

STRESS MANAGEMENT

(ASSESSING THE LEVEL OF WORK-STRESS AMONG STAFF/EMPLOYEES)

INTRODUCTION

SRI BALAJI ACTION MEDICAL INSTITUTE HAS BEEN ESTABLISHED WITH A MISSION TO PROVIDE WORLD CLASS INTEGRATED HEALTHCARE FACILITIES TO ALL SECTIONS OF THE SOCIETY WITH A HUMANITARIAN TOUCH, WHILE MAINTAINING A HIGH STANDARD OF ETHICAL PRACTICE AND PROFESSIONAL COMPETENCY WITH EMPHASIS ON TRAINING AND EDUCATION LEADING TO RESEARCH.

VISION

TO BECOME ONE OF THE LEADING CANCER HOSPITAL IN NORTH INDIA WITH A HUMAN TOUCH

MISSION

ACTION CANCER HOSPITAL HAS BEEN ESTABLISHED WITH A MISSION TO PROVIDE WORLD-CLASS AFFORDABLE CANCER TREATMENT TO ALL SECTIONS OF THE SOCIETY WITH A HUMANITARIAN TOUCH WHILST MAINTAINING THE HIGH STANDARDS OF ETHICAL PRACTICES AND PROFESSIONAL COMPETENCY WITH EMPHASIS ON EDUCATION AND RESEARCH.

USEFULNESS

- ✓ PRACTICAL EXPOSURE
- ✓ COMMUNICATION AND INTERPERSONAL SKILLS
- ✓ NETWORKING OPPORTUNITIES

OBJECTIVE

TO EVALUATE THE SOURCE OF JOB STRESS (STRESSFUL ASPECTS OF WORK) AMONG THE STAFF AND SUGGEST MEASURES TO DECREASE THE LEVEL OF JOB STRESS

METHODOLOGY

Study Area: Action cancer hospital, New Delhi

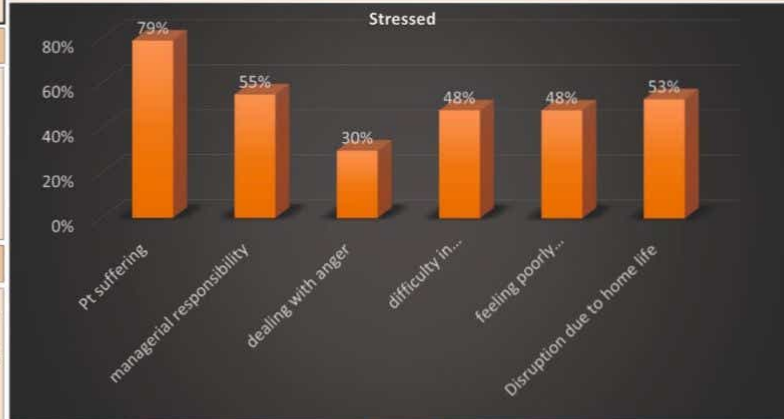
Study Duration: 10 May to 20 May

Sample Size: 85

Sampling Technique: Convenience Sampling

Data collection method: Through a checklist made after literature review.

DATA ANALYSIS



STRENGTHS

- STRONG REPUTATION
- HOSPITAL HAS A TEAM OF HIGHLY SKILLED DOCTORS, SURGEONS AND MEDICAL STAFF
- HOSPITAL IS FOCUSED ON PROVIDING PERSONALIZED CARE TO PATIENTS

OPPORTUNITY

- MARKET DEMAND
- COLLABORATIONS AND PARTNERSHIPS

WEAKNESS

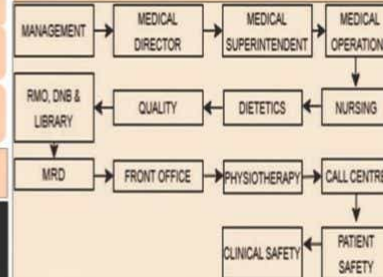
- LIMITED CAPACITY OF INFRASTRUCTURE, BEDS AND TECHNOLOGY
- EXPENSIVE TREATMENT

THREAT

COMPETITION FROM OTHER SPECIALIZED CANCER HOSPITALS IN FUTURE.

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ORGANIZATION STRUCTURE



LEARNINGS

- ✓ THE ROLES AND RESPONSIBILITIES OF MEDICAL ADMINISTRATION.
- ✓ TO RESOLVE ISSUES OF PATIENTS AND THEIR ATTENDEES.
- ✓ THE DISCHARGE PROCESS.(PLANNED AND UNPLANNED) OF PATIENTS.
- ✓ THE ACTIVE AND PASSIVE FILES OF PATIENTS.

CHALLENGES

LACK OF STAFF WAS SEEN AS A MAJOR CHALLENGE DURING THE INTERNSHIP AS IT WAS CAUSING DELAY IN DISCHARGE PROCESS AND CAUSING STRESS AMONG THE STAFF.

SUGGESTIONS

- ✓ INCREASE STRENGTH OF STAFF & PROVIDE PROPER TRAINING TO THEM.
- ✓ RETENTION TECHNIQUES AND PRACTICES SHOULD BE FOLLOWED TO KEEP EMPLOYEES MOTIVATED.
- ✓ PROPER WORKLOAD MANAGEMENT SHOULD BE THERE FOR JOB SATISFACTION