

Synopsis

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Batch – HM 27

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Title: Implementing Corrective Actions for NABH Surveillance in HR Practices at Saroj Hospital, Delhi

Objectives:

- To address the challenges faced by the HR department at Saroj Hospital during NABH accreditation surveillance.
- To implement corrective actions to overcome the gaps.
- To suggest the strategies adopted to address identified deficiencies

1. INTRODUCTION:

National Accreditation Board for Hospitals & Healthcare Providers (NABH) accreditation is a significant benchmark for healthcare institutions in India, ensuring quality and patient safety. Saroj Hospital in Delhi has been striving to maintain and enhance its HR practices to meet the rigorous standards set by NABH. This dissertation focuses on identifying challenges faced by the HR department during NABH accreditation surveillance and implementing corrective actions to address these issues. The study aims to highlight the strategies adopted to rectify deficiencies and improve overall HR functions.

2. RESEARCH QUESTION:

What challenges are faced by the HR department at Saroj Hospital during the NABH accreditation surveillance process, and what corrective actions can be implemented to address these challenges effectively?

3. HYPOTHESIS:

Implementing targeted corrective actions based on identified gaps during NABH surveillance will significantly improve HR practices and ensure ongoing compliance with NABH standards at Saroj Hospital.

4. MATERIAL AND METHODS:

The study will utilize secondary data sources. Secondary data will include NABH standards documentation from filing, previous surveillance reports, and internal HR records. Data collection tools will include structured questionnaires, interview guides, and checklists.

Materials:

- NABH standards documentation
- Internal HR records

Methods:

- Quantitative methods: Checklists, and document analysis

5. STUDY DESIGN:

This research will employ a simple-method design a quantitative approaches. The study will begin with followed by a quantitative phase to measure the impact of the implemented corrective actions through surveys and statistical analysis.

6. STUDY POPULATION:

The study population includes HR staff, department heads, and other relevant personnel at Saroj Hospital. It also involves external surveillance and consultants who participated in the NABH surveillance process. A sample size of 50-100 participants will be targeted to ensure comprehensive data collection.

DURATION OF STUDY: 18 March to 18 June

SAMPLE SIZE: 50 - 100

SAMPLING TECHNIQUE: Simple Random Techniques

7. DATA COLLECTION PROCEDURE:

Data collection will occur in three phases:

1. **Initial Assessment:** Collaborate with HR staff and prepare a gap tracker from employee's files to identify key challenges.
2. **Implementation of Corrective Actions:** Collaborate with the HR department to implement corrective measures based on identified challenges.
3. **Post-Implementation Review:** Take follow-up for documents with the help of HOD and incharge of every deparment to evaluate the effectiveness of the corrective actions and measure improvements in HR practices.

8. DATA ANALYSIS PLAN:**Quantitative Analysis:**

- Statistical analysis of survey responses to assess the impact of corrective actions.
- Pre- and post-intervention comparisons to evaluate improvements in HR practices.

9. ETHICAL CONSIDERATIONS:

- Obtain approval from the hospital's ethics committee.
- Ensure informed consent and confidentiality for all participants.
- Inform participants of the study's purpose & their role.

10. IMPLICATIONS OF RESEARCH:

The research findings will provide valuable insights into improving HR practices in healthcare settings, particularly in the context of NABH surveillance. The study aims to offer a practical framework for other hospitals to enhance their compliance with NABH standards, thereby improving overall HR management and patient care quality.

11. REFERENCES:

A detailed list of references will include:

- NABH accreditation guidelines
- Relevant literature on HR practices in healthcare
- Previous research on accreditation processes
- **Books:**

- [Buchbinder, S. B., & Shanks, N. H. \(2017\).](#) Introduction to Health Care Management. Jones & Bartlett Learning.

This book provides an overview of essential management practices in healthcare, including HR management, which is crucial for meeting accreditation standards.

- [Goel, S. L., & Kumar, R. \(2004\).](#) Hospital Administration and Human Resource Management. Deep and Deep Publications.

This text covers comprehensive HR management strategies tailored to the healthcare sector, providing relevant insights for accreditation processes.

- **Scholarly Articles:**

- [Gupta, S., & Rokade, V. \(2016\).](#) "Impact of NABH accreditation on patient safety and quality of care: A study in a tertiary care hospital". International Journal of Research in Medical Sciences, 4(6), 2046-2051.

This article discusses the effects of NABH accreditation on hospital practices, focusing on patient safety and quality of care, which are directly influenced by HR practices.

- [Srivastava, R., & Bhatnagar, K. \(2019\).](#) "Human Resource Challenges in Healthcare Management: An Indian Perspective". Journal of Health Management, 21(2), 245-256.

The article explores HR challenges in the Indian healthcare system, providing a context for understanding the difficulties faced during NABH accreditation.

- **Reports and Guidelines:**

- [NABH. \(2020\).](#) Accreditation Standards for Hospitals (5th Edition). National Accreditation Board for Hospitals & Healthcare Providers.

This document outlines the standards and requirements for NABH accreditation, serving as a primary reference for identifying compliance issues and corrective actions.

- [Ministry of Health and Family Welfare. \(2018\).](#) National Quality Assurance Standards for Public Health Facilities. Government of India.

This report provides guidelines and standards for quality assurance in healthcare facilities, relevant for HR management and accreditation processes.