

**Summer Training at
Fortis Escorts Hospital,
Jaipur**

Stress Management and Work Life Balance

**By
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**Under the guidance of
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**MBA Human Resource Management in Health & Hospital
2015-2017**



**The IIHMR University, Jaipur
2016**

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Gunjan nimawat**, student of **MBA Human Resource Management in Health and Hospital** from the IIHMR University, Jaipur has undergone summer training at **Fortis Escort Hospital, Jaipur** from 1st April to 31st May, 2016.

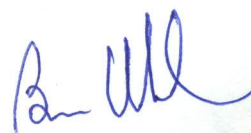
The Candidate has successfully carried out the study designated to her during summer training and her approach to the study has been sincere, scientific & analytical.

The Internship is in fulfilment of the course requirements.

I wish her all success in all her future endeavours.



Col. (Dr.) Ashok Kaushik
Dean (Academics & Student Affairs)
The IIHMR University, Jaipur



Dr. Barun Kanjilal
Professor
The IIHMR University, Jaipur

Ref./FEHJ/HR-Comm./TRN/594

16th June, 2016**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that **Ms. Gunjan Nimawat** worked as a **Trainee** with us in the **Dept. of Human Resources** from 1st April, 2016 to 31st May, 2016.

Her performance during the period in the department was good. She comes across as a willing, sincere and intelligent person who has a strong drive and zeal for learning.

We wish her the best for all her future endeavors.

for Anant
Authorized Signatory



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Acknowledgement:

I express my great sense of gratitude to acknowledge the co-operation and support of **Fortis Escorts Hospital, Jaipur** for giving me this unique privilege of completing my project by visiting its premises for 60 days and providing me an opportunity to interact with its various personnel.

My institute – **Indian Institute of Health Management Research (IIHMR)**, Jaipur & its Education deserves the foremost appreciation for providing me the opportunity to understand my individual capabilities. I would like to thank Col. (Dr.) **Ashok Kaushik** (Dean Academics and student Affairs, IIHMR, jaipur) to provide such a great learning opportunity. Of course, entire faculty at IIHMR had facilitated the endeavor; I also acknowledge the contribution of my college mentor, **Dr. Barun Kanjilal** & HR faculty **Tanjul Saxena** in completion of the project.

The collection and my learning would not have been possible without the kind support and help from **Mr. Prateek Kumar Singh (Head- Human Resource Department)**. I would like to extend my thanks for his support & guidance. My heartfelt gratitude goes to **Mr. Anant Kulsreshtha(HR Department)** .

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1.1 Abbreviations used:

- F & B – Food and Beverage
- USG-Ultrasound
- FEHJ-Fortis Escorts Healthcare Limited
- GE-Gastroenterology
- FD-Facility Director
- MS-Medical Superintendent
- FOS-Fortis Operating System
- QA-Quality Assurance
- CTVS-Cardio Thoracic Vascular Surgery
- HOD- Head of Department
- ENT-Ear Nose Throat
- CSSD-Central Sterile Supply Department
- SICU-Surgical Intensive Care Unit
- NICU-Neonatal Intensive Care Unit
- LDR-Labour and Deliver
- OT-Operation Theater
- HDU-High Dependency Unit
- MICU-Medical Intensive Care Unit
- CCU-Cardiac Care Unit
- HR-Human Resource
- MRD-Medical Records Department
- IT-Information Technology
- PWD-Patient Welfare Department
- GI-Gastrointestinal
- NGW-Neuro General Ward
- OPD-Out Patient Department
- IPD-In Patient Department
- PICU- Pediatric ICU

1.2 Introduction:

Summer Training is an integral part of MBA- Hospital & Health Management. As a part of curriculum students are required to undergo 2 months training with reputed organization to learn the daily operational management and if possible to help the management study and address some identified issues/problems associated with some specific operational areas. The main purpose of training is to get exposure to the organization and its daily working.

Fortis Escorts Hospital, a tertiary care hospital, is recognized as center of excellence for providing medical care, and research facilities of high order in the field of medical sciences. The hospital is centrally air conditioned having capacity of 250 beds, 245 functional beds State-Of-the-Art operation theaters and intensive care units. Fortis Escort Hospital Jaipur is growing by examples not only in the field of clinical excellence, training and research but also in the field of management expertise.

Due to these distinguish features I did my summer training from this hospital, with aim and objective of getting exposure to the functioning of the institute.

The aim of the training was:

To study the administrative and managerial functioning of Fortis Escorts Hospital.

The Objectives of summer training were:-

- To learn the daily operational management of the organization and its various departments/areas.
- To identify issues/problems associated with some specific departments/areas, if any.
- To undertake the project /special task assigned.

