



# A Study To Assess The Employees Well Being in Non-Clinical Departments of Tertiary Care Hospital



## BRIEF DESCRIPTION

- Established in 2002, Fortis Hospital in Mulund, Mumbai.
- 6 times JCI accredited, 5 times NABH accredited.
- 350-bedded multi-specialty tertiary care hospital.
- QUALITY DEPARTMENT:**
- Primary Duty: analyses of different parameter within different departments according to NABH and JCI standards.
- Reporting clinical outcome.
- Infection control within the Hospitals.
- Raise continuous Quality Forms. Corrective and preventive actions.
- A study was conducted to analyze stress faced by non-clinical employees and its effects on their work output, their relationships between them and their peers, also the effects over their health.
- AIM-** A Study To Assess The Employees Well Being in Non-Clinical Departments of Tertiary care Hospital.
- OBJECTIVE-** To assess the work-related stress in relation to the Seven Domains:
  - Roles and responsibilities at work,
  - Demands from their work,
  - Employees' control over the work,
  - Peer support within the organization,
  - Work related changes,
  - Managerial support gained.
  - Relationships with their subordinates

As per the Health and Safety Executive Management Standard Indicator Tool. (HSE-MS-IT)

- To assess how nonclinical employees rate their performance in managing the risk associated with work related stress.

