

Study on Employee Induction at a Multi – specialty Hospital

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BACKGROUND

- ☐ Induction plays a key role in familiarising new employees with the organization's culture, its practices, and policies.
- ☐ Assists in the ease of transition into their job role as well ensures awareness pertaining to requisite compliances.
- ☐ Plays a key role in familiarising new employees with their new work environment and the people working around them.
- ☐ First meaningful chance for new workers to get to know the organization and the organogram of the organization.
- ☐ Provides relevant information about the organization such as :-
 - ☐ Mission
 - ☐ Vision
 - ☐ Values
 - ☐ Culture
 - ☐ Hierarchy
 - ☐ Rights and responsibilities of an employee

STUDY QUESTION

What is the process of employee induction at a multi-specialty hospital?

How does it help the new employees?

OBJECTIVES

1. To review the induction and training management system
2. To describe the process of employee induction
3. To assess the induction training programs held during March-May 2021
4. To identify facilitating and hindering factors of induction

REVIEW OF LITERATURE

Title	Author (Date)	Objectives	Methods	Key findings
The challenges of training, support, and assessment of healthcare support workers: A qualitative study of experiences in three English acute hospitals	Sophie Sarre, Jill Maben, Clare Aldus, et. and all (2017)	To assess access to training, support, and assessment for healthcare support workers; perceived gaps in training provision; and impediments	Semi-structured one-on-one interviews; perspectives and experiences with training and assistance; training, support, and assessment policies, and the challenges of putting them in place	• Training provision can be improved through stronger organizational policy which promotes and protects healthcare support workers' training • Induction training important but not good enough to prepare the staff fully for the realities of the ward. • Ongoing training affected various factors such as -lack of time, attitude towards training, attitude of managers etc.
An assessment of the impact of induction on labour turnover. A case of Bindura Provincial Hospital	Mandava, Regimond (2015)	To determine the influence of induction on employee turnover	Questionnaire and interviews	• Majority employees believed that induction contributed to the motivation and retention of employees • Labour turnover affected by lack of induction • Adequate assessment must be made of induction programs to determine its effectiveness.

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Title	Author (Date)	Objectives	Methods	Key findings
The national safety and quality health service standards requirements for orientation and induction within Australian Healthcare: A review of the literature	L Boyd, J Sheen (2014)	To conduct a literature review and map the NSQHS Standards' criteria for orientation and induction	Online databases for literature pertaining to orientation and induction within healthcare	• Dearth of relevant studies regarding orientation and induction in the healthcare literature • Implications of induction very high among healthcare workers • Patient centred care, antimicrobial stewardship, clinical handover and mechanism for escalation must be clearly emphasized