Fortis Escorts Jaipur

2.1 Fortis escorts hospital profile



Fortis Healthcare is India's fastest growing healthcare chain, with state-of-art facilities and unparalleled commitment to patient care. Fortis Escort Healthcare Limited (FEHL) is founded on the vision of becoming an integrated Healthcare Delivery Organization driven by quality, excellence, technology and compassionate care. FEHL, one of the largest private healthcare companies in India, has one of its hospitals in Jaipur as Fortis Escorts Hospital Jaipur (FEHJ), which specializes in cardiac sciences, neurosciences, renal sciences and gastrointestinal disease. The hospital also provides superior services in mother & childcare, orthopedics and also a complete range of multi-specialty services in all disciplines.

FEHJ has dedicated facilities for comprehensive care of trauma patients and others in need of emergency care which include an emergency operation theatre and a 10-bedded medical

intensive care unit (MICU). FEHJ is the first hospital in the country to attain NABH Accreditation in minimum stipulated time (six months) after commencement of operations and was reaccredited on 27th April 2011. FEHJ is a super specialty hospital backed by multispecialty.

Brief History:-

Dr. Parvinder Singh was a visionary, a strategist, a thinker, an entrepreneur and leader par excellence. A rare personality, who always thought beyond his time and realized many of his dreams in a short span of life.

FHL was formed with the sole objective of providing integrated healthcare by establishing a state-of-the-art health delivery system. The vision of the company is to become the most revered healthcare service provider in India.

“Team Fortis” is committed to meet all healthcare needs of its clientele, starting from maintenance of good health to providing global standards in diagnostics, Therapeutic and Surgical requirements at the time of need. It aims to exceed customer expectations in terms of quality, service, safety and value for money through constant innovation and better product delivery.

Super Specialties: –

Cardiology & Cardiac Surgery, Renal Sciences, Neuro – sciences, Gastro Intestinal sciences.

Multi Specialties:-

Orthopedics & Joint Replacement, Diabetes & Joint Replacement, Diabetes & Endocrinology, Dermatology, Internal Medicine, Pulmonary, Medicine, Ophthalmology, Dietetics, Physiotherapy & Preventive Health Check, General Surgery, Dental Surgery, Cosmetic & Plastic Surgery, ENT, Gynecology & Obstetrics, Pediatrics & Neonatology.

2.2 Vision of Hospital: -

“Globally respected Healthcare organization recognized for clinical excellence & distinctive patient care.”

2.2 Mission of Hospital:-

“To be the preferred super specialty healthcare provider of international standards known for patient centric care & Clinical excellence through continual improvement of process & outcomes.

2.3 Quality Policy: -

To create a world class integrated health care delivery system in India, entailing the finest medical skills combined with compassionate patient care.

2.4 Accreditation: -

National accreditations board for hospital and healthcare providers (NABH) accreditations. Fortis Escorts Hospitals Jaipur is NABH accredited Multi – Super specialty Hospital in Rajasthan, with the mission to bring quality medical care at doorstep.

Fortis Hospital, Jaipur :-

- 245 - bedded Multi super specialty hospital, spread over 6 Acres with covered area approx. 2.1 Lac sq. ft. spread over 7 stories.
- 110 Critical Care beds
- Region's most advanced Neurosciences & Trauma Centre
- Flat Panel Cath Lab
- Round the clock Cardiac ambulances with all the life - saving equipments.
- Advanced Mother and Child Care Unit with Level 3 Neo - Natal ICU.
- Fully automated blood bank with component facilities and advanced facilities for collection & process.

Floor wise Facility Distribution:-

Basement:-

- Marketing
- Finance
- Human Resource
- Pharmacy (Main)
- Housekeeping
- Medical Records
- Staff Canteen
- Biomedical
- Engineering
- A/c Control Plant
- Research Department
- Boiler Room

Ground Floor:-

- MICU 1 & 2
- Blood Bank
- X-Ray , CT - Scan , MRI
- Reception
- Department of Diabetes
- Cardamom
- Lab Reports
- Paediatrics
- OPD - 1,2,3,4
- TPA (Credit Cell)
- Emergency
- Ophthalmology

First Floor:-

- Library
- Conference hall
- Training hall
- Directors office
- Labour and Delivery room :-
 1. PICU
 2. NICU
- Department of Gastro Science
- Dental Department
- Preventive Health Care
- High Dependency Unit
- Specialty Ward
- Neurology
- CCU, CMW, Cath Lab

2nd Floor:-

- CSSD
- SICU 1, 2,3,4

3rd Floor and 4th Floor:-

- Patient Rooms

5th & 6th floors are under construction.

