

Anuradha Banerjee

From: IIHMRU President Office
Sent: 21 August 2026 06:20 PM
To: Anuradha Banerjee
Subject: Narayana Health Leadership Talk - 24th August 2026
Attachments: Healthcare Operations & (3).jpg

Dear Sir/Ma'am,

Greetings for the day.

Hope this email finds you in great health.

IIHMR University takes the lead to organize Narayana Health Leadership Talk curated for the students to enlighten and share insights on issues and initiatives of current interest. The University is conducting a workshop on August 24, 2026– from 04:30 PM – 05:30 PM IST (Offline).

The Workshop will help students to understand “Health Care Operations & HR Interventions”.

Title – “Health Care Operations & HR Interventions”

Speaker Details:

1. Mr. Nikhil Mathur – Head of Human Resources, Narayana Health, Jaipur

Moderator:

1. Dr. Khitish Sahu – MBA HM 2025-27 Batch
2. Dr. Srishti Swayamprabha – MBA HM 2025-27 Batch

Date: Monday , August 24, 2026

Time: 04.30 PM – 05:30 PM IST

Mode: Offline

With best wishes,

Dr. P.R. Sodani

President, IIHMR University, Jaipur

Co-Founder, IIHMR Foundation

IIHMR UNIVERSITY, JAIPUR
EVENT OUTCOME REPORT
"Healthcare Operations & HR Interventions"

"Healthcare Operations & HR Interventions"
TOPIC: Healthcare Operations & HR Interventions
DATE: August 24, 2026 (Monday)
TIME: 04:30 PM to 05:30 PM
VENUE: IIHMR University, Jaipur (OFFLINE MODE)
SPEAKER: Mr. Nikhil Mathur, Head of Human Resources, Narayana Health, Jaipur
MODERATORS: Dr. Srishti Swayamprabha and Dr. Khitish Sahu, MBA HM 30
INTRODUCTION: The industry interaction session titled "Healthcare Operations & HR Interventions" was organised at IIHMR University, Jaipur, on August 24, 2026. The session featured Mr. Nikhil Mathur, Head of Human Resources, Narayana Health, Jaipur, and was moderated by Dr. Srishti Swayamprabha and Dr. Khitish Sahu of MBA HM 30. The interaction provided students with practical insights into the role of human resources in healthcare organisations and the close relationship between people management, hospital operations, employee experience and patient-centred care.
OBJECTIVE: The session aimed to help MBA Hospital Management students understand how HR contributes to effective hospital operations and quality patient experience. It sought to explore the challenges of managing a diverse healthcare workforce, understand coordination between clinical and non-clinical teams, examine employee motivation and engagement, and highlight the importance of leadership, communication, organisational culture and performance management. The interaction also aimed to bridge classroom learning with practical healthcare-industry perspectives and career expectations.
SALIENT NOVEL POINTS COVERED: Managing employees in hospitals is distinct from managing employees in many other industries because healthcare operates continuously and involves doctors, nurses, technicians, administrative teams and support staff working together around patient needs. HR contributes to patient experience by influencing employee behaviour, communication, responsiveness, service orientation and the overall quality of interactions between staff and patients. Effective coordination between doctors, nurses and non-clinical teams is essential because hospital services depend on multiple interconnected departments and processes. Employee motivation and engagement are particularly important in healthcare because employees work in demanding environments involving high responsibility, emotional pressure and continuous patient-care requirements. Leadership in healthcare requires balancing people, processes and patient outcomes while maintaining communication, accountability, teamwork and a supportive work environment. Organisational culture plays an important role in shaping employee behaviour, professionalism, teamwork, empathy and commitment to patient-centric care. Performance management in healthcare involves setting clear expectations, monitoring outcomes, providing feedback and supporting continuous employee development.

