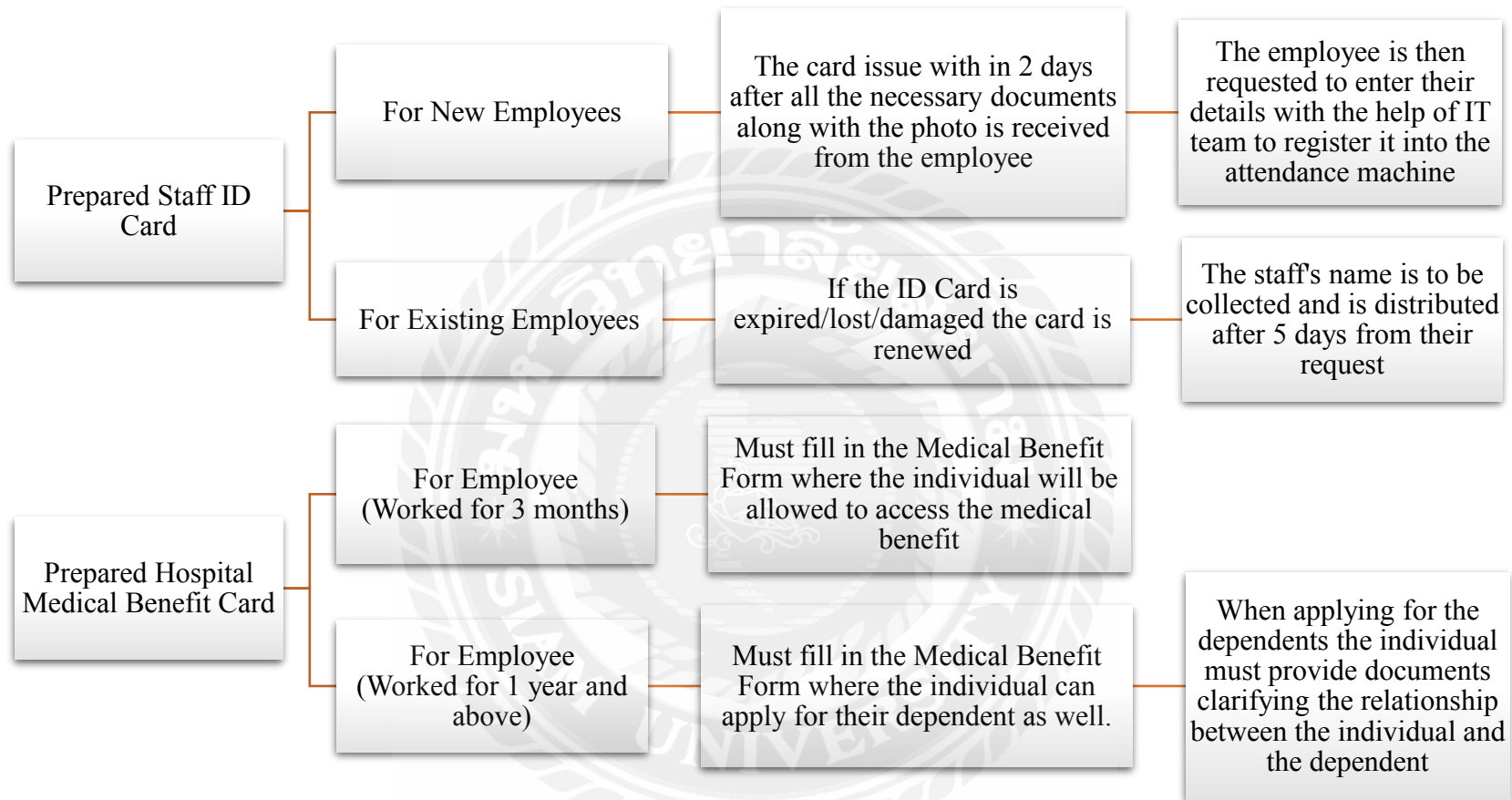


Fig 16: Support in preparing Staff ID and Hospital Medical Benefit Card process



2.5.6 Assisted HR Officer to create various types of reports required for payroll information, updated incentives for each month, employee contracts, and official letters, according to the need using Word and Excel.