7th Floor:-

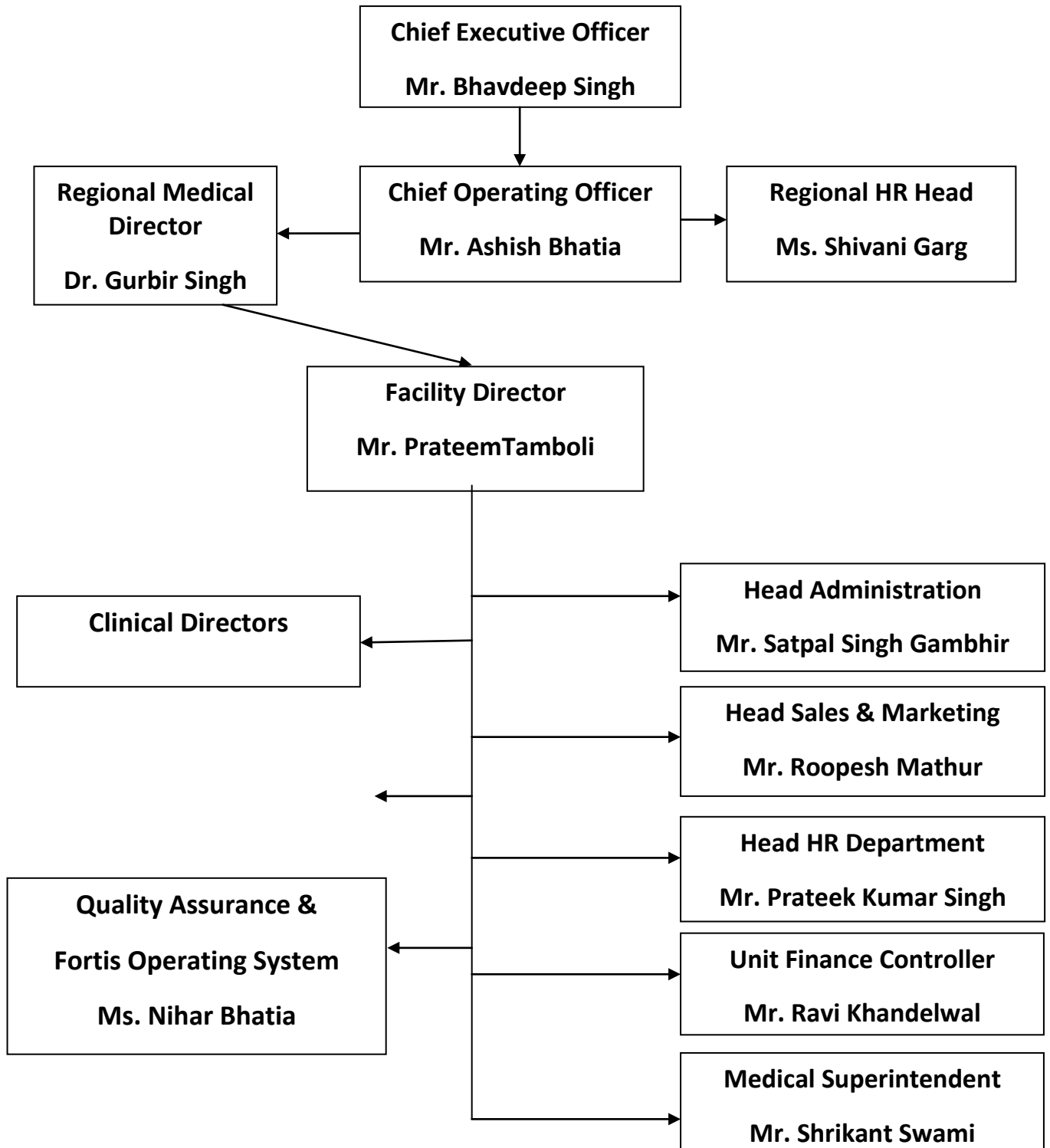
- Suites
- Presidential Suites
- Executive Suites