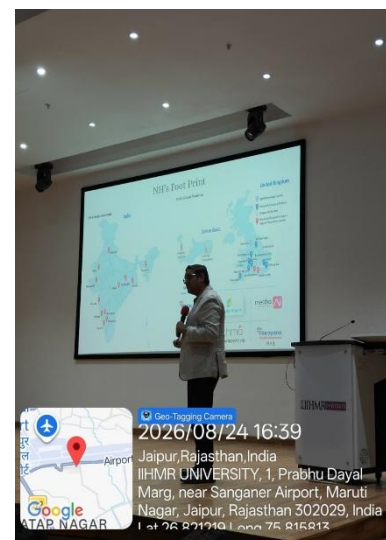
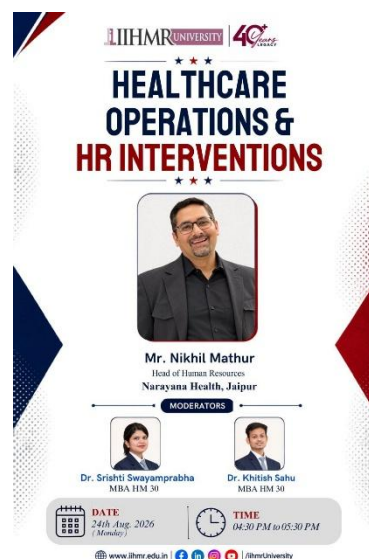
Employee retention is an important HR priority, making recognition, career development, learning opportunities, communication and employee experience significant components of workforce management.

The interaction highlighted that HR in a hospital is not limited to recruitment and administrative activities; it functions as a strategic partner supporting workforce effectiveness, organisational goals and service quality.

The session provided MBA Hospital Management students with practical perspective on how HR, hospital operations and patient experience are interconnected, while also highlighting the relevance of leadership, communication and people-management skills for future healthcare managers.

Q&A and Interactive Session: The session concluded with an interactive discussion in which students explored questions related to hospital HR practices, patient experience, employee motivation, coordination between clinical and non-clinical teams, organisational culture, leadership, performance management and career opportunities in healthcare management.

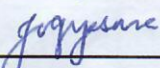
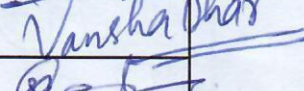
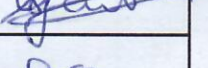
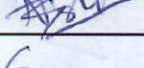
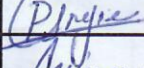
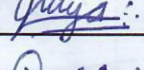
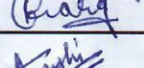
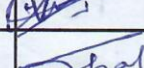
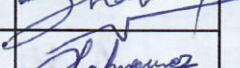
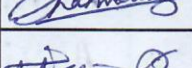
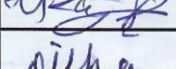
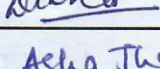
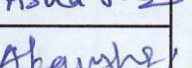
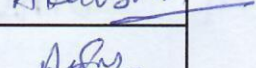
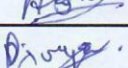
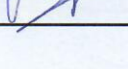
CONCLUSION: The "Healthcare Operations & HR Interventions" session provided students with valuable industry exposure to the people-management and operational dimensions of healthcare delivery. The interaction with Mr. Nikhil Mathur offered practical perspectives on how HR can support employee engagement, organisational culture, teamwork, operational effectiveness and patient-centred care. The session helped students connect theoretical concepts from hospital management and human resource management with real-world healthcare challenges and reinforced the importance of strong leadership, communication and people-management capabilities for future healthcare professionals.