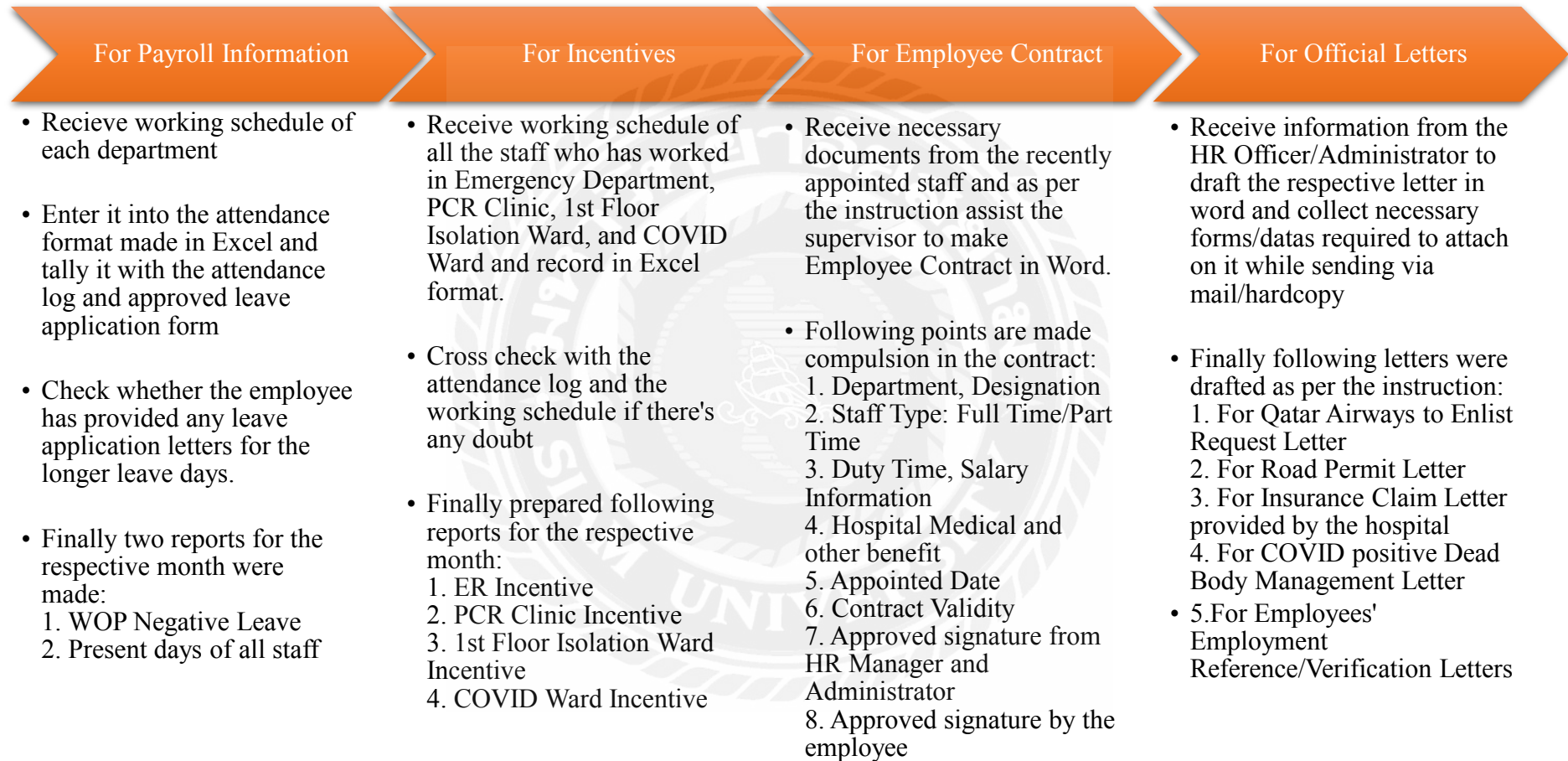


Fig 17: Flow diagram of key tasks assigned during the internship

2.5.7 Answered calls and handled the queries/concerns forwarded to HR accordingly.

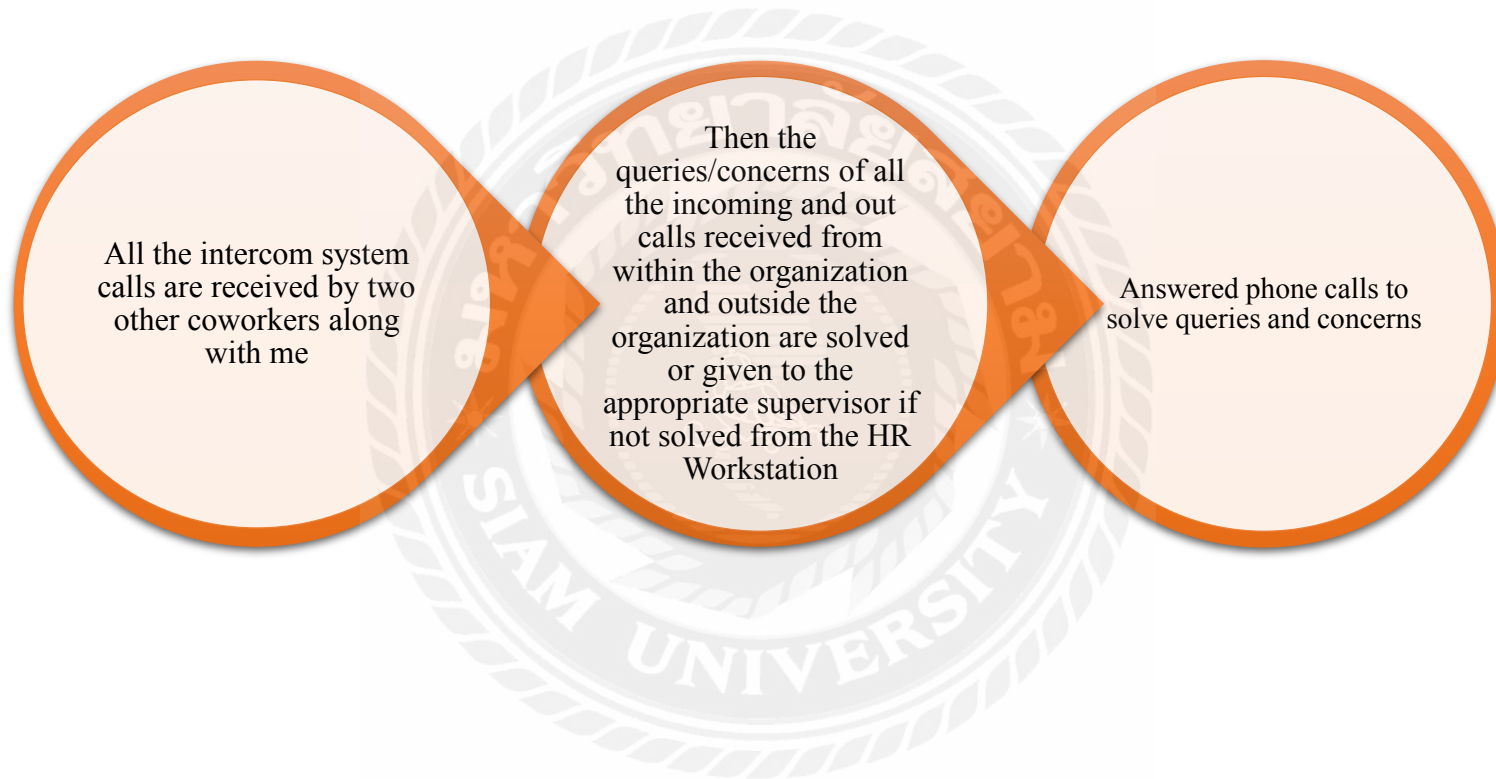


Fig 18: My role in answering phone calls in HR Dept. process

2.5.8 Sorted the CVs received and recorded it in the standard format of Excel.

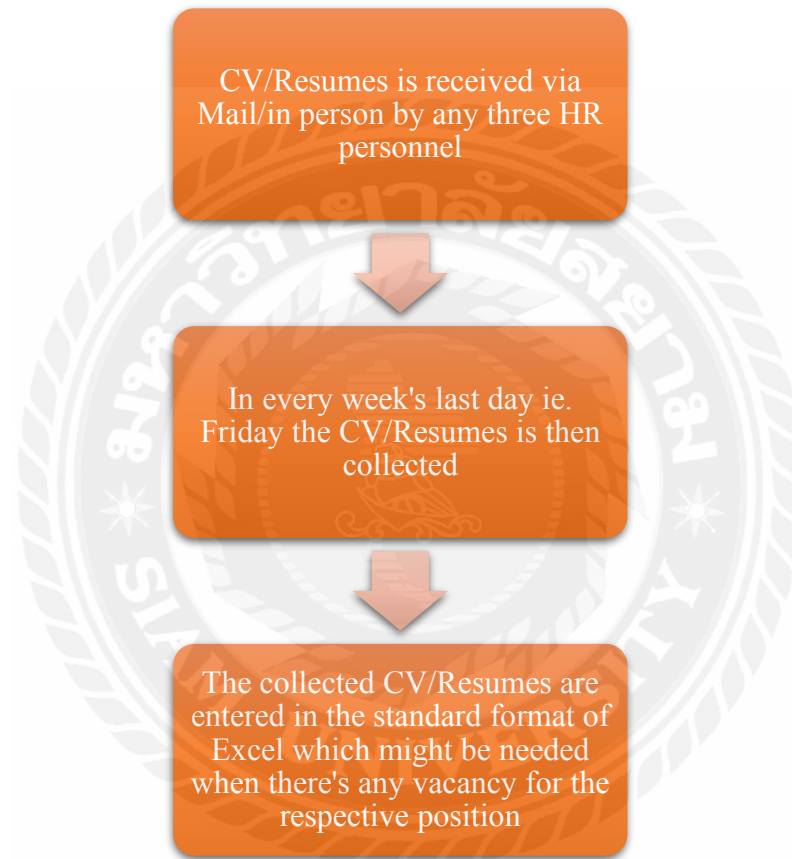


Fig 19: Participation in receiving CVs/Resumes and recording process

2.5.9 Assisted HR Officer with the Job Vacancies which needs to be posted in coordination with Marketing team.

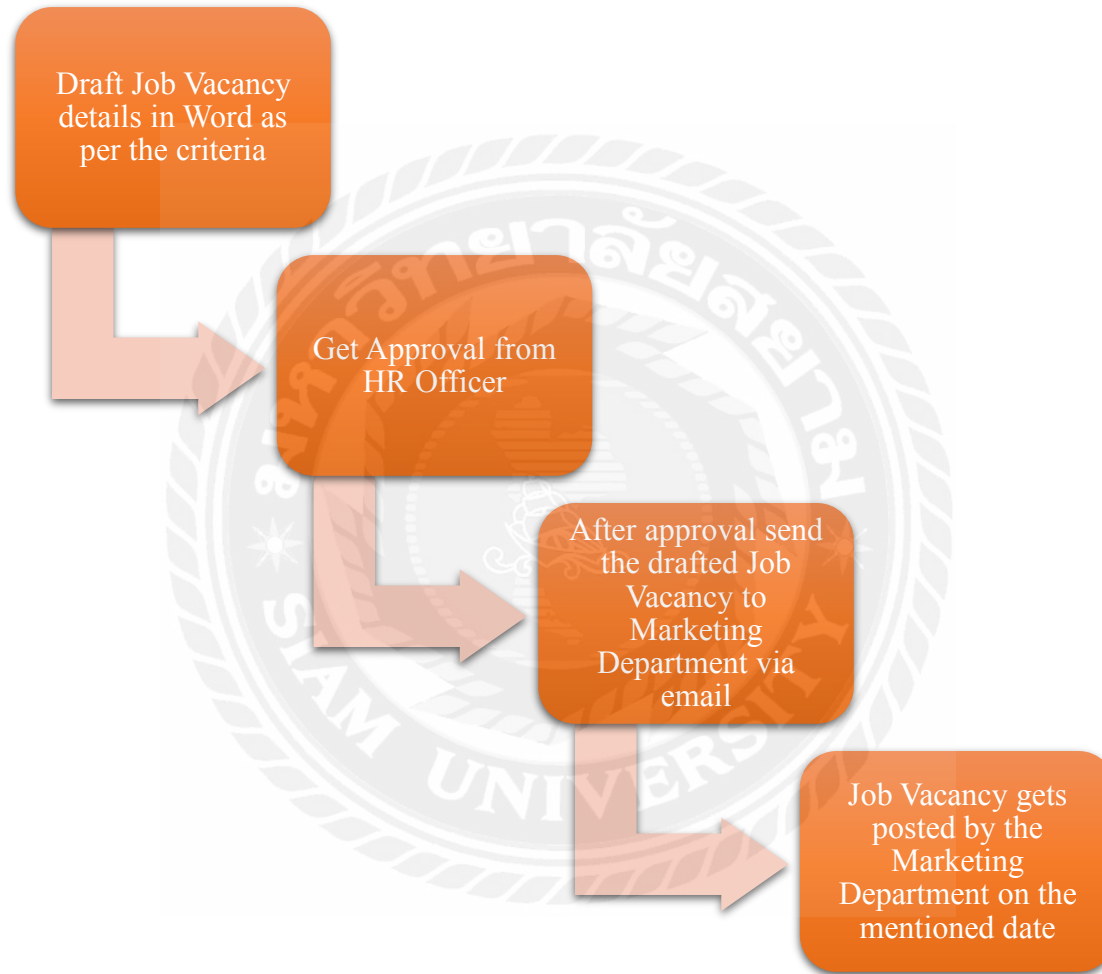


Fig 20: Prepare draft for the Job Vacancy as per the criteria and post it process