2.5 Services At Fortis Hospital :-

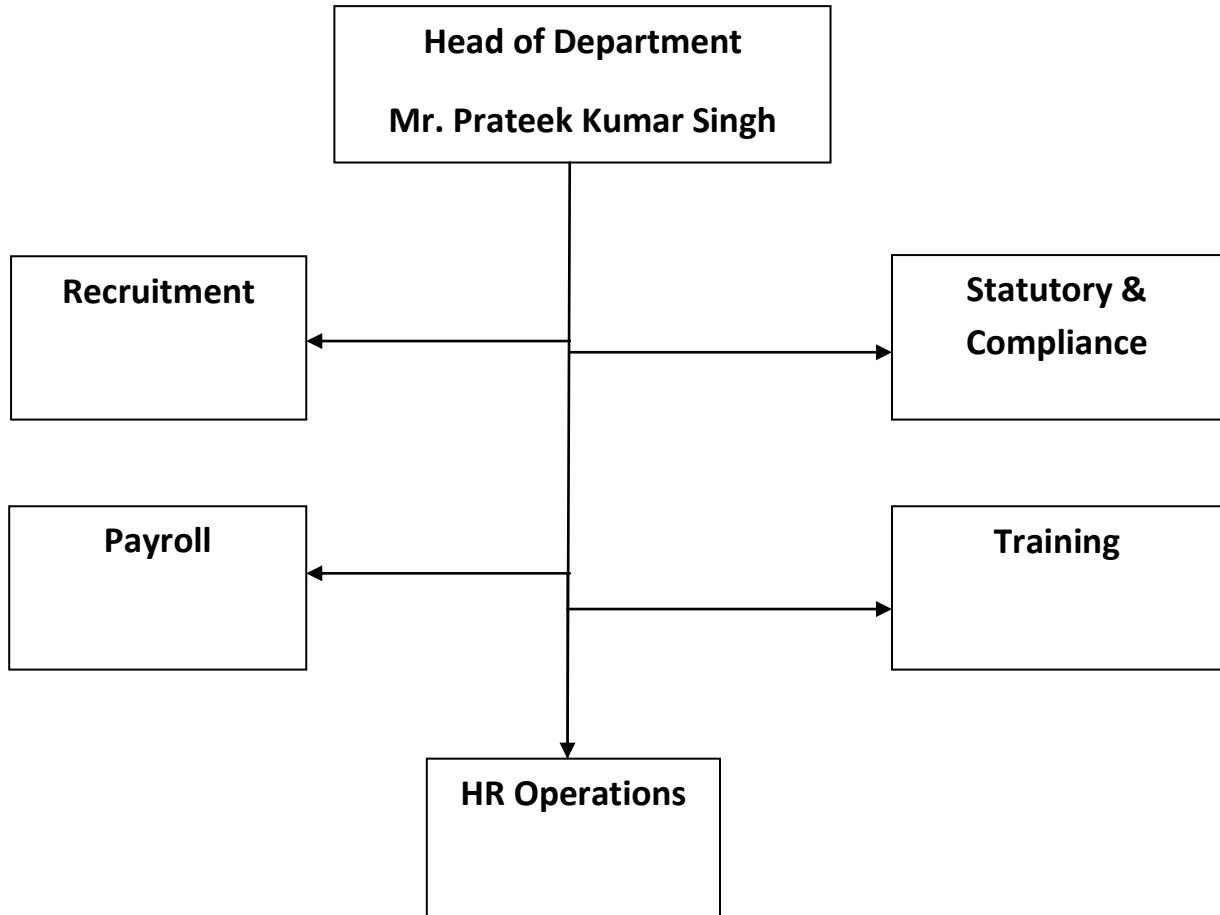
- Anaesthesiology
- Dermatology
- Dietetics and Nutrition
- Emergency and Trauma Centre
- Endocrinology
- Flat panel cath lab
- Geriatrics
- Gynecology
- Hematology
- Internal Medicine
- Laparoscopic, Gastrointestinal and Bariatric Surgery
- Mother and Child
- Neuro Sciences
- Neuro, Vascular and Non Vascular Intervention
- Obstetrics
- Ophthalmology
- Orthopedics and Joint Replacement
- Pediatrics
- Physiotherapy and Rehabilitation
- Preventive Health Check-ups
- Psychiatry and Psychology
- Pulmonary and Critical Care
- Radiology
- Renal Sciences and Urology
- Rheumatology
- Cardiac Sciences
- Dental Surgery

Organogram

Who's Who (Regional):



HR Organogram:



Location:-

The access to the hospital is very easy. The hospital is located on JLN Marg Road, Jaipur.

The address of the hospital is :

Fortis Escorts Hospital, Jawaharlal Nehru Marg, Malviya Nagar, Jaipur-302107

Rajasthan, India

Tel: 91-141-2547000

PROJECT

STRESS MANAGEMENT AND WORK LIFE **BALANCE**

3.1Introduction:

Now a day's stress is a part of every employed person. It is defined as an applied force or system of forces that tends to strain or deform a body. It is also defined as any emotional, physical, social, economic, or other factor that requires a response or change. It can be both positive (Eustress) and negative stress. Work related stress affects a person's life and has implications on the person's mental and physical well-being. Work-stress is increasingly recognized as one of the most serious occupational health hazards reducing workers' satisfaction and productivity, and increasing absenteeism and turnover.

This in turn contributes to poor health, low morale and poor productivity of the work force in an organization. Healthcare is very important in people's life, therefore stress among healthcare professionals can bring harm to all population. It is well known that the impact of stress on the physical and mental health as well as the productivity of both the organization and the employee is a growing concern of organizations. In fact, stress and burnout are sometimes conceived among the organizational behavior major concerns of the decade (DuBrin, 1984:162).