Narayana Health Leadership Talk

Date: 24/08/2026 (04:30 PM to 05:30 PM)

Attendance Sheet

Sr. No.	Students Name	Stream with Batch	Sign
1	Ayushi Xavies	HM30-	
2	K Niharika Rao	HM30	
3	Jigyasa Kumari	HM 30	
4	Dr. Nency Thelkuan	HM-30	
5	Dr. Vansha Dhar	HM-30	
6	DR. SIDDHI GANATRA	HM-30	
7	Saakshi Shukla	HM-30	
8	Nishigandha Bhosale	HM30	
9	Tracy Prathamesh	HM30	
10	Divya Unni	HM30	
11	Rashika Gray	HM-30	
12	Ayushi Pandey	HM-30	
13	Ankita Jadhav	HM-30	
14	Atal Ankush	HM-30	
15	Samudhdi Bhattacharyee	HM-30	
16	Amritha Theodora Edwin	HM-30	
17	Vignesh K C	HM-30	
18	Shateem Mohamed	HM-30	
19	MD. SHAHNAZ	HM-30	
20	Dr. Pankaj Shinde	HM-30	
21	Dr. Siksha Bansal	HM-30	
22	Asha Jha	HM-30	
23	Dr. Akansha Aggarwal	HM-30	
24	Amrita Singh	HA-02	
25	Divya Sahibani	HA-02	

Narayana Health Leadership Talk

Date: 24/08/2026 (04:30 PM to 05:30 PM)

Attendance Sheet

Sr. No.	Students Name	Stream with Batch	Sign
26	Manish Verma	MBA-HDM(HM-30)	Manish
27	Tejas Dhatrak	MBA-HM(HM-30)	Tejas
28	Retika Chib	MBA-HA(HA-02)	Retika
29	Yumika choudhary	MBA-HA(HA-02)	Yumika
30	Siddharth Mishra	MBA-HA(HA-02)	Siddharth
31	Shriyaa Deb	MBA-HM(HM-30)	Shriyaa
32	Ishika Johari	MBA-HM(HM-30)	Ishika
33	Shipra Singh	MBA-HM(HM-30)	Shipra
34	Yumika Vata	MBA-HM(HM-30)	Yumika
35	Geetika Sharma	MBA-HM(HM-30)	Geetika
36	Tanya Chawanda	MBA-HA-02	Tanya
37	Ayush Gupta	MBA-HA-02	Ayush
38	Arnav Chanda	MBA-HA-02	Arnav
39	Manish Chhabra	MBA-HA-02	Manish
40	Siddharth Mishra	MBA-HA-02	Siddharth
41	Debanishu Roy	MBA-HM-30	Debanishu
42	Aditi Prakash	MBA-HM-30	Aditi
43	Abhijeet Pathak	MBA-HM-30	Abhijeet
44	Abhinav	MBA-HM-30	Abhinav
45	Dr. Tishkupa Mehta	MBA-HM-30	Dr. Tishkupa
46	Aditi P. Ambekar	MBA-HM-30	Aditi
47	Aditi Agare	MBA-HM-30	Aditi
48	Prajyot Ankar Prashant	MBA-HM-30	Prajyot
49	Bhagwatkar Samari	MBA-HM-30	Bhagwatkar
50	Anshulika Jain	MBA-HM-30	Anshulika

Narayana Health Leadership Talk

Date: 24/08/2026 (04:30 PM to 05:30 PM)

Attendance Sheet

Sr. No.	Students Name	Stream with Batch	Sign
51	Dr. Preeti Maan	MBA- HM-30	Preeti
52	Dr. Sakshi Tanwar	MBA HM-30	Sakshi
53	Spansh Kaurav	MBAHM- 30	Spansh
54	Medhavi Gupta	MPH	Medhavi Gupta
55	Kriti Agorla	MBA-HM-30	Kriti Agorla
56	Mahima Mani	MBA-HM-30	Mahima
57	Pankhuri Tank	MBA-HM-30	Pankhuri
58	Ankita Selah	MBA HM 30	Ankita
59	Suetha S	MBA HM 30	Suetha
60	Adithya ks	MBA HM 30	Adithya
61	Harsh Jhordaru	MBA HM 30	Harsh
62	Aditi Joshi	MBA HM 30	Aditi
63	Ankar prajyot prathant	MBA HM 30	Ankar
64	Bajaj Saloni Hemant	MBA HM 30	Bajaj
65	Bhawana Sni- 2172	MBA HM 30	Bhawana
66	Toshida Tarare	MBA HM 30	Toshida
67	Agrawal Disha Ritesh	MBA HM 30	Agrawal
68	Kirti Khandal	MBA HM 30	Kirti
69	Divyanshi Saxena	MBA HM 30	Divyanshi
70	Apurva Gabhane	MBA - HM 30	Apurva
71	Priyanka Rathod	MBA - HM 30	Priyanka
72	Mayank Raj	MBA - HM 30	Mayank
73	Sanket Duanhe	MBA- HM 30	Sanket
74	Adarsh deorucke	MBA -HM 30	Adarsh
75	Aisha Jathima	MBA HM 30	Aisha