**Duties assigned beyond the standard job description:**

2.5.10 Support in handling the official email ids of both HR and ADMIN Department.

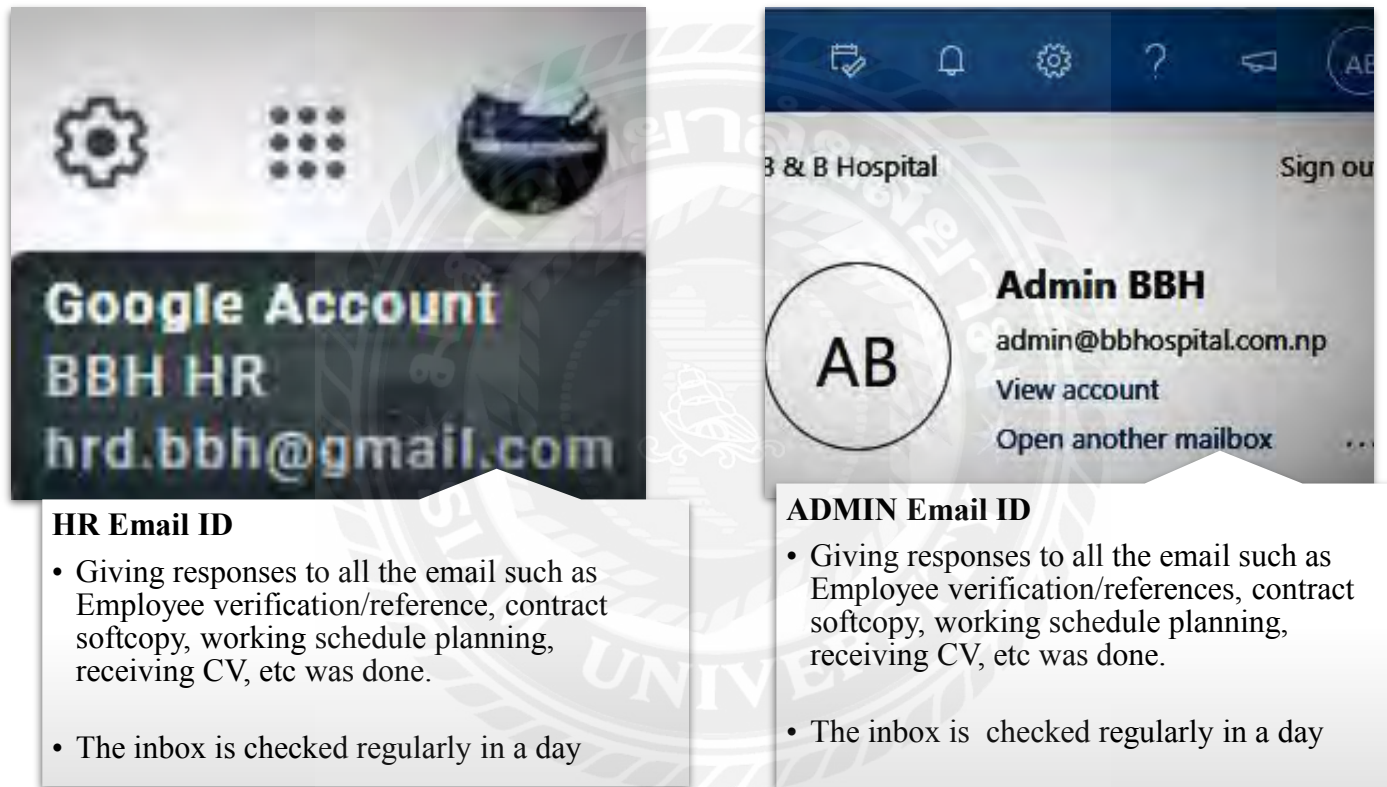


Fig 21: Support in handling official HR and Admin Department process

2.5.11 Assisted the Administrator in management of COVID -19 Insurance Application and Claim for employees and their cheque distribution.

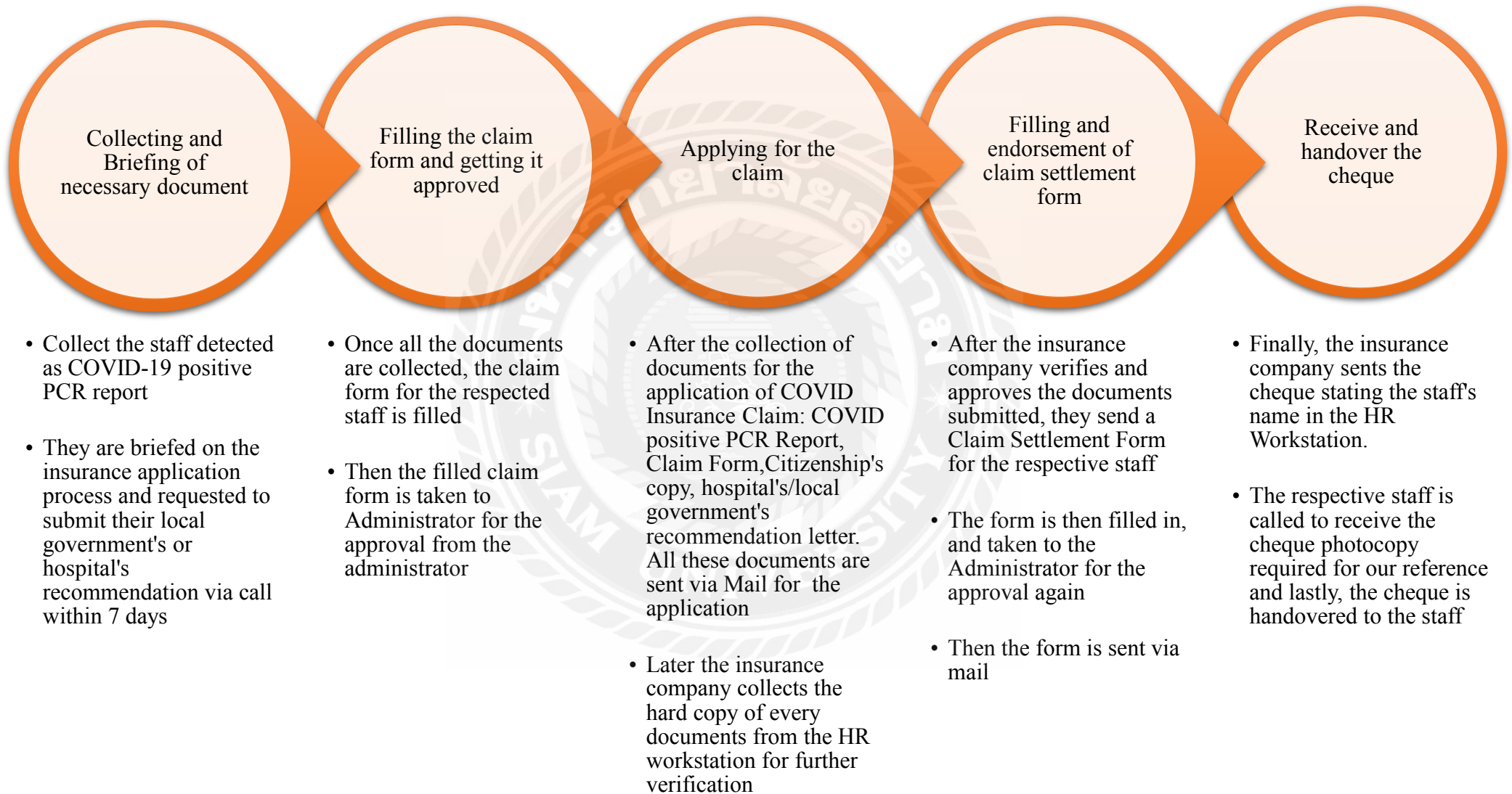


Fig 22: Assist Administrator in management of COVID -19 Insurance Application and cheque distribution process

2.5.12 Assisted Administrator in preparing necessary documents the dead body management of COVID-19 positive patient.

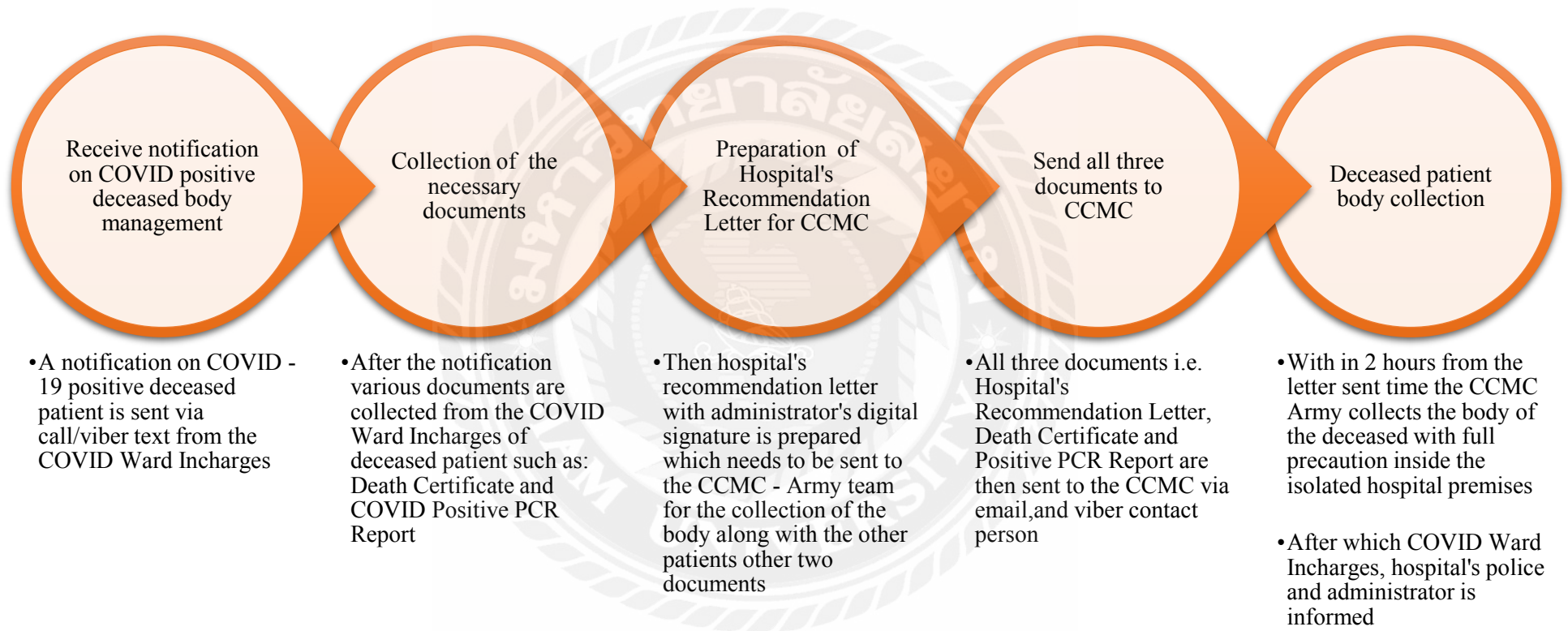


Fig 23: My workflow of COVID-19 positive deceased patient's dead body management process

2.5.13 Provided feedback on the new software named “ODOO” and work for the update necessary from HR perspective and needs.