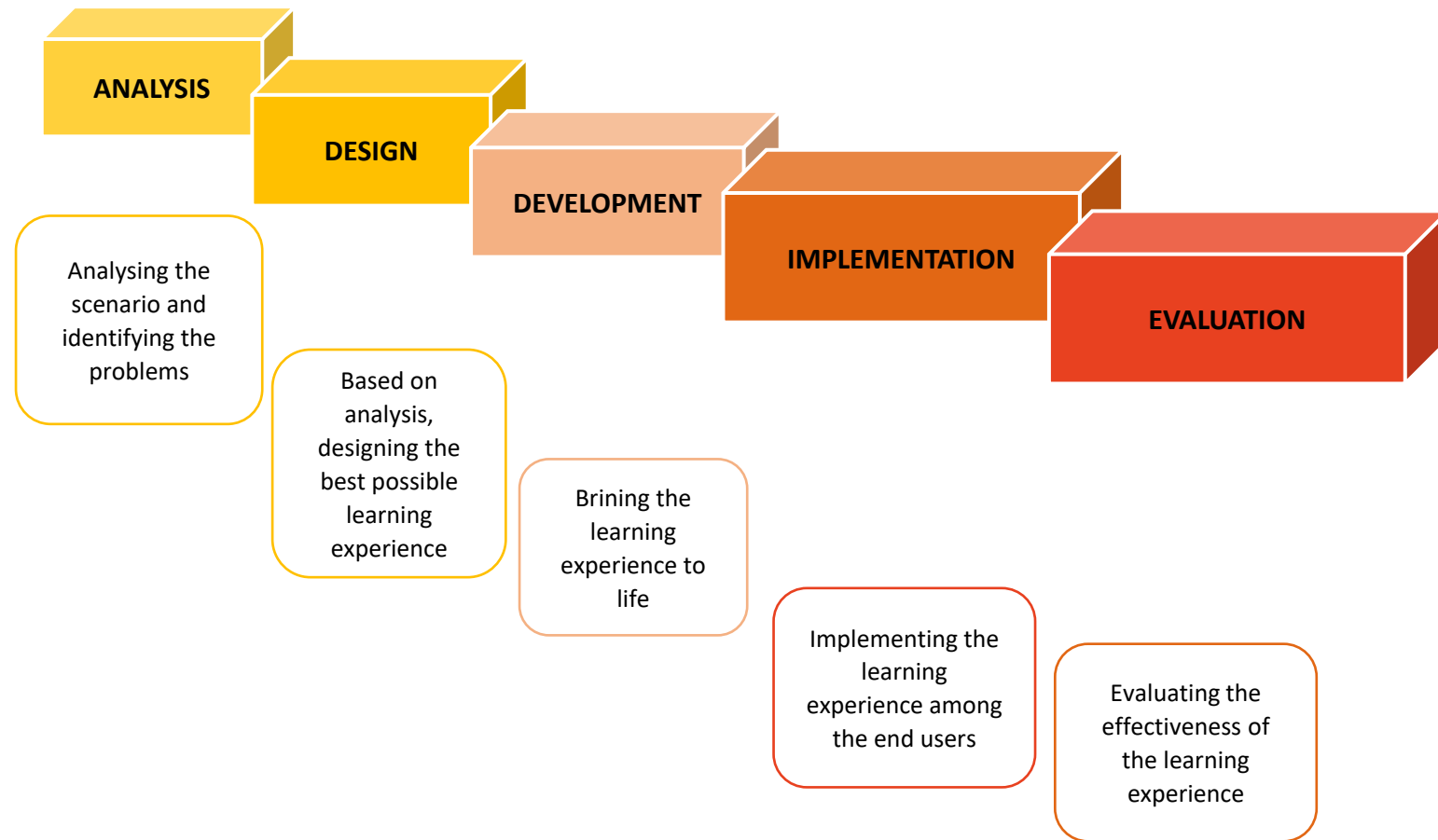
Methodology

- **Study setting/Area:-** Multi-speciality Hospital in NCR with 450 beds
- **Study respondents:-** Employees inducted during March 2021-May 2021
- **Study Design :-** Descriptive Study
- **Sampling and sample size:-**
 - All employees (166) inducted during March 2021-May 2021 (41% joined in March, 36% in April and 23% in May)
 - All training managers (staff working in the Training Unit)

- **Data Collection Methods :-**
 - Pre & Post Assessment Scores
 - Paper based survey with the trainees
 - Review of records
- **Data collection tools :-**
 - Training Assessment Questionnaire
 - Feedback survey

Induction Process at Multispecialty Hospital

- New employees join every week on Monday.
- The induction program is accordingly conducted the day after joining, that is Tuesday.
- Designed based on the ADDIE Model which consists of five phases namely :
 - a) Analysis
 - b) Design
 - c) Development
 - d) Implementation
 - e) Evaluation



Activities undertaken for Induction program

Intimation for induction program to new joiners and departmental trainers one day prior, with details of date, time and venue

Facility check on the day of the day of session (projector, laptop availability, audio-visual settings)

Attendance marking for each new joiner and sharing of mandatory training assessment links

Reminder call to the respective department head/second-in-command prior to their scheduled time during the session

Conduction of session as per schedule. Collection of filled in Employee orientation Form and Feedback form at the end of the induction program

I. INDUCTION PROGRAM PROCESS

- Upon successful completion of joining formalities, all new employees are informed about the induction program to be held the following day i.e. Tuesday
- One-day induction for 8-hour as a group
- Information imparted by the Head of the respective department or second-in-command through a Power Point presentation in person followed by question and answer session
- Each session is approximately of 20 minutes
- Induction was conducted using a mix method approach: Offline and Online
- Mandatory trainings were conducted using pre-recorded videos prepared by the respective head of the department or second-in-command

Mandatory Trainings

Basic Life Support

- Aims to train employees to recognize several life-threatening emergencies such as cardiac arrest, respiratory distress,.
- Give high-quality chest compressions.
- Deliver appropriate ventilations, and use of an automated external defibrillators (AEDs) .

