

WORK-RELATED STRESS AMONG THE NON-CLINICAL EMPLOYEES IN A PRIVATE HOSPITAL: A STUDY

INTRODUCTION

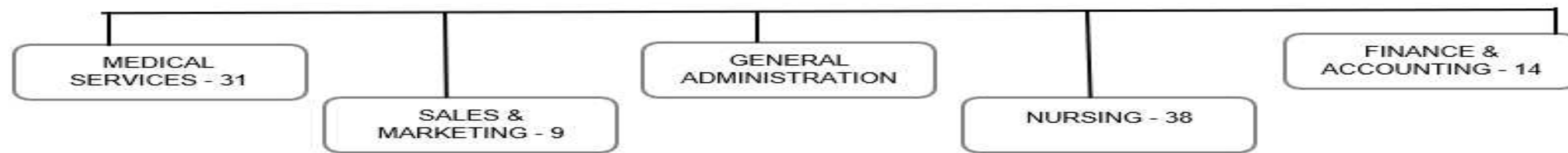
Non-clinical employees play an important role in running the organization. They are continuously working as a backbone of the organization, so we must take care of them, as they are managing the whole organization in well-organized manner. Back-office employees are the most important asset in any organization due to their main roles in the organization's effectiveness. Stress at the workplace is becoming one of the significant challenges faced by most of the organizations. Workplace stress plays a role in employee productivity. It is necessary to pay attention on these employees' stress at workplace for organization's well-being.

OBJECTIVES:

To assess the work-related stress arising due to the domains as per health and safety executive management standard indicator
To suggest and assist through small activities to manage stress