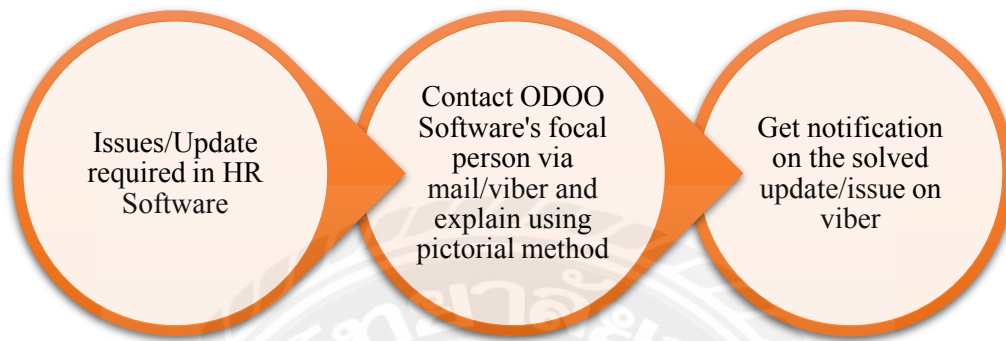


Fig 24: Provide feedbacks/updates on HR needs in ODOO Software process

2.5.14 Assisted NMB Bank staffs for creating new salary account of every staff from each department.

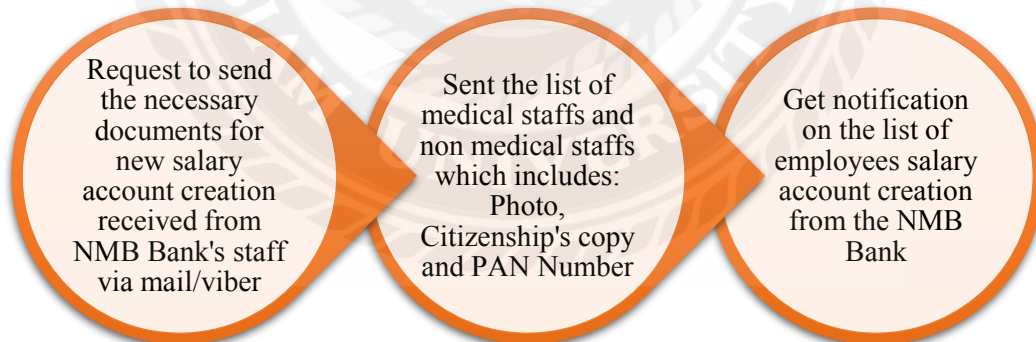


Fig 25: Flow of new salary account creation in NMB Bank process



### 2.5.15 Assisted HR Officer with resigned/existing staff in applying for their Employment Reference/Verification.

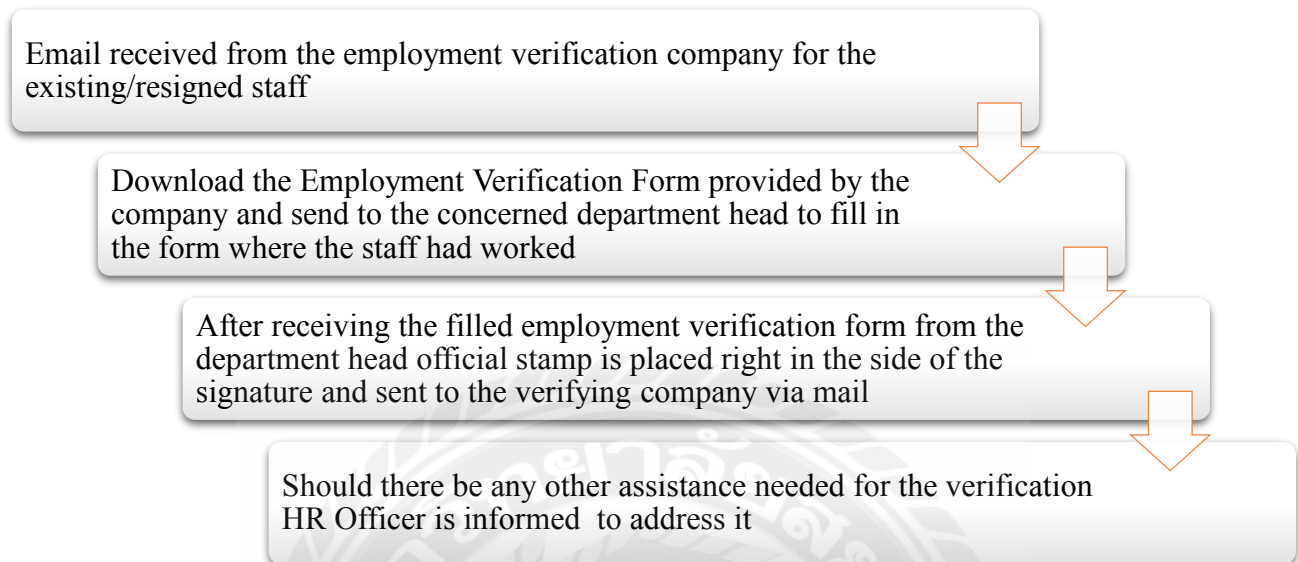


Fig 26: My task flow in assisting the resigned/existing staff for their employment verification

## 2.6 Contributions as a CO-OP student in B&B Hospital

The contributions that I had made during my internship tenure was mainly focused on HR practices, documentation, providing HR support and content development for official letters. With respect to the roles and responsibilities assigned, I was able to successfully make the following contributions during the internship:

Under the supervision of my job supervisor, I had helped prepare various kinds of reports, set meeting agendas, and send meeting invitation to the concerned people. One of the reports I had made is Report on Net Payment of MOs and the six months Average census Fig 27. The useful tools I had used to prepare effective reports during my internship tenure were MS Word, and MS Excel.

S N	Departments	Total Net Payment in Shrawan 2077	Falgun	Chaitra	Baisakh	Jestha	Asadh	Shrawan	Department-wise Average Census
1	ORTHOPAEDICS	485,800.00	79.6	46.97	17.52	20.19	33.52	42.7	40.1
2	GENERAL SURGERY AND UROLOGY	231,000.00	16.93	10	4.83	7.03	10	7.3	7.0
3	GYNAECOLOGY AND OBSTETRICS	115,200.00	6.57	4.1	3.32	3.22	4.03	5.5	3.3
4	GENERAL MEDICINE	229,400.00	17.8	8.23	3.23	5.81	5.71	5.8	5.8
5	NEUROSURGERY	115,600.00	5.47	3.03	3.26	1.72	3.35	4.2	2.6
6	PAEDIATRICS	115,200.00	1.67	0.9	0.48	0.41	0.52	1.8	0.7
7	MEDICAL & SURGICAL ONCOLOGY	115,400.00	3.6	4.43	4	3.5	4.71	4.2	3.1
8	CARDIOLOGY	115,400.00	0.07	0.93	0.16	0.03	0.06	0.3	0.2

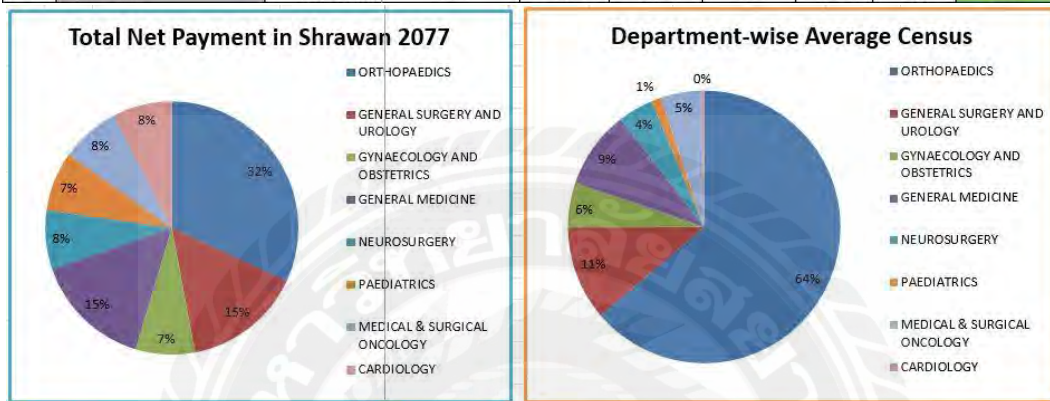


Fig 27: Report on Net Payment of Medical Officers and Consultants along with the Medical Department wise Average Census

Also, I find myself very honored to have facilitated various reputed organizations such as, Nepal Merchant Bank (NMB), and United Insurance Pvt. Ltd.

2.6.1 I had worked hand on hand with the NMB Bank Team for providing them the necessary documents to open a new salary account for 800+ staffs currently working with us. We used various communication mediums such as Emails, and Viber. (Please refer: Fig 31)

2.6.2 As soon as COVID-19 pandemic had hit our country, the HMT had established the COVID-19 Insurance Agreement with United Insurance Pvt. Ltd. for 600+ staffs currently working with us. My job was to receive the Positive PCR Reports of staffs from Fever Clinic Department, fill in their claim form, contact the concerned staff for their Government's Recommendation Letter and finally send it to the United Insurance Company's staff on mail. Till this date from the 143 claims that I had sent, 13 staff's claims were cleared whereas 130 claims are still in the process from the insurance company for further verification. (Please refer: Fig 36)

- 2.6.3 Another contribution that I take a pride in is the opportunity that I had received to create contract letters, creating contents for the letters, handling both official Email IDs of the hospital and so on. (Please refer: Fig 32)
- 2.6.4 Beyond my roles and responsibilities, I had helped resigned staff with their employment verification process as well. For this I had to take out the resigned staff's file and go through his profile after which I took my supervisors help to do the needful. (Please refer: Fig 33)
- 2.6.5 My other job was to create various kinds of cards required in the office premises. Some of them were:
- 2.6.5.1 Employee ID Cards (Please refer: Fig 35)
- 2.6.5.2 Employee and Employee Dependent Medical Benefit ID Cards (Please refer: Fig 34)
- 2.6.6 Likewise, for the recruit and selection of the potential candidate, I collected applications via official Email and made a list required for the further processing. Later the list along with the potential candidate's CV was forwarded to the concerned department for shortlisting. After discussing the shortlisted candidates were called for an interview. When the candidate was selected, they were given an orientation both from his/her department head and HR personnel.

