

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

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Chapter 1



► Hospital Accreditation:

The hospital accreditation program was started in the year 2005. It is the flagship program for NABH. This program was started with an intent to improve healthcare quality and patient safety at public and private hospitals, has subsequently grown to greater heights, with the standards being recognized internationally at par with other global healthcare accreditation standards and accredited by ISQua (International Society for Quality Assurance in Healthcare). The accreditation standards for hospitals focuses on patient safety and quality of the delivery of services by the hospitals in a changing healthcare environment.

- Human Resource Management requires good planning of human resources while at the same time use the human touch, expertise, and commitment towards ensuring productive use of human capital while at the same time motivating the employees to make them give their fullest potential towards patient care activities in the Hospital.
- NABH Self-Assessment Checklist for HR department -
 - ❑ Having a documented HR plan for the hospital. The plan must mention the categories of employees, quantity required under each category, quantity available and future quantity requirements.

History

In year 1970

Ganesh Dass Chawla Charitable Trust was registered in year 1970 when he first started free OPD dispensary at Balimaran, Delhi (1971) in the memory of his daughter, a dowry-death victim.

In year 1997

A 40-bedded hospital was inaugurated by the then Chief Minister of Delhi, Shri Sahib Singh Verma and Hon'ble Lt Governor of Delhi, Shri Tejendra Khanna.

In year 2013

Our hospital got **NABH Accreditation (National Accreditation Board for Hospital and Healthcare Providers)**.

About

Saroj Group of Hospitals has made a significant mark in the healthcare landscape. Saroj Super Speciality Hospital, the first of the group of hospitals has now taken a giant leap by having started first of its kind multi-organ transplant centre in North-West Delhi, India. The next leap being taken up by Saroj group of hospitals is the launch of Saroj Medical Institute which is all set to deliver the same renowned medical care as Saroj Super Speciality Hospital.

Saroj Super Speciality Hospital is a healthcare provider, par excellence, fast establishing itself as a global industry model in the tertiary healthcare system of India. Since its inception in December 1996, the **154 bedded** multi-super speciality hospital has been offering comprehensive healthcare services in the field of **cardiac sciences, orthopaedics, neuro sciences, emergency & trauma care, gastro sciences, renal sciences, cosmetic & plastic surgery, to name a few.**

Saroj Super Speciality Hospital introduces Saroj Medical Institute

With medical excellence of more than two decades now, Saroj Super Speciality Hospital proudly introduces **Saroj Medical Institute**, a new facility with 50 beds capacity in Sector 19, Rohini, Delhi. The hospital is all set to deliver excellent healthcare services to the community. It has latest technology, the most advanced equipments, state-of-the-art infrastructure and modern amenities which make Saroj Medical Institute all the more one stop facility for performing high-end procedures.

SAROJ GROUP OF HOSPITALS

COMPASSION. CARE. CURE
SINCE 1997



Purpose of Research

The purpose of this research is to investigate the challenges faced by the Human Resources (HR) department at Saroj Hospital, Delhi, during NABH (National Accreditation Board for Hospitals & Healthcare Providers) accreditation surveillance. It aims to implement corrective actions to overcome these challenges and to suggest strategies to address identified deficiencies.

Problem Being Investigated

NABH accreditation is crucial for ensuring high standards of patient care and hospital management. However, the HR department at Saroj Hospital faces various challenges in maintaining compliance with NABH standards during surveillance audits. These challenges can impede the hospital's ability to achieve and retain accreditation, affecting overall healthcare quality.

Context and Importance of the Problem

Saroj Hospital, a key healthcare provider in Delhi, must maintain its NABH accreditation to ensure continuous quality improvement and patient safety. Addressing HR-related challenges is essential for sustaining accreditation and enhancing hospital performance. This research will provide actionable insights and strategies to improve HR practices, ensuring compliance with NABH standards.

Chapter 2:



1 - To address the challenges faced by the HR department at Saroj Hospital during NABH accreditation surveillance.

2- To suggest the strategies adopted to address identified deficiencies

Key Research Questions

1 - What are the primary challenges faced by the HR department at Saroj Hospital during NABH surveillance?

2 - What corrective actions can be implemented to overcome these challenges?

3 - What strategies can be adopted to ensure continuous improvement in HR practices and compliance with NABH standards?