Sickness, absenteeism, serious neglect or clinical errors are commonly associated with work in highly stressful Environments Work related stress is pervasive in the healthcare industry due to inadequate staffing levels, unachievable targets or goals, long work hours, exposure to infectious diseases and hazardous substances, threat of malpractice, litigation and other factors related to specific areas of work. If the challenges of everyday life become too big and insurmountable, they can lead to stressful situations, which may be manifested in people's life and work. It is important to identify its causes, to face them and consequently control them..Medical practice is stressful. This is because medical personnel must respond to the needs of patients and families very quickly. However, medical knowledge and procedures usually include limitations and uncertainties. Any medical errors or mistakes may be costly, harmful to a patient's life and sometimes irreversible. Moreover, night work, shift work and long work hours are also very common in medical professions.

It is important to recognize that stress is a state, not an illness, which may be experienced as a result of an exposure to a wide range of work demands and in turn can contribute to an equally wide range of outcomes, which may concern the employee's health and be an illness or an injury or changes in his /her behavior and lifestyle.

3.2 Objectives of the study:

- To assess and evaluate the stress levels among the healthcare professionals in a FORTIS ESCORT hospital.
- To study the impact stress on medical and non-medical employee.
- Develop appropriate recommendations to deal with work-stress.

3.3 Review of literature:

Stress in medical practice has always been a topical issue. This is partly because medical service involves taking care of other peoples' lives therefore mistakes or errors could be costly and sometimes irreversible. It is thus expected that the medical doctors, nurses and other medical staff must be in a perfect state of mind devoid of morbid worries and anxieties.

Tabak and Koprak (2007) found being a more junior and less experienced nurse might be intrinsically more stressful, but pointed out that more research was needed to confirm this .they also found increased stress levels were associated with lower job satisfaction , a finding that is supported by other studies (Spector , 1997).

A study, (**Newman and Beehr ,1979:1-44; and Ratliff , 1988:148**) conducted on 1133 consultants working in the UK, reported that work overload and influenced home-life; poor administration and resources; administrative responsibilities assumed; and dealing with patients' pain were perceived as sources of stress. In the same study, radiologists reported the highest level of burnout in terms of low personal accomplishment (Ramirez et al., 1996:726-727).

According to *the International Labour Organization*, almost 10% of work place accidents are related to stress hence the ability to effectively manage stress can help maintain organization harmony (International Labour Organization-ILO, 2013).

This paper will examine literature written around this topic, in particular, attempt to relate to stress in the health workplace. The main conceptualizations of work stress-predominantly the Person Environment Fit model (P-E) and the Demand-Control/Support model (DC/S) will be discussed due to their historical dominance in literature. These will be discussed in terms of implications for employers, particularly providers of health services.

This view is supported by researchers such as **Dollard, Dormann, Boyd, Winefield & Winefield** (2003) who found that workers in the hospital and healthcare field are exposed to unique stressors such as emotional dissonance and patients /customer related social stressors.

Miller (2003) found that the industries that have the highest incidence of stress related claims are the Health, hospital and healthcare employees.

Another study conducted in Saudi Arabia showed that the effect of job demands on primary health care doctors' social life was a source of stress (Al- Shammari, 1996:85).

A study conducted on 333 doctors in Scotland indicated that higher clinical workloads were related to higher stress (Deary et al., 1996:3).**(Burke and Richardson).**

According to “The World Health Organization (WHO) called work stress as **“worldwide epidemic”**. Such important facts about stress show that excessive stress has costs to both the organization and the employees. This reflects the significance of conducting this study.

3.4 Research methodology:

The study was conducted among the healthcare professionals of a selected hospital.

- This study applies the descriptive analytical research design.
- It was primary data collected by distributing the stress assessment questionnaire to various departments to both medical and non-medical staff.
- Likert scale used for non-medical staff.

Sample size: 150

Medical staff – Doctors, Nurses, paramedical (Technicians). Among the 70 medical staff who received the questionnaire 20 are doctors and 50 are nurses .

Non-medical staff – Patient Care Services, Administration. In the non-medical staff there were 80 participants.

The instrument:

The study instrument or questionnaire consists of two parts. Part one included some questions about the demographic information including respondent age, gender, job, and marital status. The second part included a question to measure the level of stress among respondents.

3.5 Data analysis and interpretation:

- The data obtained are analysed, and interpreted under the following headings on medical and non – medical professionals.

➤ Among medical staff and non – medical staff :

1. Medical staff –

Stress is an unavoidable and common aspect of a doctor's and nurseswork. It may have positive aspects in that some individuals may feel challenged and raise productivity to meet increasing demands, however, in junior doctors, work-related stress and anxiety have been shown to lead to low morale and poorer work performance and to affect the quality of care provided.