S.N	Name	Contact No.	Qualification	Council No.	Institute	Experience	Remarks
1	Adipta Karki		B.Sc.Nursing	54999	Faran College of Nursing	1 year 2 month	ICU
2	Akshata Adhikari		PCL	36651	Nepal Institute of Medical Science	3 years 6 month	
3	Alisha B.K		PCL	35298	Western Hospital & Research Center	1 year 5 month	NICU
4	Anita Dangol		B.Sc.Nursing	45311	Kathmandu Model Hospital	OT	
5	Anjan Limbu		PCL	25011	Lahan Sagarmatha Educational	5 year	
6	Anu Prajapati		PCL	46923	Shradha Institute of Health Science	1 year 6 month	C/O Soniya Manandhar
7	Asmita Dahal		PCL	47070	Madan Bhandari Memorial	1years 2 month	
8	Balika Yadav		B.Sc.Nursing	49530	Bheri Nursing College	3 month	
9	Bharati Khaniya		BNS	21494	Manmohan Memorial Institute	3 year	
10	Bishnu Gurung		PCL	31073	Bagalamukhi Multiple Technical	3 year	OT

Fig 28: Application for Staff Nurse Record

Similarly, there were many other tasks that I had tried my best in contributing during my internship tenure. I sincerely would like to thank my job supervisor along with my other HR Teammates who had been very patience with the task that I was assigned with.

## **Chapter 3 Learning Process**

### **3.1 Problems/Issues of the B&B Hospital Pvt. Ltd. in terms of HR perspective**

During my internship tenure as an HR Assistant Intern in reputed B&B Hospital, I have had faced few problems/ issues in HR Department which was quite a challenge for me as a student who was new to this field. Following are the few of the challenges:

#### **3.1.1 Delay in decision making**

In a health sector organization with large number of departments and employees working on to meet the daily objective set by their respective department in order to reach hospital's main objectives and goals, I think that every decision is made by taking some time to consider what is right and what leads to the other way around for the organization. However, this might be also considered as one of the problems which could lead to delay the implementation of certain processes.

For instance, let's take one of the duties that I was assigned beyond my job description. In Fig 21, where I had supported both the HR and ADMIN Dept. by handling their respective official email ids. While doing this task as told I had to give my supervisors a heads up on any email received for trainings, employment verification, etc. Once, the government organization looking for participants had sent an email mentioning date and timings for the event. As the call for participants for training letter had to go through certain process like finding the significant department requiring it, staffs to be sent and approvals for the same. It usually took more time than I thought. This was what had delayed the further process like orienting the staff representing hospital, preparing official letter and sending the email to the concerned organization that this specific staffs will be attending the training.

Significance of this problem: Delaying in such decision making has made the staffs representing the hospital in the training unprepared, confused as they didn't have enough time to prepare themselves due to the late notice regarding their attendance in the training.

#### **3.1.2 Delay in updating staff lists**

As an HR Assistant Intern, when I first started working in the HR Dept. of B&B Hospital, the hospital had recently shifted its staff salary account bank from Siddhartha to

Nepal Merchant Bank (NMB). As this action was in the initial phase, one of my other duties was to assist NMB Bank staffs for creating the new salary account for each staff from every department mentioned in Fig 25. While doing this task I was faced with the problem where the total number of staff list and their personal information received was not updated well. Due to which I had problem providing the necessary documents of the current working staff to NMB Bank in order to create their salary account.

Significance of this problem: Delay in updating the staff list on time had delayed process of creating the salary account of 60% staff which further made the effective date to implement the transferring process longer than the expected date.

### 3.1.3 Delay in receiving the necessary documents for COVID 19 positive patient's dead body management

Going through the pandemic had made each and every work of HR Dept. in B&B Hospital quite challenging and hard to keep up with, in the initial days of lockdowns. One of the problems that I had faced was when I had assisted Administrator in preparing necessary documents for the dead body management of COVID-19 positive patient shown in Fig 23. As this task had to be done online via mail, over phone and Viber (one of the chatting tool in Nepal like Line), I didn't really have to go to hospital to make the recommendation letter however before drafting that I had to receive the notice along with the documents such as: Death Certificate and COVID positive PCR Report from the COVID Ward staff group on Viber. The process of receiving notice and necessary documents was always late as a result there was delay in preparing recommendation letter to be sent to COVID-19 Crisis Management Center (CCMC).

Significance of this problem: Delay in receiving the documents had led to delay in preparing recommendation letter which was mandatory to be sent to CCMC. This had eventually led to not meet the set time frame (within 7 hours) in which the dead body had to be settled. This had made many visitors of the patient, COVID ward staff, and army from CCMC unsatisfied and unhappy.

#### 3.1.4 Delay in receiving Claim Settlement Form of COVID 19 Insurance claim

For the safety and well-being of the staff, B&B Hospital had made an agreement with United Insurance company for providing the COVID-19 insurance worth Rs. 100,000 to each and every working employee at the hospital. This had motivated all the staffs to work with no financial worries for when they contract the virus. My role in this task was to basically to assist the administrator in management of COVID-19 Insurance application, look after claim process, receive and distribute the cheque, Fig 22. For the claim application, I had to receive and collect the necessary documents from the staff such as: Positive PCR Report with an official stamp on it, citizenship copy and hospital's/local government's recommendation letter within 7 days of getting positive after which I filled in the required information in the claim form. All four documents were then approved by the administrator and sent to the insurance company via mail and in person (insurance staffs would pick up the documents in every end of the week). After the completion of sending the documents to the insurance company there was delay in receiving the claim settlement form due to the change in government rules time and again as this type of insurance was just being introduced because of which the cheque was not received on time by the staff.

Significance of this problem: This delay had created many confusions and miscommunication within the staffs in the hospital leading to misunderstanding. Also, there were few staffs who had to face financial issues when they were detected positive due to the expensive care and support, they needed.

#### 3.1.5 New software was not friendly to the HR employees

In order to make the HR processes easier and more convenient, when I had started my internship at B&B Hospital, it had recently introduced a new software named "ODOO". This software was introduced as it was believed that it could actually help all the department to work from their respective department using a single medium. During this time, I was assigned to provide feedback on the new software and work for the update necessary from the HR perspective and needs as shown in Fig 24. For instance, when I was entering data of each staff in the software, I faced some technical problems which

Significance of this problem: This had slowed the HR processes leading to not meet the targeted data entry job per week. Also, other jobs such as creating medical benefit card had been delayed

due to which the staff(s)/their dependents were not able to receive the hospital discount on time.

### **3.2 How to solve the problems**

In order to support the good functioning of the HR Systems and processes, during my internship I have had done some research on my own and reviewed literature so that I could help reduce the problem/issues faced as mentioned under 3.1.



<b>Problems/Issues faced</b>	<b>Solving Problems</b>
3.2.3 Delay in decision making 3.2.4 Delay in updating staff list 3.1.3 Delay in receiving the necessary documents for COVID 19 positive patient's dead body management	<p>At present, the nature of business enterprise has become very complex. Under such circumstances it is not possible and practicable for the top management of an enterprise to look after all the activities of the enterprise. Therefore, it has become very necessary that the top management of the enterprise must pay its attention only to the important problems of the enterprise. Decision must be taken on every level of management and the subordinates must get power and responsibility for their fields. This arrangement in an enterprise is known as the decentralization of authority. Under this arrangement, the authorities are delegated by the top management to the subordinates (I). Delegation of authority has made the workings for the decision making on 3.1.1 easier as it has helped in assigning someone who is responsible to decide and make a plan accordingly for the easy and fast communication. Also, in 3.1.3, applying this theory by appointing separate COVID Ward In charges who are responsible to look after all the functioning of the COVID Ward and for HR support they were also responsible to send the necessary documents on Viber which had made the process clearer and faster than before.</p>
3.1.4 Delay in receiving Claim Settlement Form of COVID 19 Insurance claim	<p>The Coronavirus Insurance Program had been announced by the government in the budget of the ongoing fiscal year. However, the program ran into trouble in less than a month of the launch when non-life insurance decided not to sell the policy, assuming that the amount to be paid in claims will be very high. However, the Insurance Board directed non-life insurance firms to give continuity to the coronavirus insurance scheme the very next day after the government assured to share the risk with the insurance firms, given the increasing cases of COVID-19 across the country (Service, 2020).</p>
3.1.5 New software was not friendly to the HR employees	<p>For 3.1.5, we had worked directly with the software team by giving the feedbacks and suggestions required for the HR Software. Following is one of my reviews and required updates given to the contact person of software on Viber:</p>



# 1 Current Format

## Family Information

#	Patient	Relation	Associated Plan	Start Date	Document	Add
1	BBH76037414 - MOTI PRASAD THAPA	Father	B & B Staff Parents	07/13/2020 (2000/3/2%)		
2	BBH76012083 - SHRINKHALA THAPA	Self	B & B Staff - Self	07/13/2020 (2000/3/2%)		
3	BBH76037417 - GITA THAPA	Mother	B & B Staff Parents	07/13/2020 (2000/3/2%)		

## Requested Additional Inputs In Current Format

## Family Information

#	Patient	Relation	Associated Plan	Start Date	Document	Approval Status
1	BBH76037414 - MOTI PRASAD THAPA	Father	B & B Staff Parents	07/13/2020 (2000/3/2%)		
2	BBH76012083 - SHRINKHALA THAPA	Self	B & B Staff - Self	07/13/2020 (2000/3/2%)		
3	BBH76037417 - GITA THAPA	Mother	B & B Staff Parents	07/13/2020 (2000/3/2%)		

Laxman Sir has requested to add following options as well. Also this button must directly affect the staff benefit discount.