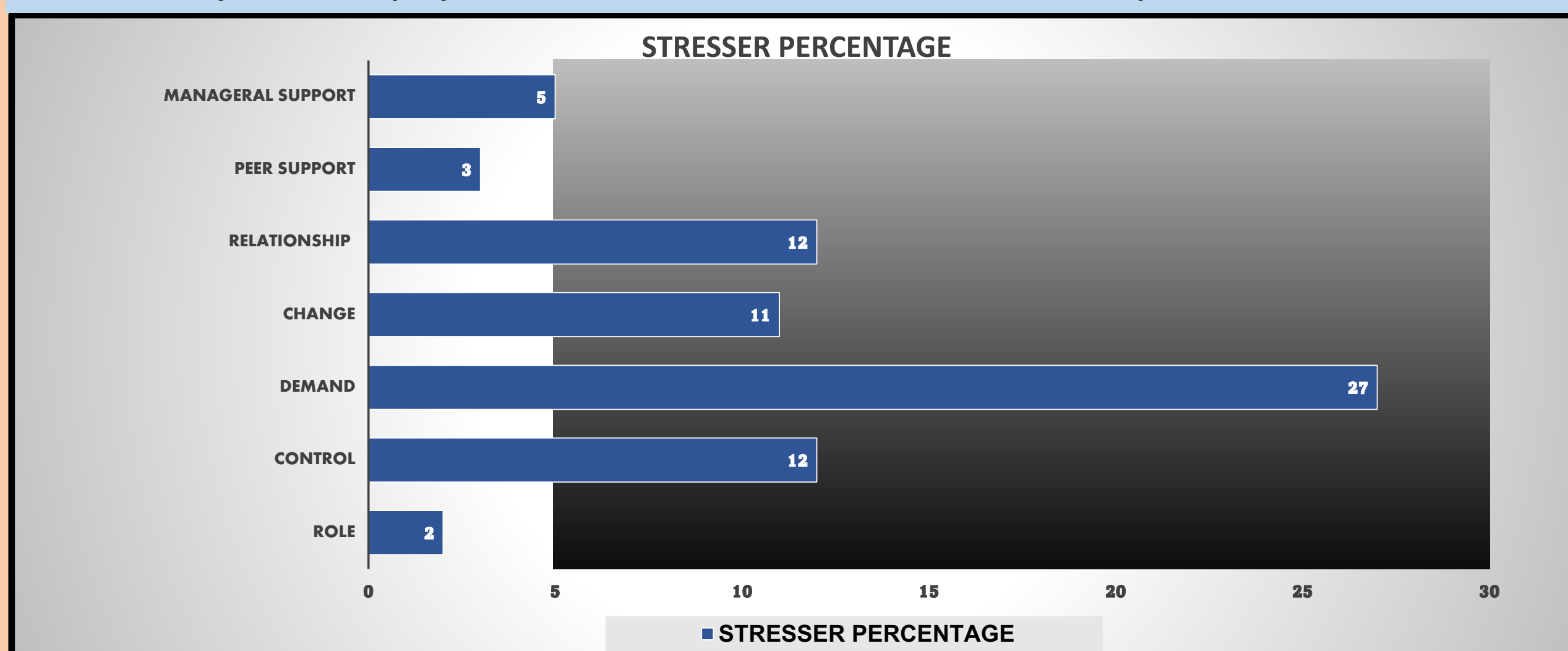
## METHODOLOGY

|                    |                                                                                                    |
|--------------------|----------------------------------------------------------------------------------------------------|
| Study population   | Non-clinical employees: Medical services department                                                |
| Exclusion Criteria | Clinical employees: Doctors, paramedics and staff nurses                                           |
| Study Area         | Fortis Hospital, Mumbai                                                                            |
| Duration of Study  | 3 weeks                                                                                            |
| Type of Data       | Primary                                                                                            |
| Technique          | Quantitative                                                                                       |
| Sample size        | 31 employees                                                                                       |
| Sampling technique | Convenient Sampling                                                                                |
| Data collection    | Primary Data was collected by filling the questionnaire by the employees through electronic medium |
| Data entry         | Electronically by the Employees(Google forms)                                                      |

| DOMAIN             | STRESSOR PERCENTAGE (%) |
|--------------------|-------------------------|
| ROLE               | 2                       |
| CONTROL            | 12                      |
| DEMAND             | 27                      |
| CHANGE             | 11                      |
| RELATIONSHIP       | 12                      |
| PEER SUPPORT       | 3                       |
| MANAGERIAL SUPPORT | 5                       |