Radiation Safety

- Aims to educate individuals about radiation protection
- Steps to reduce radiation exposure within hospital premises.
- Dose limits
- Lists out the various protective gears for protection against harmful radiation

Infection Control

- Aims to educate individuals on measures to prevent or mitigate the spread of infections
- Lists out the essentials procedures to prevent or limit the spread of infections

Fire Safety & Disaster Codes

- Aims to impart the steps to be undertaken in case of a fire hazard
- Lists out the various codes to be initiated under emergency situations
- Describes the steps to be undertaken in case of an emergency and explains the evacuation plan

Quality Standards

- Aims to describe the standards to be maintained
- Benchmarks that need to be adhered to as per governing bodies and statutory regulations

Induction Program Schedule

Time	Session topic	Objective(s)	Mode	Method	Resource person
9:00 – 9:40 am	HR	• Clarity of the organizational structure, leadership, vision, mission and core values • Knowledge of the various teams within the organization • Awareness of the associated support services • Clear understanding of the organization's policies and procedures • Better awareness of employee's contribution and role	Offline	PowerPoint presentation	HOD/ Second-in-command
9:50-10:10 am	Patient care services	• Overview of the department-IPD & OPD Facilities • Information about employee and dependent benefits • Point of contact for queries	Offline	PowerPoint presentation	HOD/ Second-in-command
10:15-10:40 am	Radiation Safety	• Information regarding radiation, protection against radiation and steps to reduce unnecessary radiation exposure within hospital premises • Information regarding how to minimize the harmful effects of ionizing radiation • Information regarding acceptable dose limits for medical practitioners, for general public, for patients and pregnant women • Information regarding protective gears for protection against harmful radiation and the method to use them	Online	Pre-recorded video	HOD/ Second-in-command
10:40-11:00 am	Break				

	Session topic	Objective(s)	Mode	Method	Resource person
11:00-11:30 am	Nursing	- Overview of the department - Process for reporting incidents - Appreciation initiatives for nursing staff	Offline	PowerPoint presentation	HOD/ Second-in-command
11:30 am-12:10 pm	Quality Standards	- Information regarding achievements /accreditations - Information regarding standards to be maintained - Information regarding benchmarks that need to be adhered to as per governing bodies and statutory regulations pertaining to hospital in terms of quality	Offline	PowerPoint presentation	HOD/ Second-in-command
12:10-12:45 pm	Basic Life Support	- Seeks to train employees to recognize several life-threatening emergencies - Process to provide chest compressions, deliver appropriate ventilations, and use of an AED - Provides knowledge and abilities in CPR, the use of automated external defibrillators (AEDs), and the relief of airway blockages in patients of all ages	Online	Pre-recorded video	HOD/ Second-in-command
12:45-1:00 pm	Fire Safety & Disaster Codes	- Describes the steps to be undertaken in case of a fire hazard - Information about the various codes to be initiated under emergency situations - Process to be undertaken in case of an emergency and information regarding evacuation plan	Online	Pre-recorded video	HOD/ Second-in-command

1:00-2:00 pm	Lunch				
2:00-2:30 pm	Payroll	• Introduction to employee portal • Process for marking attendance, leave, late punch, mis-punch • Process for accessing salary slips, investment declaration	Offline	Payroll portal	HOD/ Second-in-command
2:30-2:50 pm	Housekeeping	• Process for ensuring cleanliness of the premises • Process for issuance of linen and laundry services • Information regarding do's and don't by the staff	Offline	PowerPoint presentation	HOD/ Second-in-command
2:50-3:10 pm	IT	• Introduction to Hospital Information system • Process for accessing Hospital information system • Guidelines to ensure security and privacy of data	Offline	PowerPoint presentation	HOD/ Second-in-command
3:10-3:30 pm	Clinical Pharmacology	• Guidelines for prescribing drugs • Information regarding hospital drug formulary • Information about look alike and sound alike drugs and steps to ensure error reduction while prescribing drugs	Offline	PowerPoint presentation	HOD/ Second-in-command
3:30-4:00 pm	Infection Control	• Information regarding transmission based infection and standard precaution to be undertaken • Measures to prevent or mitigate the spread of infections in healthcare settings.	Online	Pre-recorded video	HOD/ Second-in-command