- Activate
- Deactivate

Fig 29: Feedback/Update for the HR Software

### **3.3 Recommendations to the B&B Hospital Pvt. Ltd.**

Some of the recommendations that I would like to make to the B&B Hospital Pvt. Ltd. are:

- Assigned supervisor should make a proper schedule for the interns as per the job description given.
- Interns must be properly trained for the necessary task rather than working independent which can help the intern to learn and practice effectively.
- Feedback and proper guidelines should be given to interns by their supervisors to encourage them.
- Job descriptions may be revised to meet various skills of individual interns and demands of the institution, but specific tasks must be agreed on before an intern is placed. Interns would learn more if they are also included in meetings and discussion.

### **3.4 Learnings during the Co-Op Studies**

Details of learning process and knowledge received in the internship as HR Assistant Intern at B&B Hospital Pvt. Ltd. are as follows:

#### **a) Improved communication, flexibility, adaptability, and multitasking skills**

This internship has made me realize that the ability to work for long hours, adapting to any turning situations, communicating, and multitasking is an asset. Facilitating prompt meetings has made everyone including me in my team to know the way to articulate a conversation in a proper way.

#### **b) Got familiar with the new software**

The time I had enrolled as an intern new software application was recently introduced. There had been some technical issues in the website time and again which made us re-enter the information. It took some time for me to get used to with the software application. Also entering details for the staff and dependent medical benefits were not responding for a while. So, in order to solve this, we the HR Team had a meeting with the software team where we discussed the problems we were facing and it took them few working days to solve the issue. They were very supportive.

c) Learned to work in pandemic

During the internship period, one of my colleagues had been detected as COVID-19 positive which made me along with my other HR Teammates to be mentally stressed. According to the COVID positive staff management protocol from my department we all had to go through complete 3 days quarantine and had gone through the PCR Test. As we waited for the result, in order to make ourselves ease from the stress we did yoga, and read articles related to the recovery cases and shared it via Viber to all the HR staffs who were in quarantine with us.

d) Got familiar with the HR practices

As soon as I was enrolled in the hospital as an HR intern, I went through orientation phase where I was given a thin book mentioning:

- a. Code of conduct,
- b. Information on leave, and holidays that I could take,
- c. Employee medical benefit,
- d. Processes of verification of staff attendance,
- e. Procedures on COVID-19 Staff Management protocols,
- f. Processes on the new employee enrollment, etc

e) Worked in a diverse team

I have always wanted to work in a team with diverse perspective, and culture with different background. Working in B&B Hospital opened that opportunity for me. The first time was when I was facilitating the new software meeting. In the meeting, I had presented the agendas as shown in Fig 37, which needed to be addressed on time. Coordinating with the Software team had been quite challenging for me as I didn't really have enough background on the use of software. So, I started using various areas of the trial website provided by the software independently so that I could learn and address the requirements accordingly. Coordination skills is one of the assets that I gained after lot of team work experiences.

### **3.5 Applying the knowledge from coursework to the real working situation**

Practical knowledge and theoretical knowledge are two completely distinct approaches to gain experience. While theoretical knowledge may guarantee that you understand the fundamental

concepts and have know-how about how something works and its mechanism, it will only get you so far, as, without practice, one is not able to perform the activity as well as he could.

Risk and Insurance Management and English Usage for Profession were two coursework that had helped me during my internship. Following were the theoretical fundamental terms in the coursework that I got familiar with in the internship:

Table 10: Course work name and applied theoretical terms

Coursework Name	Applied Theoretical Terms
Risk and Insurance Management	Employee Provident Fund, Gratuity Fund, Retirement Fund, Insurance
English Usage for Profession	Meeting Minute, Agreements, Contracts

### 3.6 Special skills and new techniques

There were few special skills and new techniques that I have learned and gained during my tenure as an intern in HR Department of B&B Hospital Pvt. Ltd.

#### I. Special Skills:

- a. Deal with daily HR Issues
- b. Update processes of the HR documents
- c. Arrange meetings in short notice
- d. Work in the diverse team
- e. Prepare salary sheets
- f. Apply for COVID-19 Insurance Claim Process
- g. Content creation for vacancies, contracts, agreements
- h. Help go through recruitment processes

#### II. New Techniques: Got familiar with

- a. ODOO Software
- b. MIDAS PIS Software
- c. Advance Excel

## **Chapter 4 Conclusions**

### **4.1 Summary of highlights of my Co-Op Studies at B&B Hospital Pvt. Ltd.**

The most important knowledge as an HR Assistant Intern in B&B Hospital gained during the internship period was the working procedures of the different departments in the hospital. The sixteen weeks internship period was not sufficient enough to understand the whole system. However, it has been proved very valuable in understanding the practical implications and knowledge exposures. The internship program has helped to learn the dynamics of work culture, professionalism and systems in the business world.

This internship has taught me the importance of interpersonal relationship, time management, effective communication, public relation, leadership traits and other managerial skills which are basic requirement to groom overall personality of a student. This learning period was very helpful to bridge theoretical knowledge learned during academic session with practical exposure and to learn the real-world working environment.

### **4.2 Self-assessment of the work experience**

This internship experiences have been considered as a very good platform for learning about working in a real-world environment and also it has given me the opportunity to practice what had been learnt in various subjects in college. During the entire internship period in HR Department as and HR Assistant Intern the learning was not concentrated upon the daily tasks but also focused upon understanding the overall manner in which an organization functions and the strategies it follows.

The internship was expected to be a learning experience wherein the Healthcare institution of Nepal with respect to the manner in which it's HR Department runs and the regulations that it has to follow would be understood. The internship work assigned was expected to be very systematic and also focused upon a certain kind of work other than the assigned one. Since the organization that I chose for internship was a hospital, therefore it was perceived to be regulated very properly by the top-level management. The work environment that I had expected was to be very flexible and rigorous in manner. Also, I had perceived the organization to be following a set of hierarchical structure in order to function properly and also to have flexible rules and chain of command for the operations which has seen as creating delay in some of the tasks.

However, during the internship period the perceptions and expectations were identified as different to what was expected and perceived during my 16 weeks working tenure in the organization. The organization which was perceived to be stringent in mannerism was not so. Every staff had to follow any strict set of regulations however they had the access and ability to work independently. Also, they could work in a team in their respective departments under the supervision of their department in-charges. Due to the work environment, there had always been a strict chain of command to be followed of any kind in practice.

The learning experience at the internship place was also very different to what I have expected in the beginning. The internship firm did not only deliver the learning experience by observing the daily activities that happened in the whole organization but gave me the liberty to conduct daily tasks of all the departments which extended me the opportunity to learn about the work carried out by each department on how they function.

Therefore, this internship was a great opportunity to learn about the general business concepts by not only observing but by participating in the daily working activities of the organization. The perceptions and expectations of the internship varied to great extent in comparison to what was obtained after real experience. The amount of learning and knowledge obtained is beyond comparison to the minimal standards set in the beginning.

#### **4.3 Limitation of my Co-Op studies**

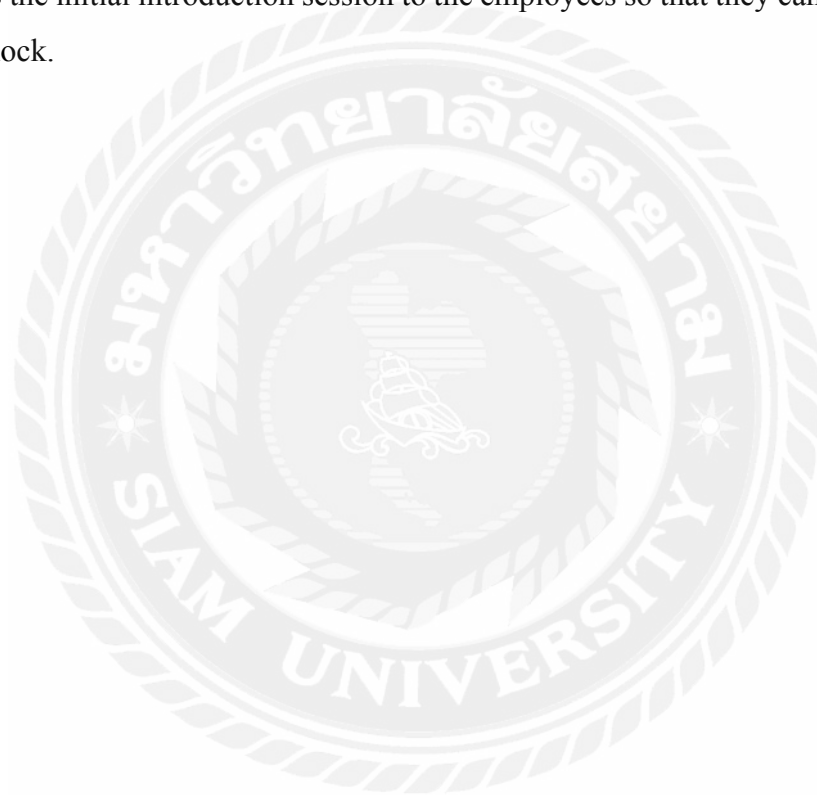
During my Co-Op studies, I have had faced certain challenges as a limitation which are as follows:

- a) Difficulty in obtaining documents softcopy due to the hospital confidentiality
- b) 16 weeks' time is very limited to get acquainted with Hospital environment
- c) This internship report as an HR Assistant Intern in HR Department at B&B Hospital may or may not be useful to others because of different circumstances like locations, organization's processes, sector, etc
- d) My major focus as an intern was in HR Department so many other departments workings is excluded from the report.