Research Design

The study adopts integrating quantitative approaches.

Study Setting

The study is conducted at Saroj Superspeciality Hospital, Delhi, focusing on the HR department.

Study Population

The study population include technicians.
A sample size of 71 participants will be targeted.

quantitative Assessment

- **Surveys:** Collaborate with HR staff and prepare a gap tracker from employee's files to identify key challenges.
 - Take follow-up for documents with the help of HOD and incharge of every department to evaluate the effectiveness of the corrective actions and measure improvements in HR practices.

Sample Size Calculation

A sample size of 71 employee's file is chosen based on the hospital's staff size and the need for comprehensive data collection.

Sampling Techniques

Convenient: Selected participants based on their involvement in the NABH surveillance process and HR management.

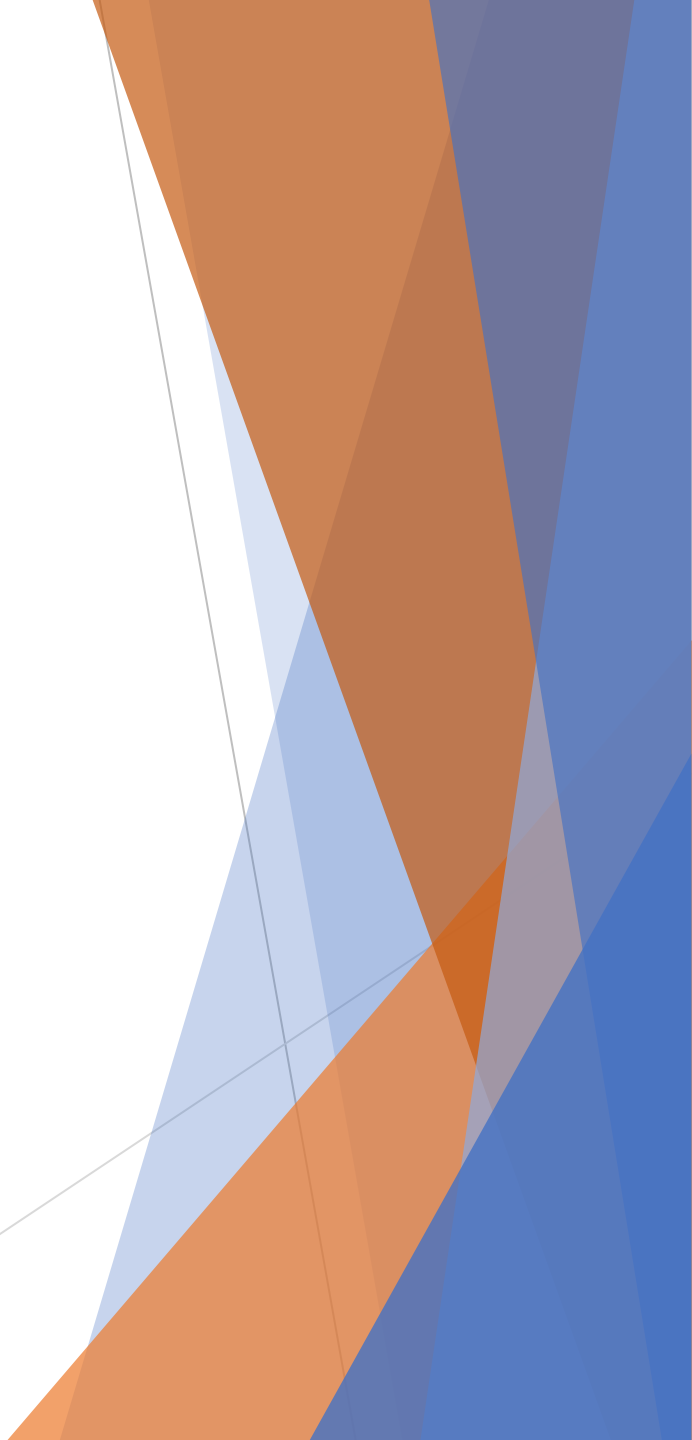
Study Instruments

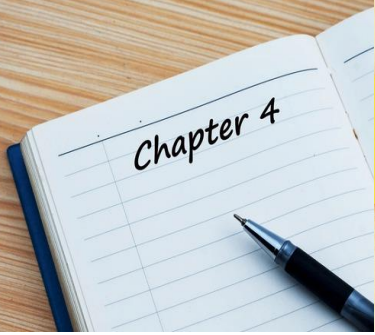
Checklists: Used checklist to measure the gaps in the files of employees.