Parameters:

There are following parameters of stress level among medical staff -

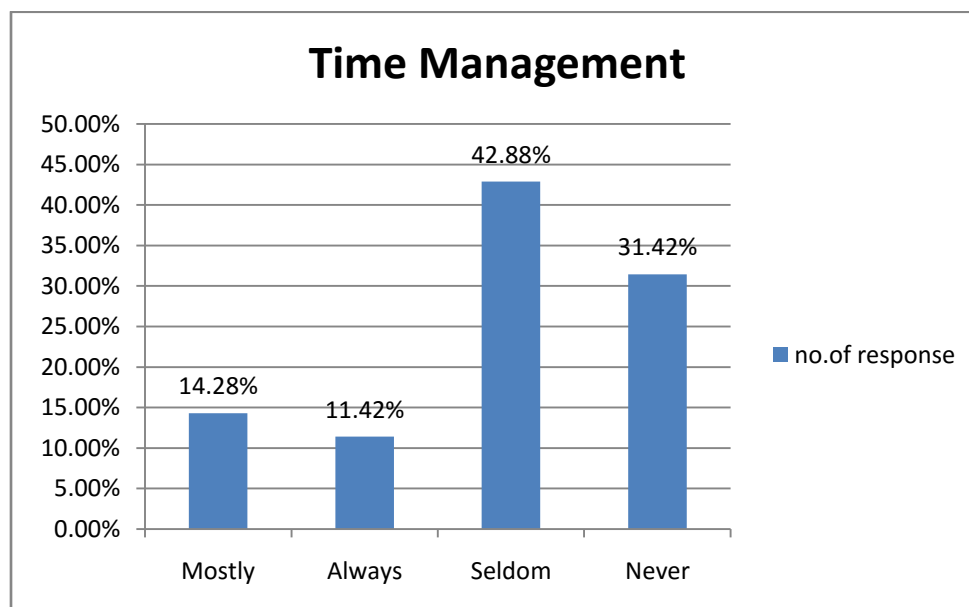
1. Time management
2. Reported high workload stress
3. Compensation and benefits
4. Reported emotional exhaustion
5. Health concern
6. Communication & comfort with supervisor

Findings on Medical staff:

The total no. of participants in medical staff 70 among them 20 were doctors and 50 were nurses. Work-related stress can affect a doctor's and nurse's health as well as their personal life due to spend less time with their family. These things create poor relationship with family as well as with colleagues.

In this parameter there two questions include:

1. Do you get free on weekends?
2. Do you get enough time to spend with your family?

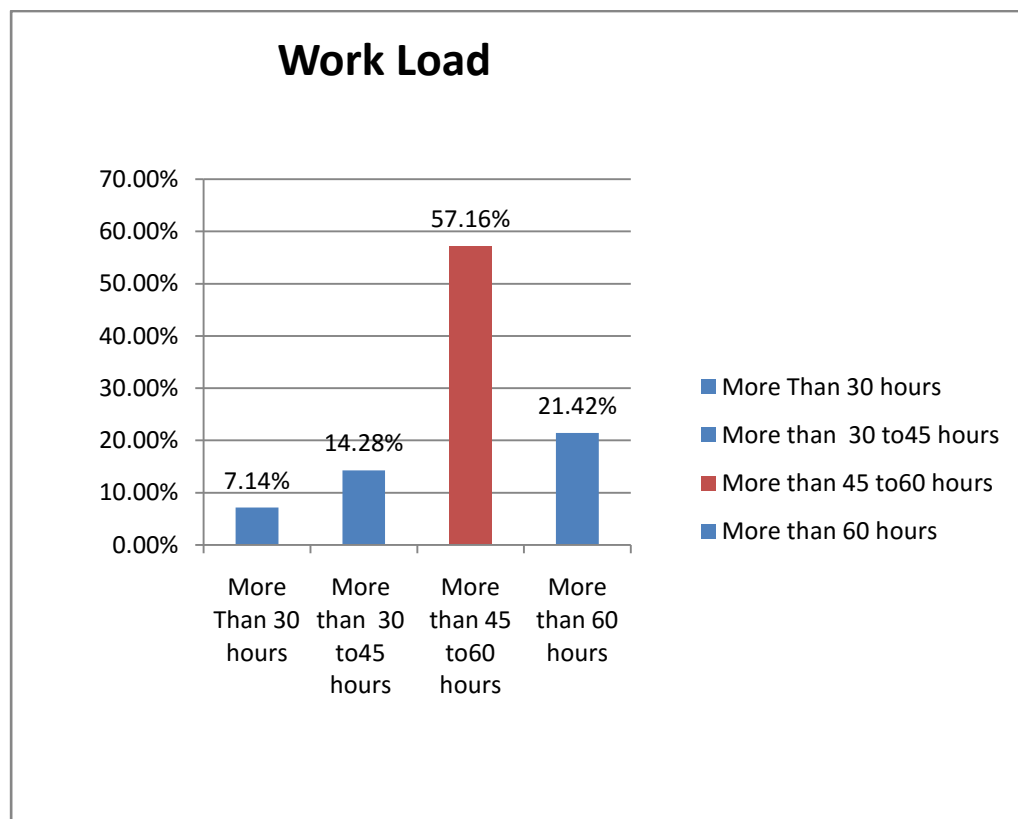


Time management graph on medical staff -

According to this graph 75% people don't have time for their family life as well as their personal life and that factor increase absenteeism level among medical staff. According to the medical staff because of their busy working life they are spend less time with family and they are not able to do balance between their personal and professional life.

