



NABH STANDARDS FOR HUMAN RESOURCE MANAGEMENT



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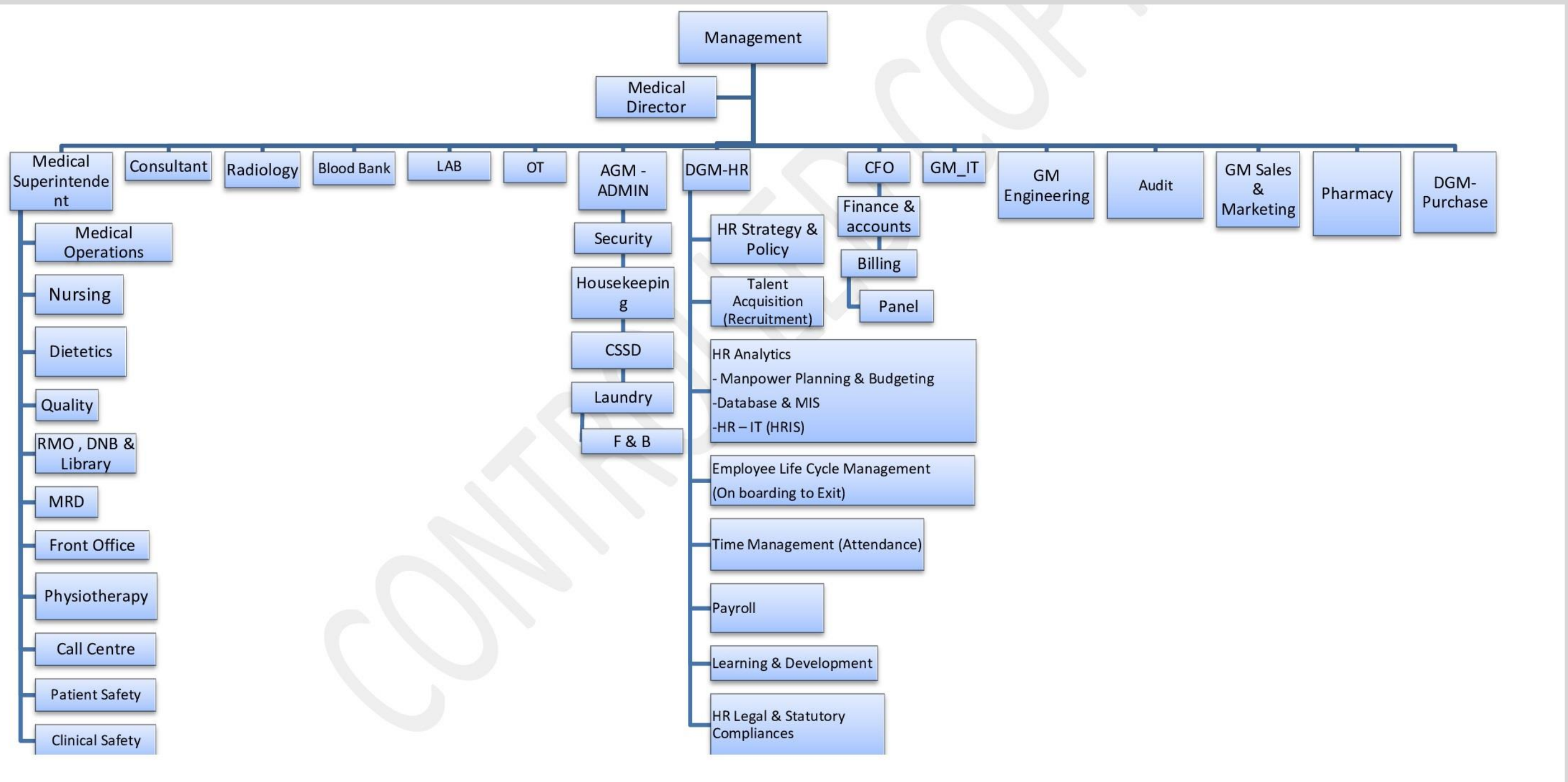
VISION AND MISSION

VISION-To become the largest healthcare provider NGO in the country with a human touch.
MISSION-Sri Balaji Action Medical Institute has been established with a mission to provide world class affordable health care facilities to all sections of the society with a humanitarian touch, whilst maintaining high standards of ethical practices and professional competency with emphasis on training and education leading to research.