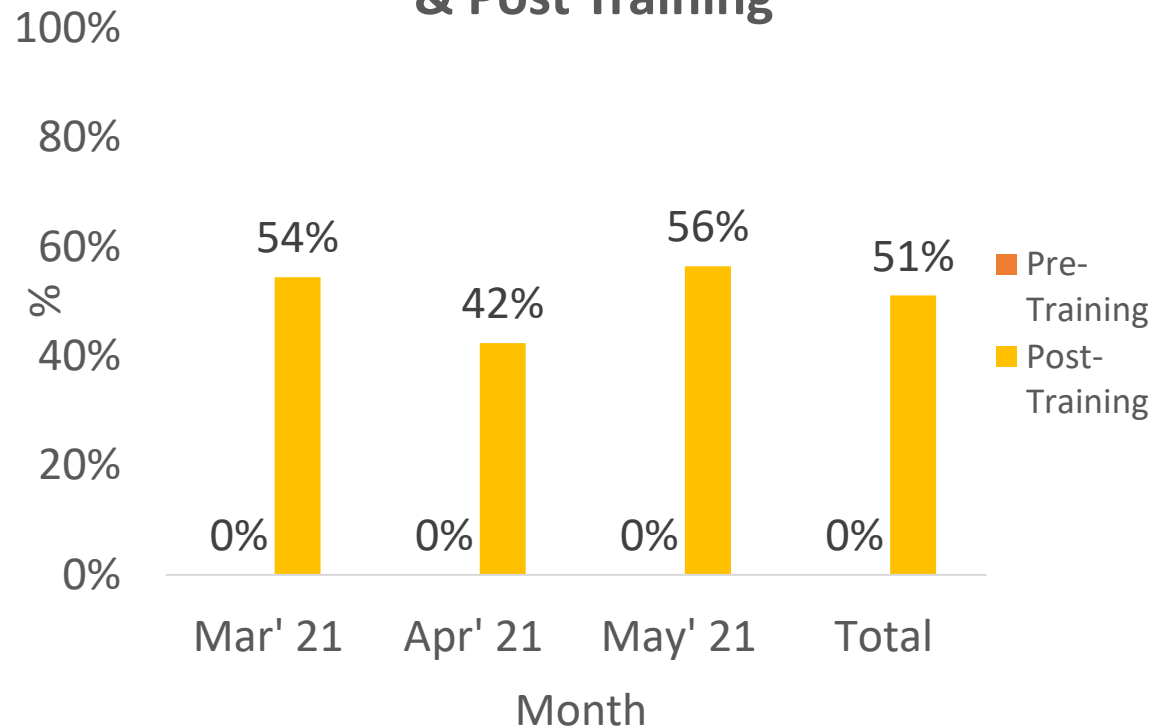
RESULTS: RESPONDENTS' CHARACTERISTICS

Age	n	%
21-30 Years	118	71
31-50 Years	48	29
Gender		
Male	65	39
Female	101	61
Functional Department		
Medical	43	65
Nursing	108	26
Para-medical	9	5
Non-medical	6	4