Workload Stress Reported by the medical staff:

stress as psychological and physiological discomfort that is experienced when work environment demands exceed a person's coping strategies. From graph could be concluded that work-stress is helpful for the worker to cope effectively with the work requirements, but extended or continuous coping sometimes hurts the worker and may lead to unpleasant results especially if the requirements continuously exceeds the worker skills and abilities.



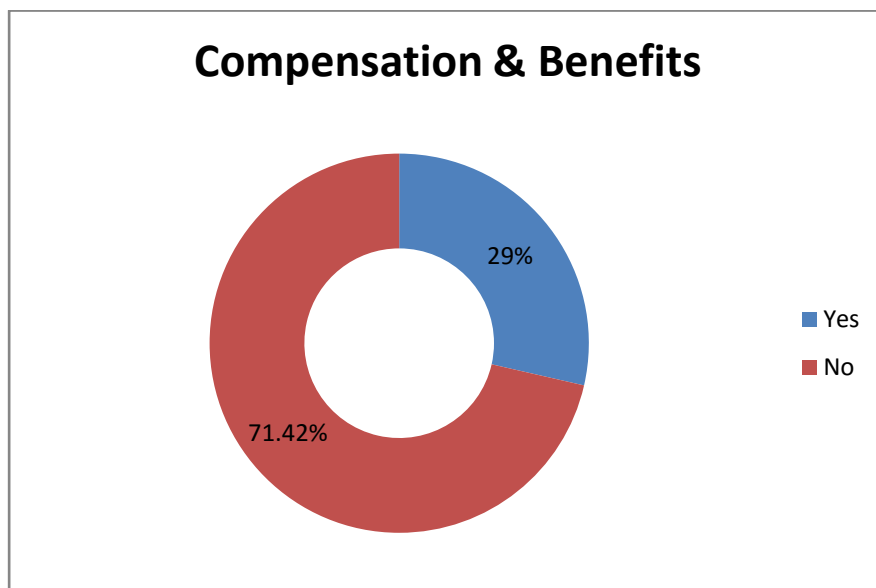
Heavy work load stress reported by medical staff

- In this graph 79% people have put their work per week between “more than 45 to 60” to more than 60” working hours due to work load; they are not able to cope up with their personal life. They feel physical exhaustion and that thing create disturbance in their personal life. Medical staff felt that they have been loaded with too many jobs.

Compensation & benefits related stress in the medical staff:

In this parameter there are two questions include:

1. Do you get paid according to the effort put in?
2. Are you comfortably fulfil the basic requirements of your family?

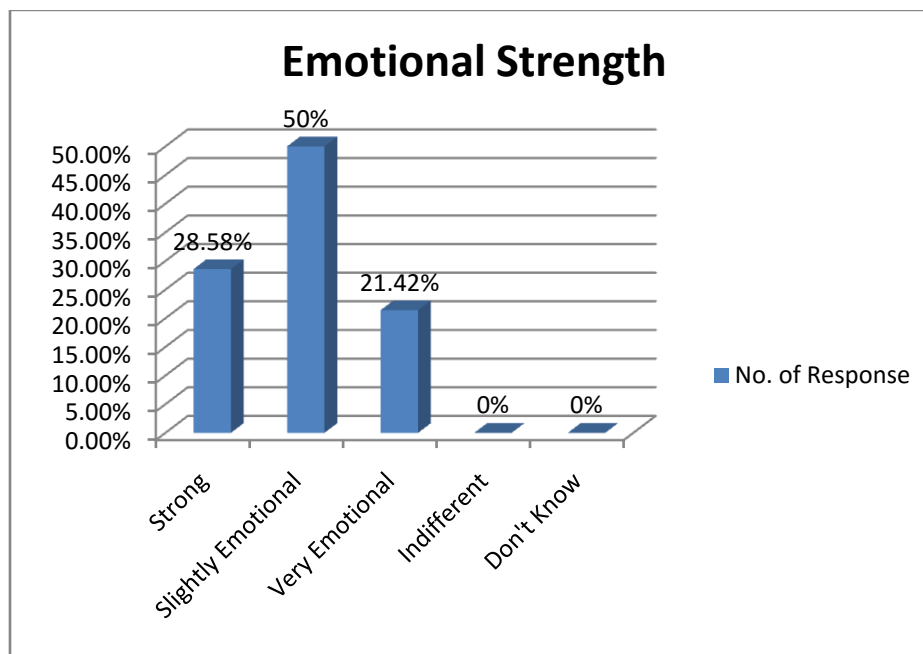


- Most of the people said that they are not satisfy with their salary package And benefits specially nurses are disappointed with this because they are not able to fulfil the requirements of their family members .Due to this reason they are under the stress to work more or switching to another organization. This reason leads to poor organizational commitment among medical staff.