HISTORY OF ORGANISATION

Sri Balaji Action Medical Institute is a 275-bed multispecialty hospital in Delhi, with over 300 doctors and 40 specialties. Promoted by Lala Munni Lal Mange Ram Charitable Trust, it has been serving the masses since 2005. The institute is located on a six-acre plot with a 3 lakh sq.ft centrally air-conditioned building. The Action Parivar also has an 80-bed hospital in Hisar, a day-care OPD in Sarai Rohila, and a Balaji Ashram in Vrindavan.

ORGANISATION STRUCTURE



PRACTICAL EXPOSURE VS. THEORATICAL UNDERSTANDING

PRACTICAL EXPOSURE-

- Implementing right strategies for human resource management.
- Techniques of forecasting HR demand and supply.
- Significance of job descriptions and job specifications.
- All protocols to be followed while recruiting and selecting candidate.
- An overview of company's history, services, mission, vision, culture and protocols.

THEORETICAL UNDERSTANDING-

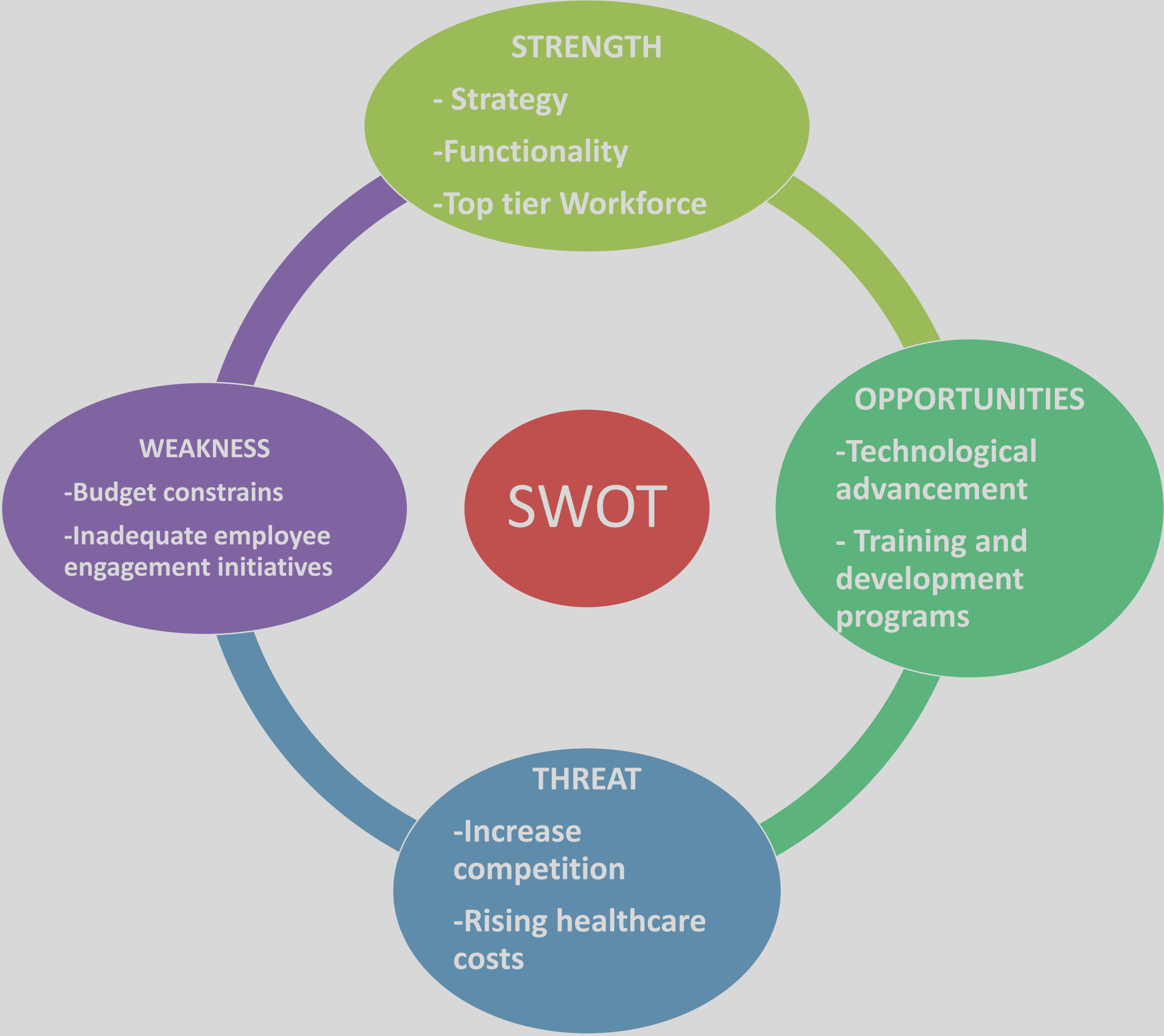
- Strategic Human Resource Management.
- Human Resource Planning.
- Job Analysis.
- Compensation.
- Training and development.
- Recruitment and Selection.
- Induction and Orientation