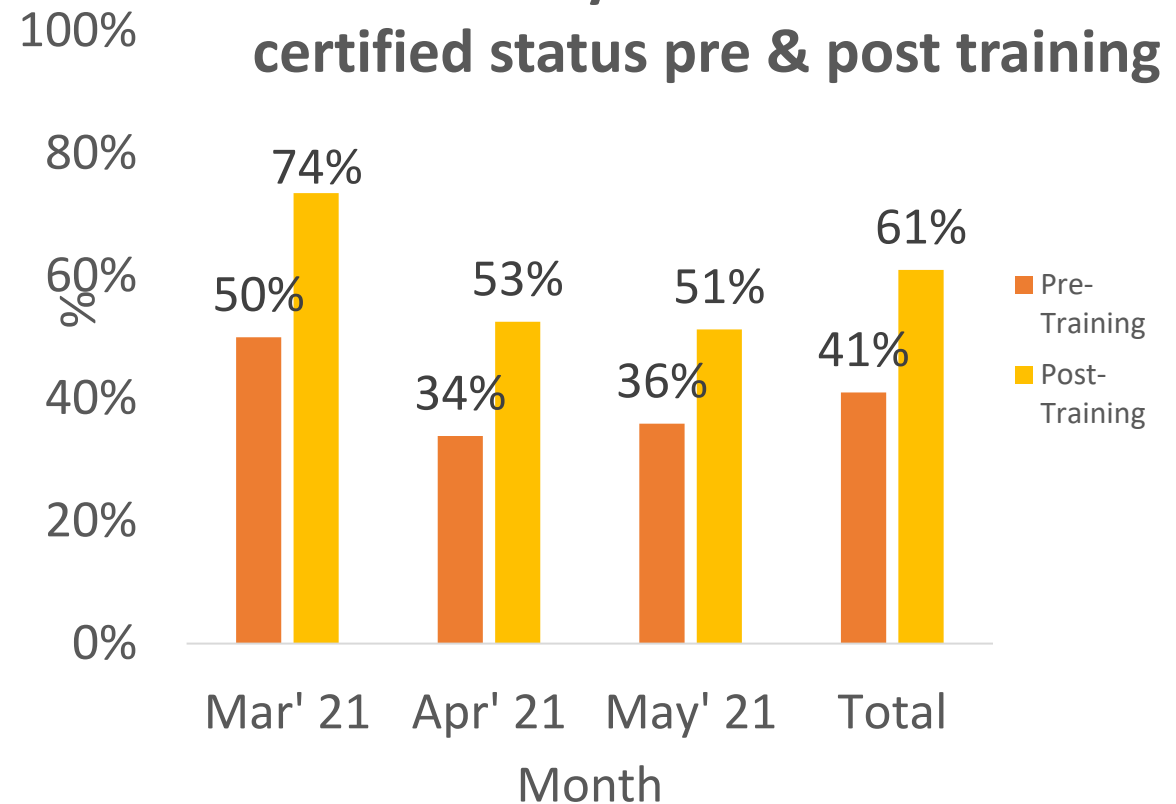
• II. MANDATORY TRAINING ASSESSMENT

Prior to training only 39% were able to get certified in the first attempt while post training, 62% were able to get certified in their first attempt. The following is a representation of the certified status for each mandatory training as determined through a pre and post training assessment -:

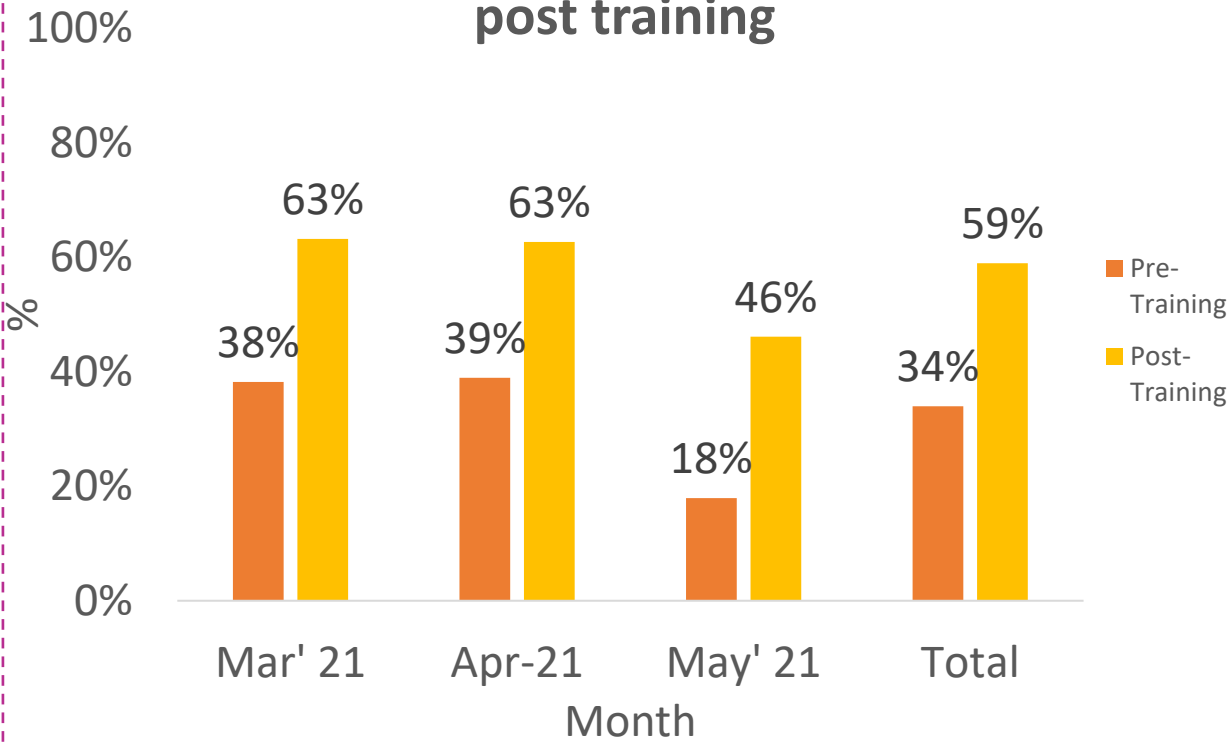
Basic Life Support certified status Pre & Post Training



