

Internship Report

Implementing Corrective Actions for NABH Surveillance in HR Practices at Superspeciality Hospital, Delhi.

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1. Introduction

This report summarizes the experiences and findings from my internship at Saroj Hospital, Delhi, where I focused on investigating the challenges faced by the Human Resources (HR) department during NABH (National Accreditation Board for Hospitals & Healthcare Providers) accreditation surveillance. The primary goal was to identify key challenges, implement corrective actions, and suggest strategies for continuous improvement in HR practices to ensure compliance with NABH standards.

2. Objectives of the Internship

The specific objectives of this internship were:

- To understand the challenges faced by the HR department at Saroj Hospital during NABH accreditation surveillance.
- To implement corrective actions to address identified gaps.
- To suggest strategies for continuous improvement in HR practices and compliance with NABH

3. Methodology

Key Research Questions

- What are the primary challenges faced by the HR department at Saroj Hospital during NABH surveillance?
- What corrective actions can be implemented to overcome these challenges?
- What strategies can be adopted to ensure continuous improvement in HR practices and compliance with NABH standards?

Research Design

The study adopted a mixed-methods approach, integrating quantitative and qualitative methods. It was conducted at Saroj Superspeciality Hospital, focusing on the HR department.

Study Population

The study targeted a sample size of 50-100 employees, selected through random sampling to ensure comprehensive data collection.

Research Procedures

Quantitative Assessment: Surveys and a gap tracker from employees' files were used to identify key challenges. Follow-ups for document compliance were conducted with the help of Heads of Departments (HODs) and department incharges.

Sample Size Calculation

A sample size of 50-100 employee files was chosen based on the hospital's staff size and the need for comprehensive data collection.

Sampling Techniques

Random sampling was used to select participants based on their involvement in the NABH surveillance process and HR management.

Study Instruments

Checklists were used to measure gaps in employee files, and the effectiveness of corrective actions was evaluated through regular audits and reviews.

4. Findings and Analysis

The findings show a significant disparity between the compliance levels of employee-submitted documents and HR-maintained records.

Interpretation of Results

The results indicate significant gaps in document compliance on both the employee and HR sides. While employees generally complied well with basic document submissions like PAN and ID proofs, there were notable deficiencies in self-attested marksheets and vaccination records. On the HR side, strong documentation was observed for job descriptions and appointment letters, but critical areas like offer letters and annual health check-ups exhibited severe deficiencies.

5. Discussion

Comparison with Other Studies

These findings align with previous studies that highlight the challenges in maintaining comprehensive HR documentation in healthcare settings. Similar studies underscore the need for robust HR strategies to address these gaps and ensure compliance with accreditation standards.

Limitations

Sample Size: The sample size may not be fully representative of all employees and departments, potentially limiting the generalizability of the findings.

Strengths

Practical Relevance: The study offers actionable insights for improving HR practices in healthcare settings, providing practical solutions for maintaining accreditation standards.

6. Recommendations

Short-Term Recommendations

- **Enhanced Communication:** Improve communication channels between the HR department and employees to facilitate document submission and compliance.
- **Employee Awareness:** Educate employees about the importance of document submission and compliance. Provide clear guidelines and checklists to ensure they understand the required documents.

Long-Term Recommendations

- **Centralized Documentation System:** Implement a centralized digital system to manage and track document submissions, using automated reminders and alerts for both employees and HR staff.
- **Regular Audits:** Schedule regular internal audits to monitor compliance and address any gaps promptly. These audits will help maintain document accuracy and completeness.
- **Staff Training Programs:** Conduct regular training programs for HR staff and employees to ensure they are aware of the documentation requirements and procedures.

7. Conclusion

By addressing the identified gaps and implementing the recommended solutions, Saroj Hospital can significantly improve its HR practices and ensure compliance with NABH standards. These measures will help the hospital achieve and maintain accreditation, enhancing overall hospital performance and patient care quality. The research highlights the importance of continuous improvement in HR practices and provides actionable insights for other healthcare institutions aiming to achieve similar accreditation.