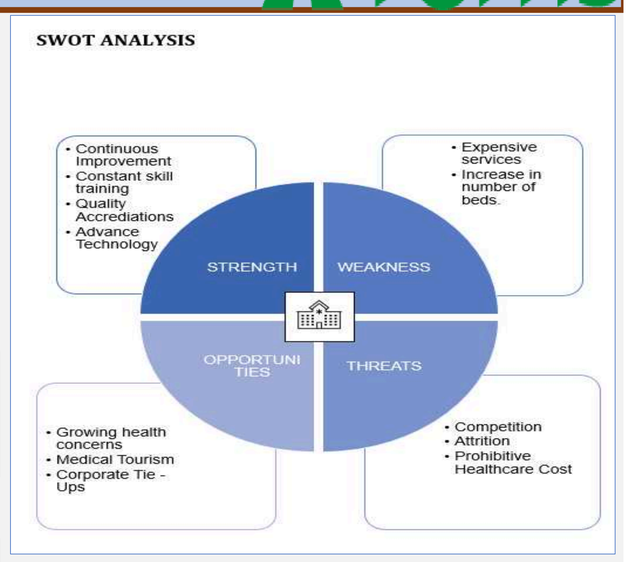
ASSESSMENT OF WORK-RELATED STRESS AMONG NON-CLINICAL EMPLOYEES: FORTIS HOSPITAL, MUMBAI

BRIEF HISTORY

- Fortis Healthcare Limited – an IHH Healthcare Berhad Company is a leading integrated healthcare services provider in India.
- Fortis Mulund is one of the key hospital out of all 36 fortis healthcare facilities, 315+ operational beds multispecialty tertiary care hospital.
- It performed Western's India first awake bypass surgery and 1st Hospital in Mumbai to launch a minimal invasive surgery for slipped disc.
- 6 times JCI and 5 times NABH accredited hospital.



INTRODUCTION

Stress is an action that places demands upon an individual's physical, mental, social well- being or anything that can unbalance an individual's equilibrium. Nowadays, stress at the workplace is becoming one of the significant challenges faced by most of the organizations. Workplace stress plays a role in an employee's productivity. Non- Clinical employees are among those assets who work behind the curtains, in running the organization effectively. It is necessary to pay attention on these employees' stress at workplace.

OBJECTIVES

- To assess the work-related stress in relation to the domains as per Health and Safety Executive Management Standard Indicator.
- To assess how well the workforce rate their performance in managing the risk associated with work related stress.

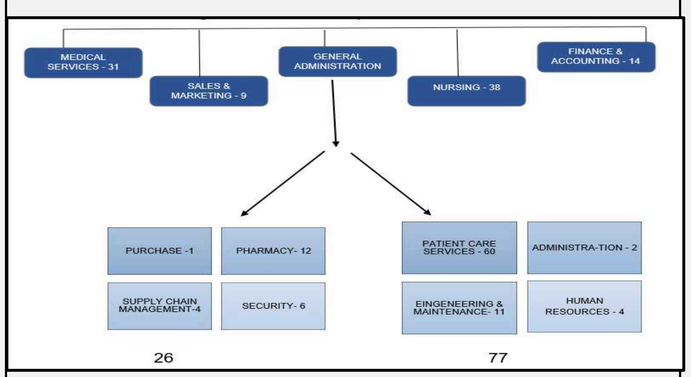
RESEARCH METHODOLOGY

- STUDY DESGIN: Descriptive Cross- Sectional Quantitative Study Design.
- AREA OF STUDY: Non- Clinical employees working in various departments for more than 6 months within the hospital.
- TOOL USED: Standardized Tool – HSE Management Standard Indicator Tools (HSE-MS-IT)
- PERIOD OF STUDY: 1.5 Months (April-May 2022)
- DATA COLLECTION METHOD: Primary Data Collection Technique: Electronic Questionnaire.
- SAMPLE SIZE: The non-clinical comprises of 300 employees of which 192 hold the position of Team Leaders or on the organization's payroll.

Sample size 192 includes 77 employees from General Administration (GA) Department.

GA Department is further divided into following Subs:
Patient Care Services- 60
Administration- 2
Engineering & Maintenance-11
Human Resources- 4

The following are the various departments included



INCLUSION CRITERIA: Employees in the system more than 6 months and on organization's payroll.
EXCLUSION CRITERIA: Employees in the system less than 6 months and on organization's payroll

SUGGESTIONS

Promote wellness at work

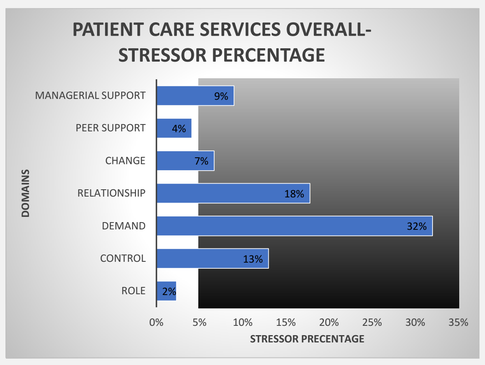
- Help employees get in the right mindset to meet the challenges the workday brings.
- Enhance collaboration with Feedback
- Collaboration and Connectivity for all employees can create a more positive work environment.
- Monthly one-on-one meetings and an open forum can be done for whole team.

