

Human Resource Management

Dissertation

Under the guidance of
Prof.Ashok Kaushik

Kuldeep Gupta
Roll no.1455



About....

- # Comprehensive Healthcare Private Limited has more than 7 years of experience in the core health care industry involves both clinical and administrative sectors. It has been a part of the best of global health care institutions like RUHS, Fortis Healthcare, Narayana Hrudayalaya.
 - # This organization has worked field of hospital planning, accreditation procedures, quality and operation enhancements to more than 20 hospitals. It has achieved a steep growth record which has also contributed in success of the client projects.
-

Introduction

- # Human Resources Management (HRM) is a vital management task in the field of healthcare and other services sectors, where the customer facing challenges because of staff's performance who have the experience and the quality of performance and that human resource management plays an active and vital role in the success of the reform of the health sector.
- # The primary responsibilities associated with human resource management include: job analysis and staffing, organization and utilization of work force, measurement and appraisal of work force performance, implementation of reward systems for employees, professional development of workers, and maintenance of work force.

AIM:

- # Job analysis for 100 bedded hospital to describe the job specification and job description for different post in an hospital to simplify the process of recruitment so that best practices can be implemented in the hospital.
-

Objectives

- # To overview the responsibilities and activities of each departmental manpower
 - # To prepare job specification
 - # To prepare job description
-

Methodology

- # **METHODOLOGY:**
- # Research methodology in a way is a written game plan for conducting research. Research methodology has many dimensions. It includes not only the research methods but also considers the logic behind the methods used in the context of the study and explains why only a particular method or technique has been used.
- # **Study design:** - The research design will be used in this study on both 'Descriptive' and 'exploratory'.
- # **Study duration:** one month was the duration of study
- # **Study population:** all the staff of hospital which include clinical and non clinical
- # **Sampling:** random sampling has been done
- # **Sample size:** from each department one person was taken.
- # **Data collection:** The data will be collected using both by primary data collection methods as well as secondary sources.
- # **PRIMARY DATA:** Most of the information will be gathered through primary sources. The methods that will be used to collect primary data are: • Questionnaire • Interview
- # **SECONDARY DATA:** secondary data will be collected through: • Text Books • Website
- # **Data collection tools:** questionnaire (structured and open ended)

JOB DESCRIPTION OF TOP MANAGEMENT

- # Designation- chief executive officer
- # Job specification-
 - He/she should have an experience of 15 to 20 years in health care industry
 - He /she should have master degree from a reputed university
- # Department- administration
- # Reporting to- director/ managing director
- # Job duties-
 - # He is responsible to carryout the strategic plans and policies as establihe/shed by the management.
 - # He is overall incharge of employees' grievance and short out these grievances at their own level.
 - # He assists to board of Directors in all technical matters, monitoring the operations and achieving optimal capacity utilization.
 - # He assist to Board of Directors provide his efforts for achievements of Quality initiations and provide directions for improvements.
 - # He is Ex-officio secretary of the Board Directors meeting.

.

JOB DESCRIPTION OF TOP MANAGEMENT

Designation- consultants

Job specification-

- MBBS,MD/MS
- Minimum experience 3 to 5 years in the concerned department
- Should have good communication skills

Department- causality (accident and emergency)

Reporting to- director

JOB DUTIES-

- He assesses the patients physically & prescribes medication & advice investigations also.
- He intimate to the concerned specialist if required.
- He completes the MLC report.
- He ensures latest documents related to MLC.

RELATIONSHIP ON THE JOB (CO-ORDINATION)- with all clinical departments

WORKING HOURS- eight hours

DESIGNATION- MANAGER OPERATIONS

- # Department- operations
 - # Job specification- MBA in health care management with 5 year of hospital experience
 - # Reporting to- M.D/ CEO
 - # JOB DUTIES-
 - The patients and family members are explained about proposed care.
 - Patients & family members are explained about the expected cost.
 - Given uniform care to the patients, which reflect laws & regulation of the Hospital.
 - Responsible for staff patients & visitors are educated on safety precaution.
 - Responsible for patients comfort & satisfaction
 - Violation of RELATIONSHIP ON THE JOB (COORDINATION) – all clinical departments and non clinical departments.
 - # WORKING HOURS- 12 hours
-

FINDINGS AND SUGGESTION:

- # The study entitled- “**JOB ANALYSIS FOR 100 BEDDED HOSPITAL**” was under taken with main objectives to find out job specification and job description. The study is conducted in a 100 bedded multi specialty hospital at Jaipur. This esteemed institute is well known for its multitude of services. The hospital is equipped withal modern technologies and rendering excellent services
-

Findings:

- # As soon as anybody start planning of opening a hospital the main thing which comes in mind is who will manage the hospital and how appropriate staff will be recruited.
 - # Some time staffing issues may increase waiting time, sometime during peak hours staff is not available on reception this creates a lot of pain for patients.
 - # Improper staffing is responsible for huge mismanagement in the hospital and it creates huge loss to the hospital in the area of revenue specially.
-

Suggestions:

- # Job Analysis will be a part of the HR policy.
 - # Job description will be a part of the Induction/ orientation Training.
 - # Job description will change when shifted from one department to other , need to be informed and given to employee.
 - # Human resource management has to properly done in a systemic way.
 - # Whenever recruiting process is conducted job specification and job description has to clearly mention so that appropriate person comes for the interview. This will make the process clear and simplified.
 - # Educating a person about his/her duties towards the hospital and department in which he/she is posted
-

Conclusion

- It is essential for hospitals to understand what are all the job description and job specification required during the recruitment process for smoothening of processes in the hospital. Through this understanding hospital will be able to have the ability of adopting proper recruitment techniques which can lead to skillful staff in the hospital.. This will contribute to double check in the process of hospital and to reduce the turnaround time in the hospital, which can then help the hospital to progress in terms of revenue, quality, and functionality.
-

APPENDIX 1: Interview Questions:

Employee name

.....

Age:

.....

Gender: Female /Male

.....

Qualification

.....

Department name

.....

Job Duties

.....

Do you know that!!!!

1. The Chinese and Greeks used employee screening in 2000 B.C.
 2. It is the legal responsibility of the employer to provide a safe and healthy work environment.
 3. The healthcare industry employs more than 3% of the U.S. workforce.
 4. In 1900. The B.F.goodrich company was the first to establish a human resource management department
-



Thank You