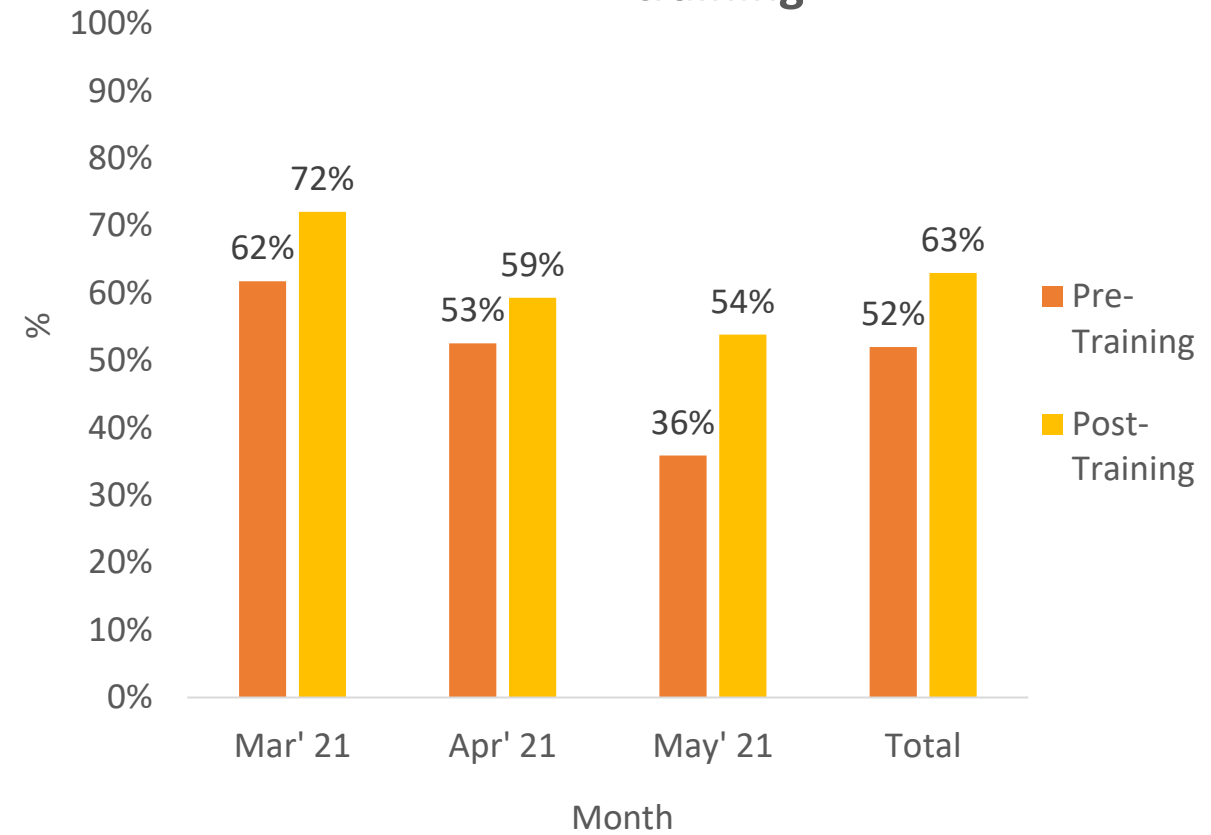
Fire safety & Disaster Codes certified status pre & post training