USEFULNESS

- Job Experience
- Improves Confidence
- Builds networks
- Improves Resume
- Refine Career Goals
- Set clear goals

CHALLENGES

- A Steep Learning Curve
- Menial Tasks
- Lack of Feedback
- A new lifestyle



INTRODUCTION TO NABH

• NABH, an autonomous body in India, operates under the Quality Council of India (QCI) and establishes accreditation and certification programs for healthcare organizations, ensuring high-quality services.

OBJECTIVE OF STUDY

TO CHECK THE PERSONNEL FILE OF EMPLOYEES IN ACCORDANCE TO NABH STANDARDS.

METHODOLOGY

- Determine audit scope, including personnel files, categories, and employee records.
- Review Documentation Requirements.
- Verifying document accuracy, record-keeping policies, and compliance with laws.

KEY FINDINGS

- Documents were not aligned as per NABH standards.
- Documents such as antecedent forms were missing.
- Licenses of Delhi nursing council & Delhi medical council were expired in most of the file.
- Joining kits were casually handled .

SUGGESTIONS

- Alignment of all the required documents from the very beginning of joining process.
- Proper cross-check of previous job of employee, so that antecedent forms can be filled timely.
- Updated documents should be place in files.
- Handling of joining kits must be done in a well strategic manner.

LEARNINGS

- Exposure to NABH Standards.
- Employee Relations Handling.
- Social Media Platforms Management
- Scheduling Interviews and Events
- Recruiting through various methods
- Teamwork and Collaboration
- Exposure to Performance Management

NABH STANDARDS FOR HUMAN RESOURCE MANAGEMENT	
The organisation has a documented system of human resource planning	Process for disciplinary & grievance handling is defined and implemented in the organisation
The organisation implements a defined process of staff recruitment	The organisation promotes staff well being and addresses their health & safety needs
Staff are provided induction training at time of joining the organisation	There is documented personal information for each staff member
There is an on-going programme for professional training & development of staff	There is a process of credentialing & privileging of medical professionals, permitted to provide patient care without supervision
Staff are appropriately trained based on their specific job description	There is a process of credentialing & privileging of Nursing professionals, permitted to provide patient care without supervision
Staff are trained in safety & quality related aspects	There is a process of credentialing & privileging of medical professionals, permitted to provide patient care without supervision
An appraisal system for evaluating the performance of staff exists as an integral part of the human resource management process	