Ethical Considerations



- **Informed Written Consent:** Obtained from all participants prior to data collection
 - **Data Security:** Implemented measures to protect data confidentiality and privacy.
 - **Confidentiality:** Maintained confidentiality of participant information throughout the study.
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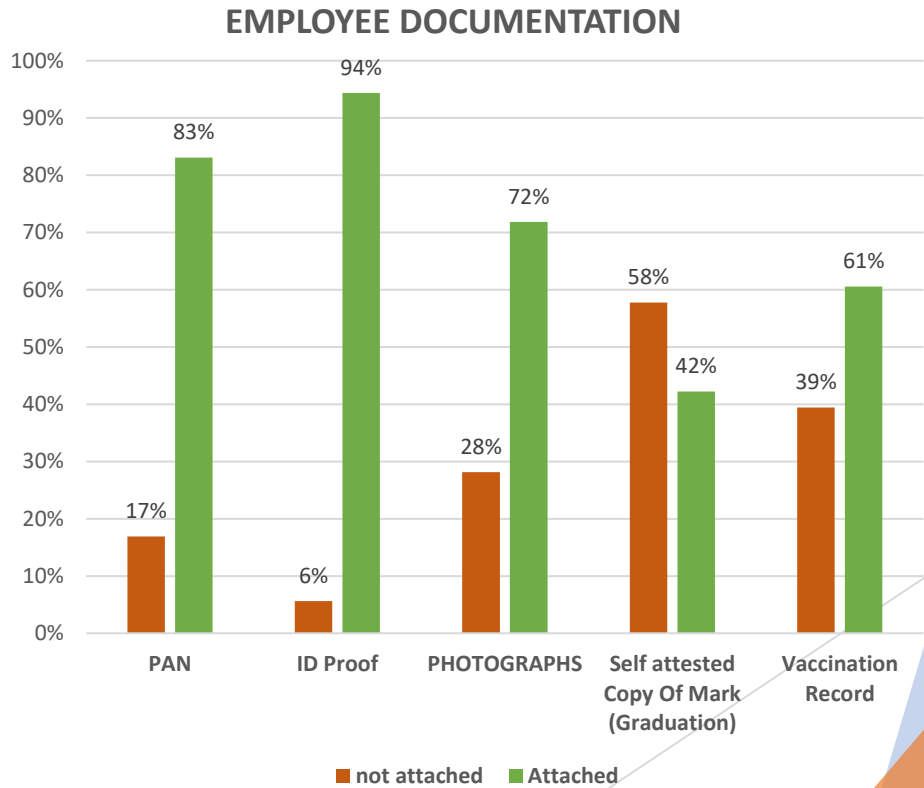


This chapter presents the results of the study, focusing on data analysis and interpretation of the compliance levels for required documents among employees and the HR department at Saroj Hospital. The data is displayed in text, figures, and tables to highlight key findings.

The following tables summarize the compliance levels for both employee-side and HR-side document submissions :-