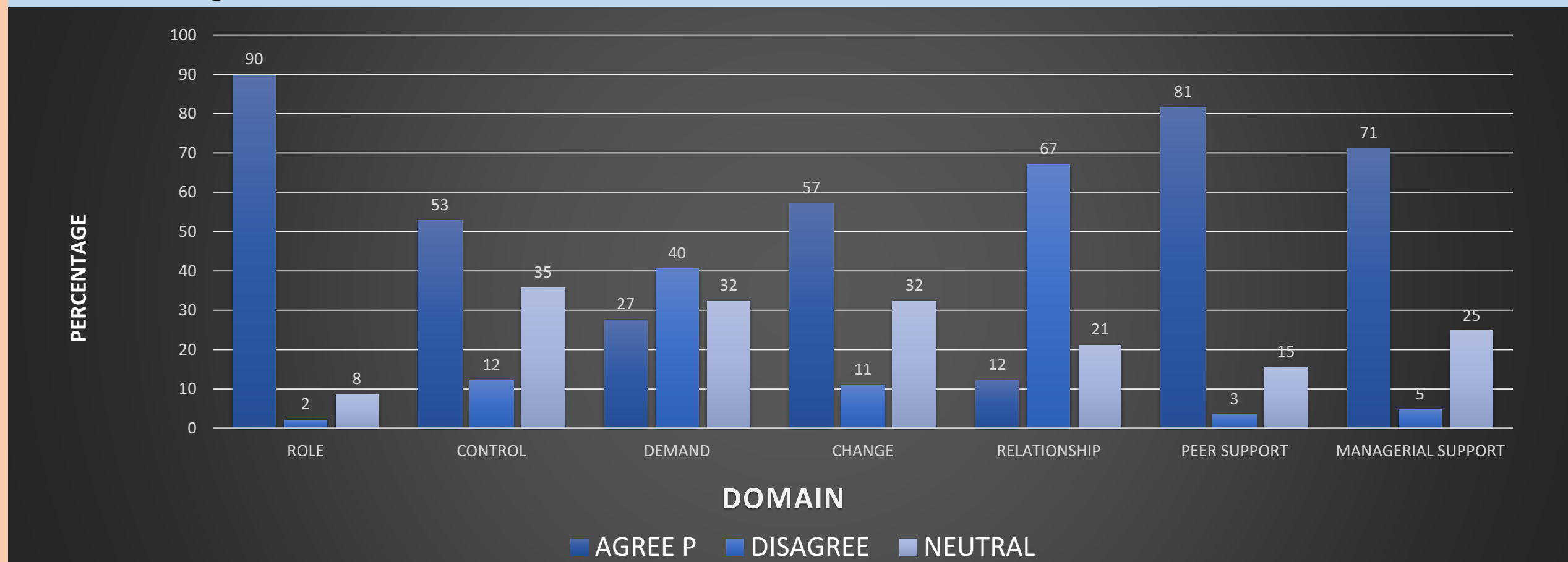
## Issues Related to Stress

Analysis of data pertaining to medical services department suggests that (27%) of the medical services employees are stressed due to various job-related demand from the organization. Twelve percent (12%) of them mentioned being stressed due to less control in workplace, work relationship and various changes happening in the policies of the organization. It is worth mentioning that only (3%-5%) of them found being stressed due to peers or their managers. In other words, they received various job-related and mental support from their peers and managerial support as and when required. Besides, it is emerged out from the analysis that employees are well informed about their roles and responsibilities



## RESPONSE BASED ANALYSIS

Analysis of the collected data suggests that (90%) of the medical services employees are aligned with their roles and responsibilities. Whereas almost (27%) of employees face challenges in demand where they must work intensively thus, causing stress. 71% of employees constitute positive response in relation to managerial support. 11% of employees depict inflexibility towards the changes in their working timings. 12% employees confront obstacles in their relationships with their colleagues. On the other hand, 53% employees are in control of their duties and 57% of them are comfortable with the changes occurring within the organization.



## BRIEF HISTORY

- Fortis Healthcare Limited – an IHH Healthcare Berhad Company – is a leading integrated healthcare services provider in India.
- It is one of the largest healthcare organisations in the country with 36 healthcare facilities (including projects underdevelopment),
- 4000 operational beds and over 400 diagnostics centres (including JVs). Fortis is present in India, United Arab Emirates (UAE) & Sri Lanka.

## ORGANIZATION VISION AND MISSION

- Vision-** "Saving & Enriching Lives"
- Mission-** "To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care"