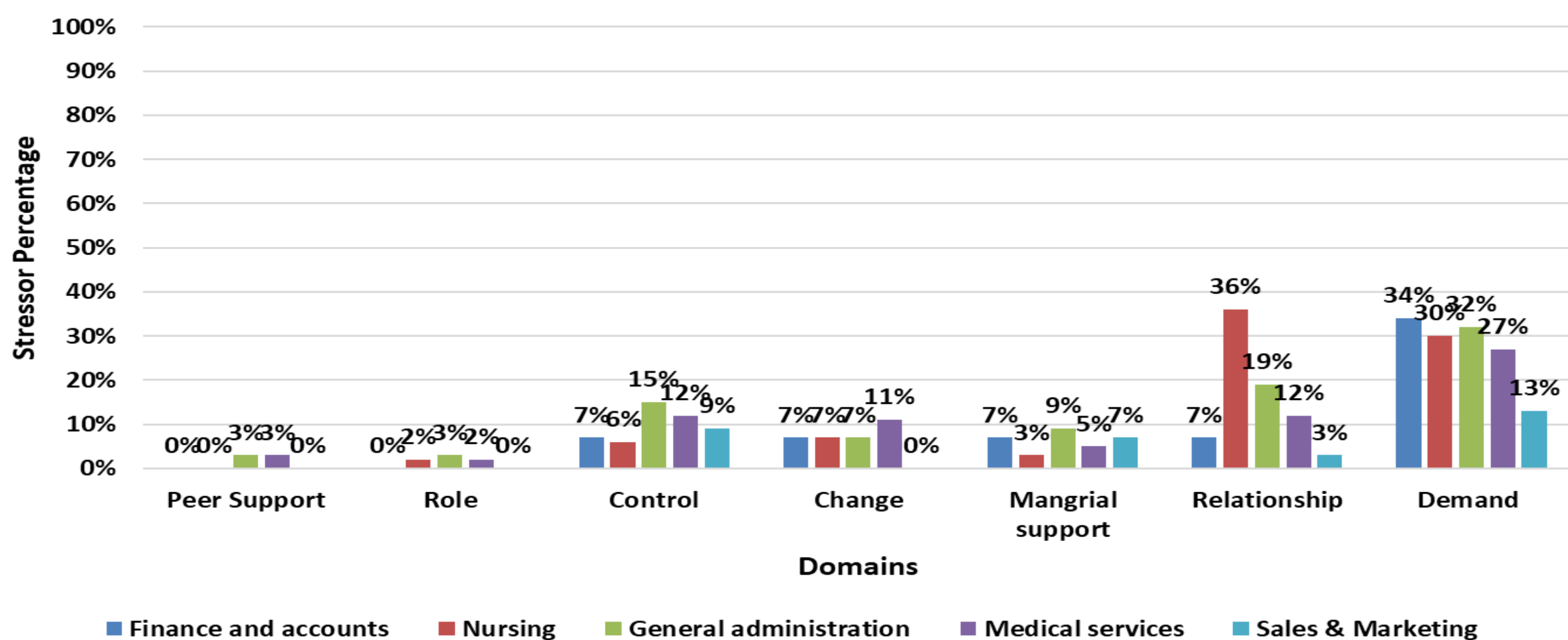
RESEARCH METHODOLOGY

- Study Design**
Descriptive Cross- Sectional Quantitative
- Study Tool**
HSE Management Standard Indicator Tool used online.
- The Tool Dimensions are:**
 - Role** : Whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles
 - Demands** : Includes issues such as workload, work patterns and the work environment
 - Control** : How much say the person has in the way they do their work
 - Change** : How organisational change (large or small) is managed and communicated in the organisation
 - Relationships** : Includes promoting positive working to avoid conflict and dealing with unacceptable behaviour
 - Support** : Includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues
- Sample Size**
The non-clinical comprises of 300 employees of which 192 hold the position of Team Leaders or on the organization's payroll. (n=192)
- Inclusion criteria:**
Employees in the Non-Clinical Departments working for more than 6 months.
- Following are the departments which were included in the study:

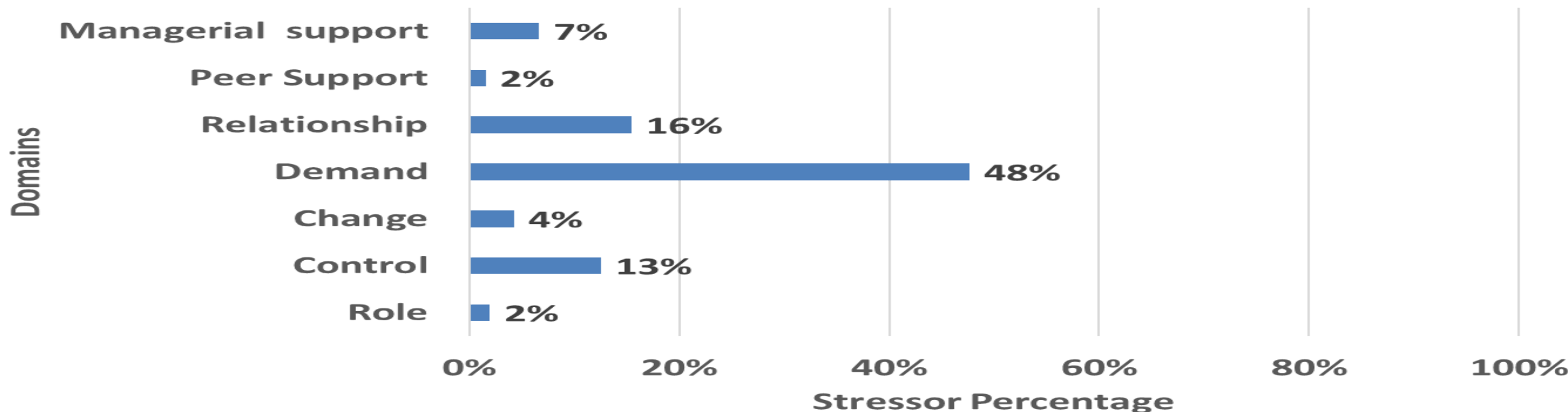


Results (n-192)

STRESSOR PERCENTAGE OFVARIOUS DEPARTMENTS



Stressor percentage amongst non clinical employees



INTERVENTIONS FOR STRESS MANAGEMENT

- Two hours yoga and meditation session was arranged for employees.
- One Drawing and Painting session by psychologist of two hours duration.
- Games (tug of war) and competitions (Lenten making) for 3 hours.

SUGGESTIONS

Organize regular sessions on Prioritizing and Time management
Yoga and Mediation session can be continued.
Quick Indoor and Outdoor games during breaks
Role Slimming
Role Making

About Fortis Hospital, Mulund, Mumbai

The Fortis Hospital is 350 – Bedded multi-speciality tertiary care hospital in Mumbai; established in 2002.

Well-known for its state-of-the-art infrastructure and world-class teams of specialists. JCI and NABH accredited hospital.

World-renowned for its excellence in various medical specialities, including cardiac care, oncology, neuro and spine care, bone and joint care, urology, liver and kidney transplant, emergency services.

VISION

"Saving & Enriching Lives";

MISSION

"To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient Care"

Source- <https://www.fortishealthcare.com/about-us>

HAND HYGIENE COMPLIANCE

Acquired a knowledge of hand hygiene and its compliance according to WHO standards. The task was to do audits in surgical intensive care units through observational method and maintain checklist assessing healthcare workers on these 5 moments for hand hygiene given by WHO standards which aims to foster positive outcome evaluation by linking specific hand hygiene actions to specific infectious outcomes in patients and healthcare workers. (<https://www.safetyandquality.gov.au/our-work/infection-prevention-and-control/national-hand-hygiene-initiative-nhhi/what-hand-hygiene/5-moments-hand-hygiene>)

Moments of hand hygiene by WHO standards-

- 1)Moment 1– Before touching a patient
- 2)Moment 2- Before a clean/ aseptic procedure
- 3)Moment 3– After body fluid exposure risk
- 4)Moment 4– After touching a patient
- 5)Moment 5– After touching patient surroundings.