#### **4.4 Recommendations for the Company**

Being a part of such a large organization with 883 staffing including all medical and non-medical professionals has been a wonderful experience. I was able to experience all the HR

workings in the real working platform within the hospital's HR Department. In the future I would personally like to suggest B&B Hospital to create such a practical working environment to other interns as well. I would like to recommend the management of the company to establish Standard Operating Procedures (SOPs) (Please refer: Fig 38) of each and every important functioning inside the hospital premises and follow the procedures so that every operation focusing on HR within the organization gets more effective and efficient in a way which might also reduce the problem such as delay in decision making by decentralizing the authority. Sudden introduction to the software might create hassle in the company, so I would suggest the management to review the software first and provide the initial introduction session to the employees so that they can cope up with the technological shock.



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## Appendices



Pic 1: One with the Hospital Management Team



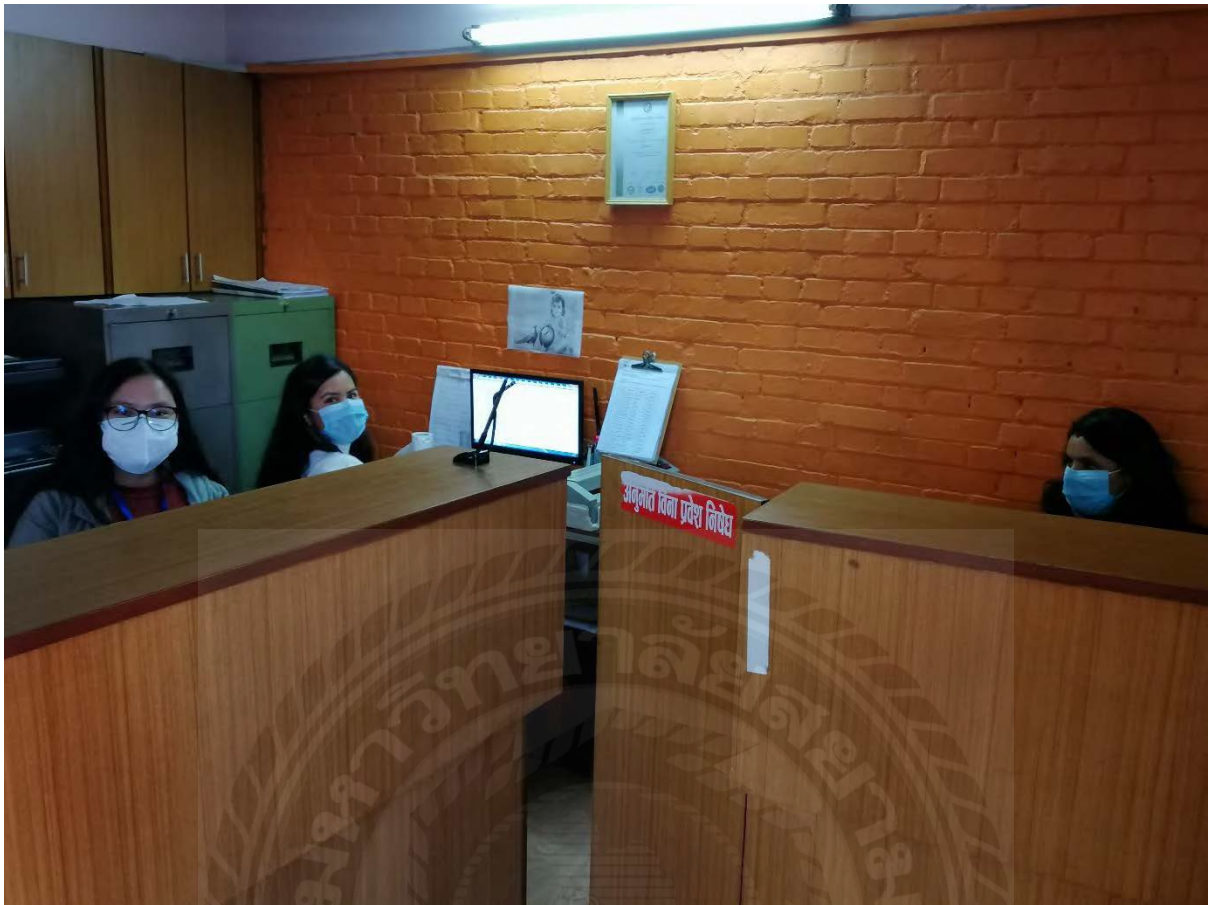
Pic 2: One with my Job Supervisor receiving Internship Completion Certificate



Pic 3: Selfie with my colleague in front of Fever Clinic Department



Pic 4: Happy picture with my seniors



Pic 5: My HR Workstation



Pic 6: With Department In charges



Pic 7: One with whole HR/Admin Team



Pic 8: Celebrating my Birthday in office!

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English/Nepali Translation  
Dispatch No.:.....



Phone No. 4552421  
Fax No.: 4552375



Government of Nepal  
Ministry of Health and Population  
Department of Health Service  
National Public Health Laboratory  
Teku, Kathmandu  
Office Seal affixed

Ref No.: 2077/78  
Dispatch No.: 77

Date: 05 August 2020

Sub: Regarding permission for PCR Tests.

**M/s B & B Hospital**

**Lalitpur.**

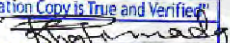
In reference to the above subject, whereas B & B Hospital has demanded permission for COVID- 19 PCR test in response to the notice issued by this Laboratory asking for furnishing proposal for PCR test by the willing private laboratories, upon inspecting in the field by this Laboratory, it has been found fulfilled the standard as prescribed by the Guidelines relating to providing permission for COVID- 19 Molecular Examination, 2020, hereby this is to request that the permission has been given for PCR tests.

Reference to:

M/s Ministry of Health and Population,  
Ramshahpath

Sd/-

Dr Mukunda Sharma  
Pra. Ka. Pya.

"The Translation Copy is True and Verified"  
Signature:   
Name: Dr. Punya, Ed., Khatiwada  
Date: 10 SEP 2020  
Certificate Number of the Notary Public: 1861  
Date of Expiry of Certificate: July 25, 2024 AD  
Seal of the Notary Public



Page 1 of 1

Fig 30: Government Certified PCR Approval Letter

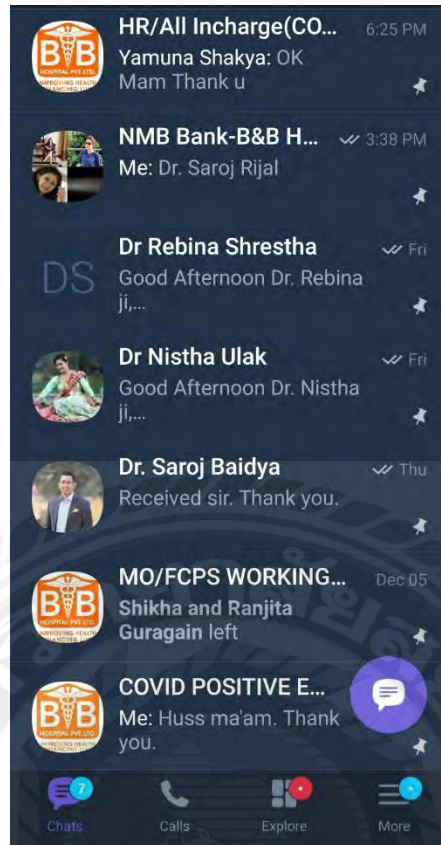


Fig 31: Coordinating with various organizations and staffs on Viber



# B. & B. Hospital (Pvt.) Ltd.

(ISO 9001 : 2015 Certified)

Gwarko, Lalitpur, Nepal

5533206  
5007711



Date: 1<sup>st</sup> October 2020

**Ms. Snupa Modi**  
Kathmandu - 14, Kathmandu,  
Nepal

## Contract Letter

We are pleased to offer you a fixed term contract in the hospital as a "Digital Strategist" in the Marketing Team. You will be in contract for three months. The details of your present appointment are as follows:

<b>Title of Job</b>	: Digital Strategist
<b>Job Type</b>	: Fixed Term
<b>Date of Commencement</b>	: 2077-06-15 B.S. [1 <sup>st</sup> October 2020]
<b>Responsible to</b>	: Marketing Head
<b>Salary</b>	: [Redacted] Tax
<b>Job Role</b>	: To assist B&B Hospital in its digital initiatives for online brand visibility, targeted customer marketing on various social media platforms and strategic digital planning.

We are delighted to welcome you as a fixed term employee of B&B Hospital Pvt. Ltd. and wish you success in your career.

We look forward to you being a part of our team.

**Dr. Reena Baidya**  
Head-Human Resource

**Mr. Prakash K. Bhattarai**  
Administrator

**Ms. Snupa Modi**  
Date: 1<sup>st</sup> October 2020

**CC:**  
1. Department of Account  
2. Head, Department of Marketing

Fig 32: Contract extension sent on email

**EMPLOYMENT REFERENCE SUBMISSION - NURSE SAPANA**

1 message

B&B - HR Dept <hrd bbh@gmail.com>  
To: kevin.manalac@ghrjobs.com  
Cc: BBH-Admin <admin@bbhospital.com.np>, Laxman Bhandari <lpbhandari@hotmail.com>

Fri, Sep 11, 2020 at 2:42 PM

Dear Mr. Manalac,

Greetings!

Hope you find this email well. Please find the employment reference of Ms. SAPANA DHUREL, NURSE in the attachment; we hereby verify that the official documents provided by her are genuine and have no such manipulation.

Should you have any queries regarding the same, please do not hesitate to contact us.