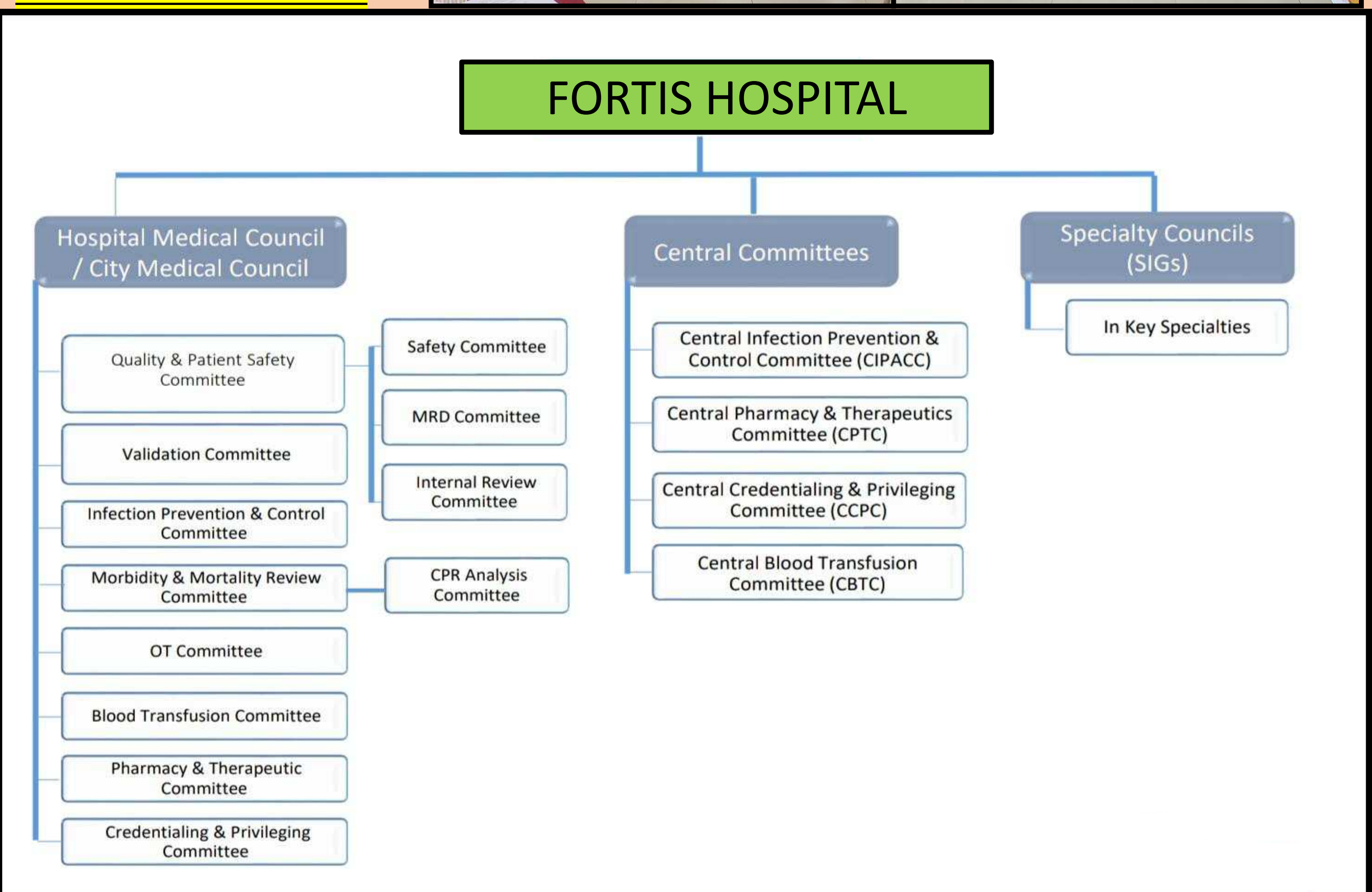


YOGA & MEDITATION SESSIONS



PAINT THERAPY

## ORGANIZATION STRUCTURE



## LEARNING AND VALUE ADDITIONS DONE DURING INTERNSHIP

- Learned about new stress indicator tools.
- Importance to prioritize mental health and well being of employees.
- Work environment and work pattern plays an important role in stress management.
- NABH 5<sup>TH</sup> EDITION- Understanding the requirements as per the accreditation.
- Patient Experience- Collation on feedback
- Understanding the concept of PROM, Clinical audit, Data validation.
- Audited closed filed records in the Medical Record department.
- Trainings undertaken Basic Life Support & Fire Safety
- Participated in Community Outreach.
- Audited hand hygiene throughout the hospital
- Departmental orientation on the hospital.

## DIFFERENCE BETWEEN PRACTICAL AND THEORETICAL EXPOSURE

| THEORETICAL EXPOSURE                                                                                                      | PRACTICE EXPOSURE                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>Understanding the concept through virtual classroom</li><li>Learning NABH</li></ul> | <ul style="list-style-type: none"><li>Understanding the concept through On-field tasks assigned.</li><li>Practical application of NABH in the organization.</li></ul> |
| <ul style="list-style-type: none"><li>Learning about how to better patient experience in the hospital</li></ul>           | <ul style="list-style-type: none"><li>Having one-on-one interaction with patients which leads to better understanding.</li></ul>                                      |

## Challenges faced during internship

- Communication with Hospital In charge- During the departmental quality checklist process.
- Discretion in maintaining anonymity while auditing hand hygiene compliance

## Usefulness of department

- Improving patient care within the hospital.
- Functions as per National and International accreditations. Example- JCI and PROM.

## Suggestion For the organization

- By facilitating the employees with effective training, the management can provide them with platform to solve their stress related problems.
- Strive to boon better communication amongst Administrators and subordinates.
- Workshops where co-workers have bonding sessions and competitions thus, encouraging healthy teamwork. Example- Yoga therapy and Paint therapy workshops etc.

NAME- SHALINI KUMARI

ROLL NO.- 1394

GUIDED BY- Dr. SANDESH KUMAR SHARMA