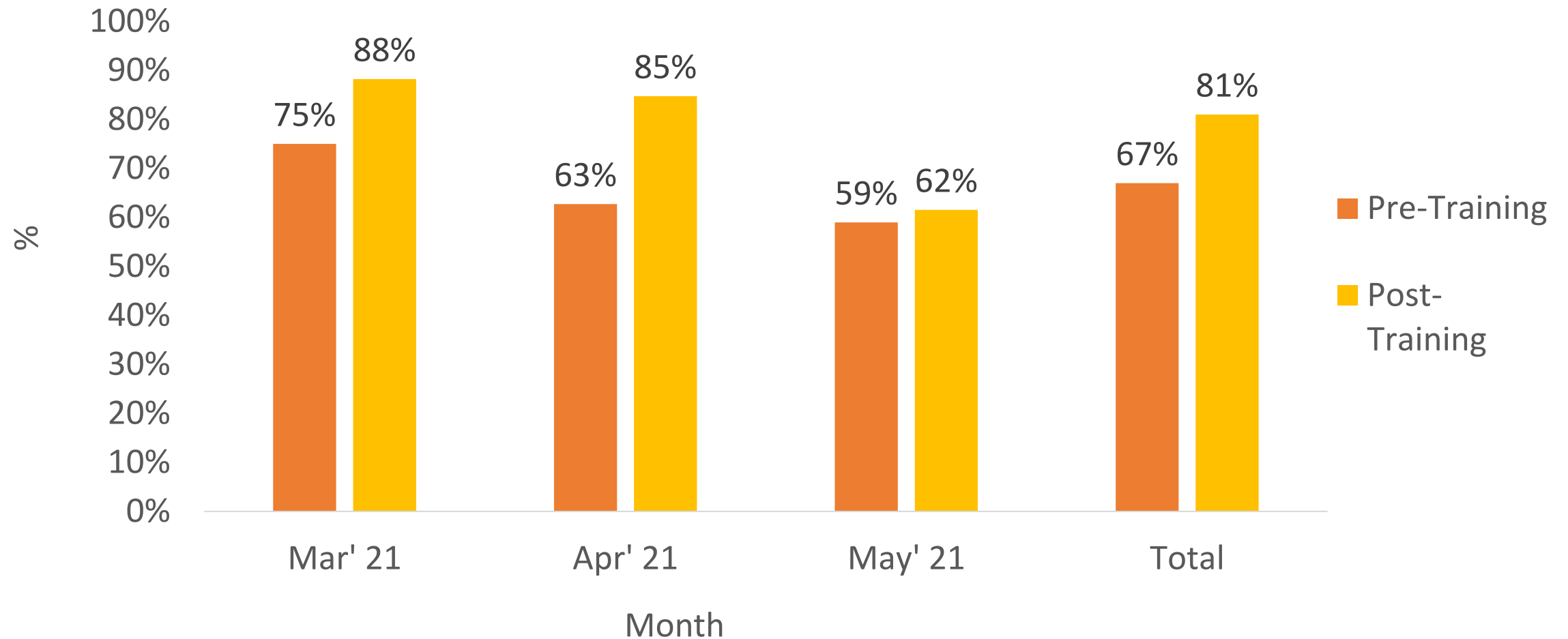
Infection control certified status pre & post training