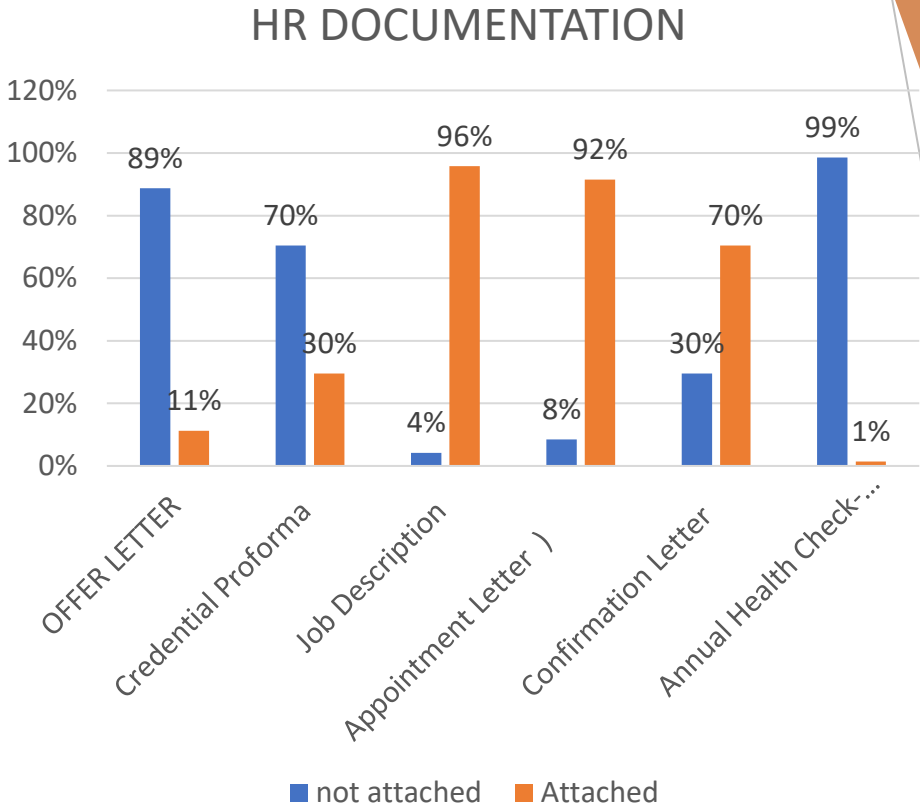
Elements	not attached	Attached	total
PAN	12	59	71
ID Proof	4	67	71
PHOTOGRAPHS	20	51	71
Self attested Copy Of Marksheet	41	30	71
Vaccination Record	28	43	71

Elements	not attached	Attached
PAN	17%	83%
ID Proof	6%	94%
PHOTOGRAPHS	28%	72%
Self attested Copy Of Marksheet	58%	42%
Vaccination Record	39%	61%



Elements	not attached	Attached	Total
OFFER LETTER	63	8	71
Credential Proforma	21	50	71
Job Description	3	68	71
Appointment Letter	6	65	71
Confirmation Letter	21	50	71
Annual Health Check-Up	70	1	71

Elements	not attached	Attached
OFFER LETTER	89%	11%
Credential Proforma	70%	30%
Job Description	4%	96%
Appointment Letter	8%	92%
Confirmation Letter	30%	70%
Annual Health Check-Up	99%	1%



Data Analysis

quantitative Results

Survey Findings

The survey data highlights the extent intervention compliance rates with NABH standards are compared to evaluate the effectiveness of corrective actions implemented by the HR department and employees in maintaining document compliance.

Interpretation of Results

The results show a disparity between the compliance levels of employee-submitted documents and HR-maintained records. While employees generally show good compliance in submitting basic documents like PAN and ID proofs, there are significant gaps in self-attested marksheets and vaccination records. On the HR side, the documentation for job descriptions and appointment letters is strong, but critical areas like offer letters and annual health check-ups show severe deficiencies.

Suggestions for HR Department

1. Streamlined Documentation Process:

Implement a centralized digital documentation system to track and manage all employee and HR-related documents. Use automated reminders and alerts for both employees and HR staff to submit and update required documents.

2. Employees Awareness:

Aware employees about the importance of document submission and compliance. Provide clear guidelines and checklists for employees to ensure they understand what documents are required at the time of joining.

3. Regular Audits and Reviews:

- Schedule periodic internal audits to review the completeness and accuracy of both employee and HR documents.
- Use these audits to identify gaps early and take corrective actions promptly.

Limitations and Strengths of the Study

Limitations :-

- **Sample Size:** The sample size may not be representative of all employees and departments.

Strengths :-

- **Practical Relevance:** The findings offer actionable insights for improving HR practices in healthcare settings.

CONCLUSION

Summary of Findings

The study identified key challenges in document compliance on both the employee and HR sides. Corrective actions have been implemented to address these challenges, and several strategies for continuous improvement have been suggested.

By addressing the identified gaps and implementing the suggestions, Saroj Hospital can significantly improve its HR practices and ensure compliance with NABH standards. This will not only help in achieving and maintaining accreditation but also enhance overall hospital performance and patient care quality.



References

A comprehensive list of references, including books, scholarly articles, and reports, for which we take support in the research findings and discussions.

References:

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THANK YOU