LEARNING AND VALUE ADDITIONS DONE DURING SUMMER TRAINING

- Departmental orientation in the hospital
- Audited Hand Hygiene throughout the hospital
- NABH 5th edition- understanding the requirements as per the accreditation
- Patient experience- Collation on feedbacks
- Understanding concepts PROM (Patient Recorded Outcome Measures) Clinical Audit, Data validation
- Audited closed file records in the Medical Record Department for quality improvement of the medical records
- Training undertaken in Basic Life Support and Fire Safety
- Participated in service excellence week.
- Conducted a study to assess a work-related stress among the non-clinical employees

SWOT Analysis-

STRENGTHS

- Continuous improvement
- Patient care
- Quality Accreditations

WEAKNESS

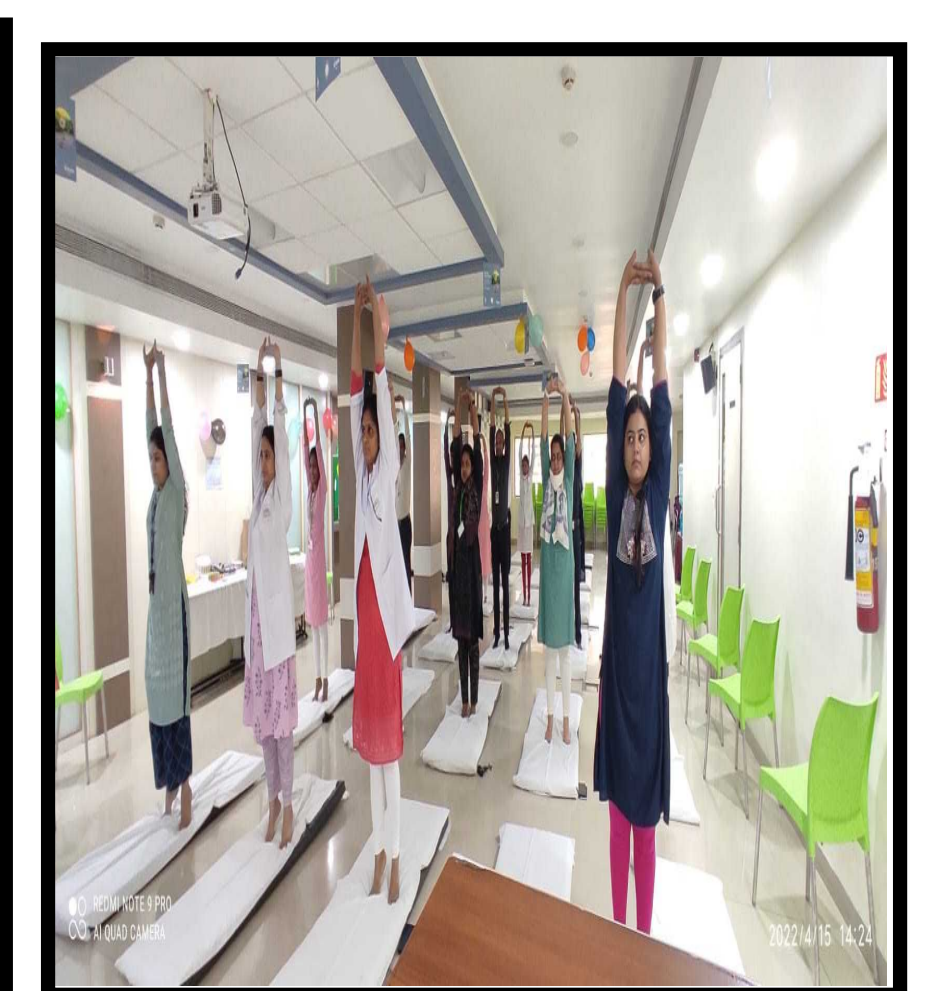
- Shifting brand focus
- Expensive services

OPPORTUNITIES

- Growing health concerns
- Medical tourism

THREATS

- Competition
- Prohibitive healthcare costs



USEFULNESS OF INTERNSHIP

- Helped in opting stream
- Build a professional network

CHALLENGES FACED DURING INTERNSHIP

- Variable instructions and communication gap reduced the efficiency of task completion.
- Discretion in maintaining anonymity while auditing hand hygiene compliance.