DIFFERENCE BETWEEN TEORETICAL AND PRACTICAL KNOWLEDGE

THEORETICAL	PRACTICAL
Understanding concepts through classroom knowledge	Application of concepts on-field task
Group Assignments	Efficiently worked as a Team Player.
Learning Skills	Transforming in Experience

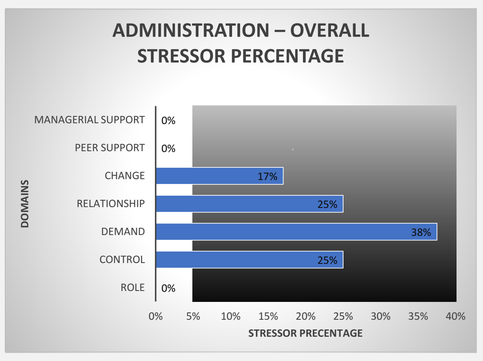
ANALYSIS AND INTERPRETATIONS

Standardized Tool - HSE Management Standard Indicator Tools (HSE-MS IT), Written by JOHN BERRY on 2nd May 2017.
Tool consists of seven domains. These domains of work design have been identified as factors that, if not properly managed, can expose workers to high stress



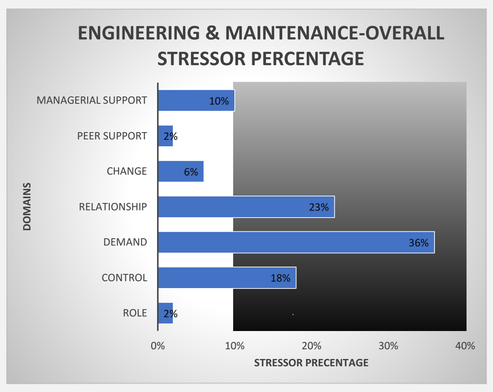
PATIENT CARE SERVICES

- Analysis depicts that 32% employees are perceived to be stressed due to demands within the organization.
- 18% employees are perceived to be stressed due to work relationships and environment.
- The scores indicate that 13% employees are stressed due to lack of discretion over the ways in which they do their work.



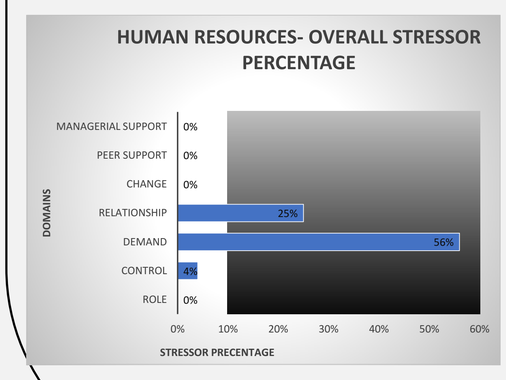
ADMINISTRATION

- 38% employees are stressed due to demands of the organization.
- 25% employees are stressed due to work relationships and environment.
- 25% employees ae stressed due to lack of discretion over the ways in which they do their work.



EINGENEERING & MAINTENANCE

- 36% employees are perceived to be stressed due to demands of the organization.
- 23% employees are perceived to be stressed due to work relationships and environment.
- 18% employees are perceived to be stressed due to lack of discretion over the ways in which they do their work.
- 56% employees are stressed due to demands of the organization. Which is highest among the departments considered for study.



HUMAN RESOURCES

- 25% employees are perceived to be stressed due to work relationships and environment.
- Only 4% employees are perceived to be stressed due to lack of discretion over the ways in which they do their work.

INTERVENTIONS

INTERVENTION FOR PATIENT CARE SERVICES

- Arranged a session with a multi-pronged approach. Events were more than awareness raising and for better results line between awareness, training, and education wasn't demarcated.
- Yoga and Meditation Session.
- Session on Time Management:

INTERVENTION FOR ADMINISTRATION

- Introductory session for any new task being assigned followed by assessment to ensure complete learning had been achieved.
- Group discussions among staff members when executing new work strategies and implementing them once favorable to all.

INTERVENTION FOR ENGINEERING & MAINTENANCE and HUMAN RESOURCES

- Workshops were done where employees had bonding sessions, competitions team building sessions, team activities, thus encouraging healthy teamwork.
- Interactive sessions where admins share their journeys with the newly joined staff.

KEY LEARNING

- NABH 5th Edition - Understanding
- Audited Hand Hygiene throughout the hospital
- Departmental Orientation
- Understanding concepts of PROM, Clinical Audit, Data Validation.
- Audited Closed file records in the Medical Record Department
- Participated in Community Connect.
- Participated in Organizations Service Excellence Week

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