Radiation safety certified status pre & post training



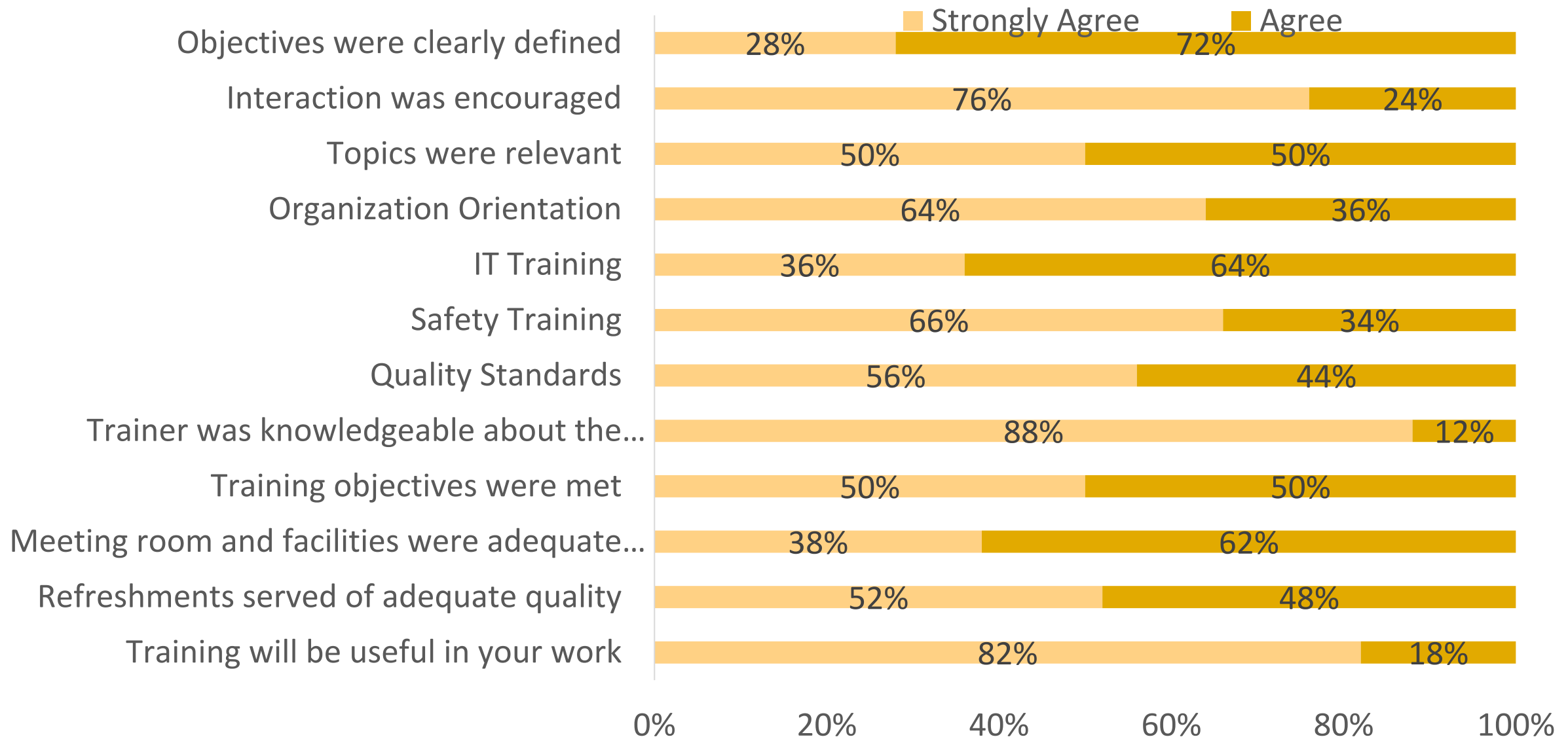
Quality standards certified status pre & post training



Percentage increase post training

S.no	Mandatory Training	Percentage of trainees who could qualify Pre-test (%)	Percentage of trainees who could qualify Post-test (%)	Percentage increase post training (%)
1	Basic Life Support	0	51	51
2	Fire safety & Disaster codes	41	61	20
3	Infection Control	34	59	15
4	Radiation Safety	52	63	11
5	Quality Standards	67	81	14

• III. FEEDBACK QUESTIONNAIRE ASSESSMENT



DISCUSSION AND CONCLUSION

- Follows as systematic protocol of being conducted every week.
- The assessment of respondents depicts lack of prior knowledge with respect to Basic life Support which is found to have improved with subsequent training.
- With respect to other mandatory trainings, the percentage of respondents certified has increased post the training session.
- For those who do not qualify, they were asked to re-attempt the assessment till they receive 70% and above.
- Based on the Feedback survey assessment, the overall experience thus has been entirely positive among the new joiners.

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- **Induction plays a crucial role in the development of knowledge base and ensuring a safe environment for the employees working in hospitals.**
 - Information about the organization such as its vision, mission and culture, its alignment with the job roles assigned to each employee and their contribution towards its achievement.
 - Information about medical safety and measures to be undertaken in the hospital premises by each employee in terms of radiation safety, infection control, emergency situations such as fire hazards or disasters.
 - Guidelines for prevention & control of infectious agents within the hospital premises.
 - Information about the rights and responsibilities of each employee.
 - Information regarding steps to improve patient care through measures of safety and effective and timely communication by relevant employee.
 - Information regarding bio-medical hazards and how to prevent them within the hospital premises.

THANK YOU