Thank you.

Have a great day!

Best Regards,  
Human Resource Department  
B&B Hospital Pvt. Ltd.  
Contact No. 01-5531933



3 attachments

Sapana Dhurel Pg 1.pdf  
696K

Sapana Dhurel Pg 2.pdf  
730K

Sapana Dhurel Pg 3.pdf  
791K

Fig 33: Employment Verification



Fig 35: Employee ID Card



Fig 34: Employee and their dependent's medical benefit card



..... इन्स्योरेन्स कम्पनी लिमिटेड

केन्द्रिय कार्यालय : ..... काठमाण्डौ ।  
फोन नं. .... फ्याक्स: ..... ईमेल .....

**कोरोना भाइरस (COVID-19) रोग वीमा दावी फाराम / निवेदन**

बीमालेख नं. .... दावी नं. ....

यो फाराम दावीकर्ताले पूर्ण रुपमा भरेर कम्पनीमा बुझाउनु पर्नेछ । साथै संलग्न वमोजिमको कोरोना भाइरस (COVID-19) रोगको डाक्टरबाट PCR (Polymerase Chain Reaction) परिक्षण (Test) पुष्टी भएको रिपोर्ट साथै बीमालेखमा उल्लेख भए अनुसारका कागजातहरु पेश गर्नु पर्नेछ ।

**१. दावीकर्ताको विवरण :**

पुरा नाम थर	लिंग	उमेर	बीमाङ्क रकम	कोरोना रोगको PCR Test परिक्षण भएको मिति/समय

**२. उपचार गरेको भए उपचारमा संलग्न चिकित्सक / प्राविधिक र अस्पतालको विवरण :**

चिकित्सक / स्वास्थ्य कार्यकर्ताको पुरा नाम थर	टेलिफोन/मोबाइल नं.	अस्पतालको नाम ठेगाना	कोरोना रोगको PCR Test परिक्षण भएको मिति/समय

म/हामी/ घोषणा गर्दछु/गर्दछौ कि माथि उल्लेख भए वमोजिमको रोग लागेको हो र माथिको सम्पूर्ण विवरण सान्धो छ । यदि मैले हामीले कुनै गलत / झुठ विवरण दिएको भए वा कुनै सत्य तथ्य लुकाएको भए वा अन्य कुनै कम्पनीमा बाह्योरो बीमा गराएको भए यो बीमालेख खारेज हुने कुरा तथा विगतमा भएका वा भविष्यमा हुन सक्ने रोग वापतको क्षतिपूर्ति नपाउने कुरा स्वीकार गर्दछु / गर्दछौ ।

**दावीकर्ता/हकवालाको**

नाम :  
सहि :  
मिति :

**संस्था भएमा**

संस्थाको नाम :  
संस्थाको छाप :  
आधिकारिक दस्तखत:  
मिति :

**नोट :**

दावी फारामका साथ सम्बन्धित कोरोना भाइरस (COVID-19) रोग लागेको भन्ने प्रतिवेदनको सबकल तथा प्रतिलिपि संलग्न कागजातहरु पेश गर्नु पर्नेछ ।

**संलग्न गर्नुपर्ने कागजातहरु :**

१. बीमालेखका कागजातहरु (दावी फाराम निवेदन सहित),
२. कोरोना भाइरस (COVID-19) रोग पुष्टि भएको प्रमाण ।

\*\*\*\*\*

Fig 36: COVID 19 Insurance Claim Form

## MEETING AGENDA – NEW SOFTWARE UPDATE

MEETING INFORMATION			
<b>Objective:</b>		HR Department Section	
<b>Date:</b>		29/04/2077	
ACTION ITEMS		RESPONSIBLE	DUE DATE
<b>A. EMPLOYEE INFORMATION LAYOUT</b>			
1	1 <sup>st</sup> Layout Update  <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; width: 40px; height: 40px; margin-right: 10px; text-align: center; line-height: 40px;">PHOTO</div> <ul style="list-style-type: none"> <li>-Name</li> <li>-Department</li> <li>-Staff ID</li> </ul> </div>		
2	2 <sup>nd</sup> Layout Template Update		
<b>B. EMPLOYEE DATA ENTRY LAYOUT</b>			
1	Work Information Update -Add Sub Department (Nursing) - Patient ID (Personal Medical ID)		
2.	Private Information Update -Pay roll Information (Bank Name) - Contact Information (Permanent Address Nepali Format)		
3.	FOR COUNCIL - Previous Trainings & Certification (should be same format as Additional training and certification) FOR COUNCIL		
<b>C. EMPLOYEE CONTRACT LAYOUT</b>			
1	Contract Report ( Add Department, Designation, Staff ID)		
2	Cancelled Contract (Terminated, Retired, Resigned, Uninformed) or replace it with others		
3	Add Clearance Date		
<b>D. EMPLOYEE MEDICAL ID LAYOUT</b>			
1	Family Information (Associated Plan -> Default Plan) Auto		
2	Family Information (Upload documents)		
<b>E. EMPLOYEE ATTENDANCE LAYOUT</b>			
1.	Link with attendance machine		
2	Employee working schedule		
3	Employee Leave (Opening ble., Leave name, Online Form)		
4	Employee Overtime (Online Form)		
<b>EMPLOYEE USER ROLE &amp; ACCESS LAYOUT</b>			
<b>REPORTS EXPORT LAYOUT</b>			
1	ALL REPORT MUST BE IN BOTH *AD & *BS FORM		
2	CONTRACT INFORMATION (PLEASE REFER C.)		
3.	ATTENDANCE REPORT		
4.	OVERTIME REPORT		
5	LEAVE REPORT		
<b>NEW ACTION ITEMS</b>			
1	EMPLOYEE OUTSOURCED AGREEMENTS RECORD		
2	EMPLOYEE RELATED FILE RECORD (Clearance, Medical Card, Experience Letter Request, other form) Access to the Department Head		

Fig 37: Meeting Agendas to discuss for the new software

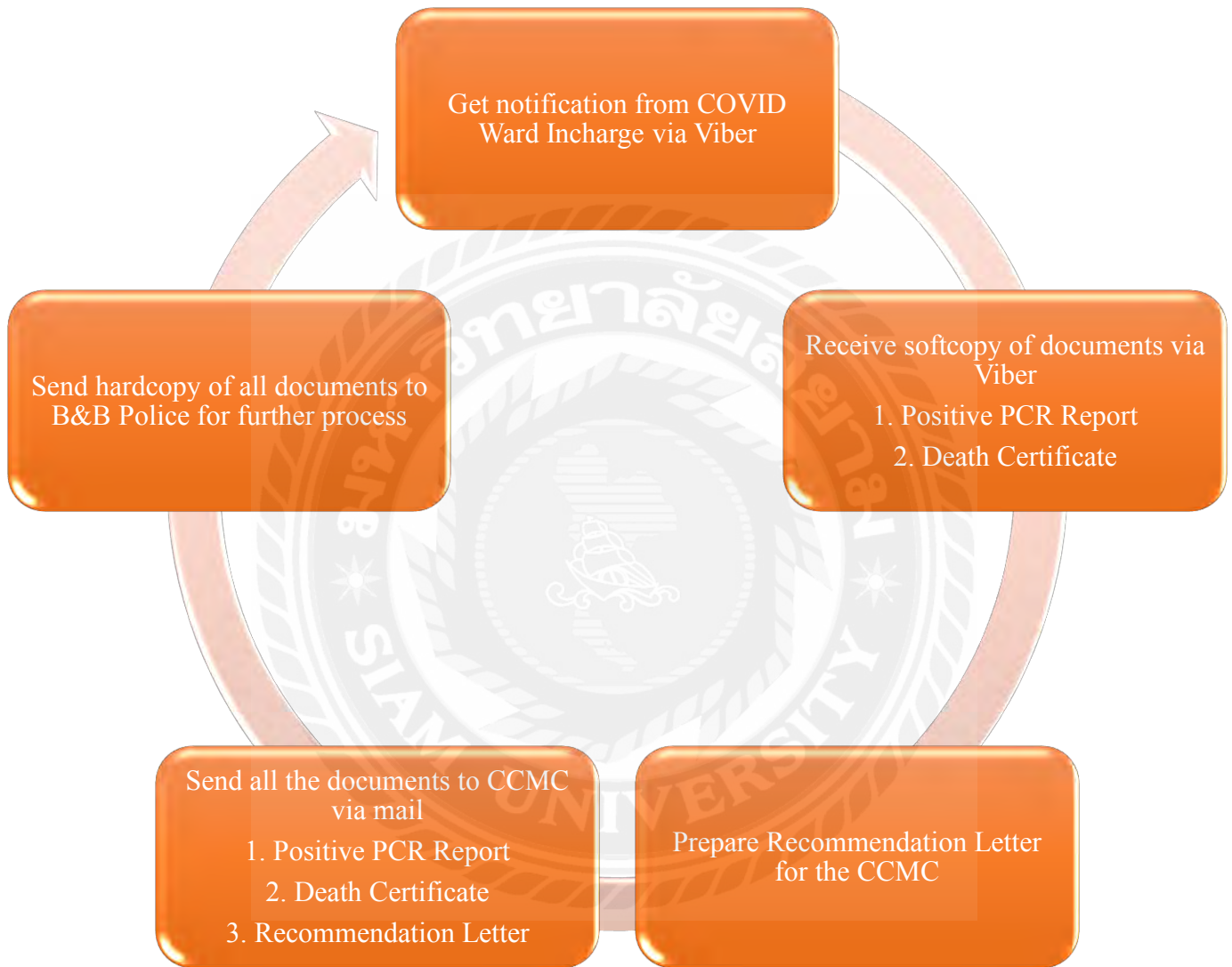


Fig 38: SOP of Admin Department for CCMC Dead Body Management