Narayana Health Leadership Talk

Date: 24/08/2026 (04:30 PM to 05:30 PM)

Attendance Sheet

Sr. No.	Students Name	Stream with Batch	Sign
76	Animesh Mishra	MBA-HM30	Animesh.
77	Pradhyum Kolhe	MBA-HM30	Pradhyum
78	Ankit Prapatti	MBA-HM30	Ankit Prapatti
79	Anushka Jagade	MBA-HM30	Anushka
80	Tejas More	MBA-PM17	Tejas.
81	Atkar Nidhi	MBA-HM30	Nidhi
82	Yash Sonune	MBA-PM17	Yash
83	Harsh Tiwari	MBA-HM3	Harsh
84	Aastha Garg	MBA-HA-02	Aastha
85	Dimple Malviya	"	Dimple
86	Himani	"	Himani
87	Tanushka	"	Tanushka
88	Utkarsh Rajnish	MBA HM30	Utkarsh
89	Vengalala Jagadeesh	MBA HM30	Jagadeesh
90	Vanshika Sharma	MBA HM30	Vanshika
91	Utsav Dand	MBA HM30	Utsav
92	Meera Sachin Patkar	MBA HM30	Meera
93	Yash Awasthi	MBA HM30	Yash
94	Apeksha Sable	HA 02	Apeksha
95	Saniya Chauhan	HA	Saniya
96	Sonika	HA	Sonika
97	Krishnapal	HA	Krishnapal
98	Chirag	HA	Chirag
99	Abdul Wadud P	HA	Abdul Wadud P
100	Souvik Banerjee	HM	Souvik
101	Vanshika Sharma	HM	Vanshika
102	Sabari Jain	HM	Sabari
103	Bhargavi	HM	Bhargavi
104	Swarshi	HM	Swarshi
105	Muskan	HM	Muskan

Narayana Health Leadership Talk

Date: 24/08/2026 (04:30 PM to 05:30 PM)

Attendance Sheet

Sr. No.	Students Name	Stream with Batch	Sign
106	Hitesh Gouda MG	HM	
107	Sheerin Sayyad	HM	
108	Jayalynq	HM	
109	Erdm Fathima	HM	
110	ISHITTA Agarwal	HM	
111	Aduskar	HM	
112	Neha Kumari	HM	
113	Tushar	HM	
114	Himanshi Agarwal	HM	
115	Rajnarayan	HM	
116	Vidhi	HM	
117	Kaustav Paul	HM	
118	Sourik Banerjee	HM	
119	Harshpreet Kaur	HM	
120	Dinakar Karthick	HA	
121	Raghavendra	HA	
122	Asmita	HA	
123	Shreyansha	HA	
124	Daksh Kulkarni	HA 02	
125	Yuva Vardhan	HA 02	
126	Shubham Somani	HA 02	
127	Rashika	HA 02	
128	Harsh Reddy	HA 02	
129	Harsh Haran	HA 02	
130	Sakshi	HA 02	
131	Harsh	HA 02	
132	Creeta	HA 02	
133	(Kishnapal) Mewade	HA 02	
134	Elephant patidar	HA 02	
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