Reported High Emotional Exhaustion among the medical Staff:

Emotions can be express through feelings, expressions, behavior etc. If the people are emotionally week they feel discomfort and easily get affected from stress. The most common emotional symptoms are anxiety, tension, and depression, lack of interest, hopelessness, mental exhaustion, and low confidence.

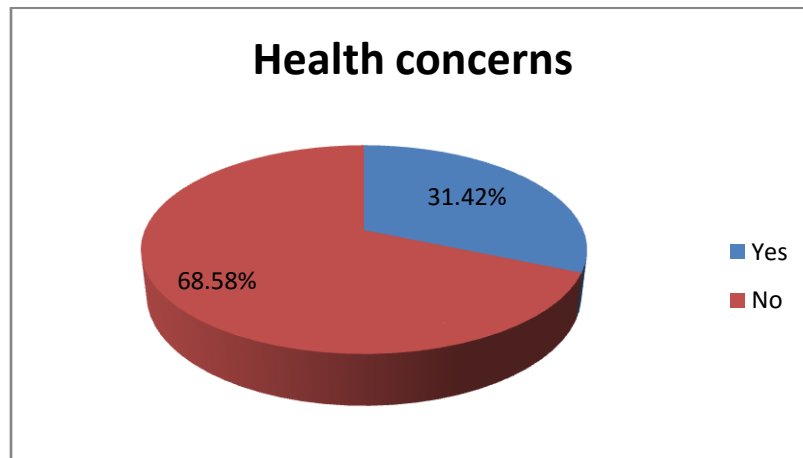
Therefore, stress refers to the situation at which a person's skills and ability do not match with the work demands and requirements.



- In this graph 71% people think that they feel emotional exhaustion this means that staff nurses and doctors are not able to do work under the stress. Medical staff feels emotionally drained from their work. The result among medical staff is poor morale and motivation, poor communication and decision-making as well as poor relationships with colleagues.

Reported health concern among medical staff:

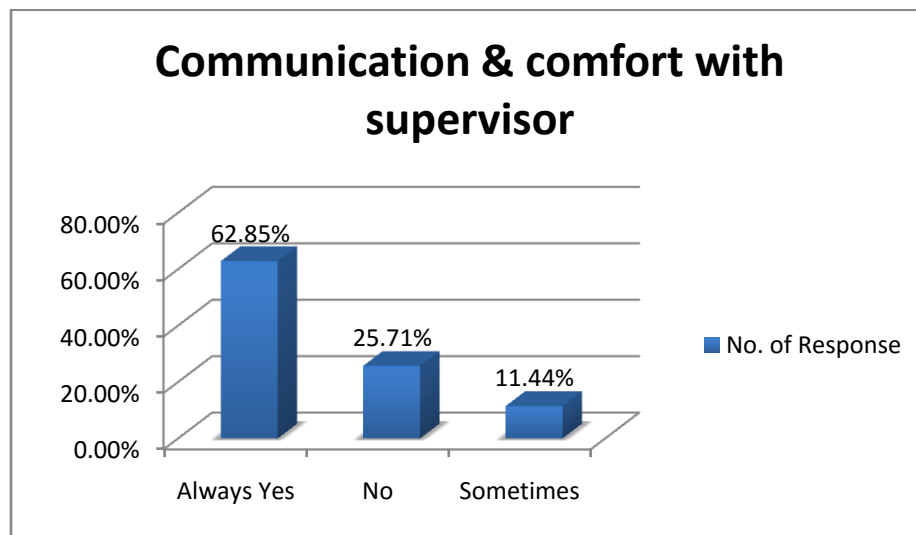
The nature of hospital-job was also found to be a source of work stress; the fact that the employee may deal with communicable-disease patients causes a threat to the employee health. Work related stress affects a person's life and has implications on the person's mental and physical well-being. This in turn contributes to poor health, low morale and poor productivity of the work force in an organization.



- Health concern among medical staff are less people think that they don't have enough time to take care of their health and due to their busy working life they are not able to do any physical exercise. Due to this reason doctors taking more sick leave.

Communication & comfort level with supervisor:

To manage stress requires the utilization of basic resiliency skills such as developing an attitude of optimism and hope, overcoming the daily effects of stress, and maintaining appropriate levels of fun and enjoyment in life and most important thing is good communication level between the all employees.



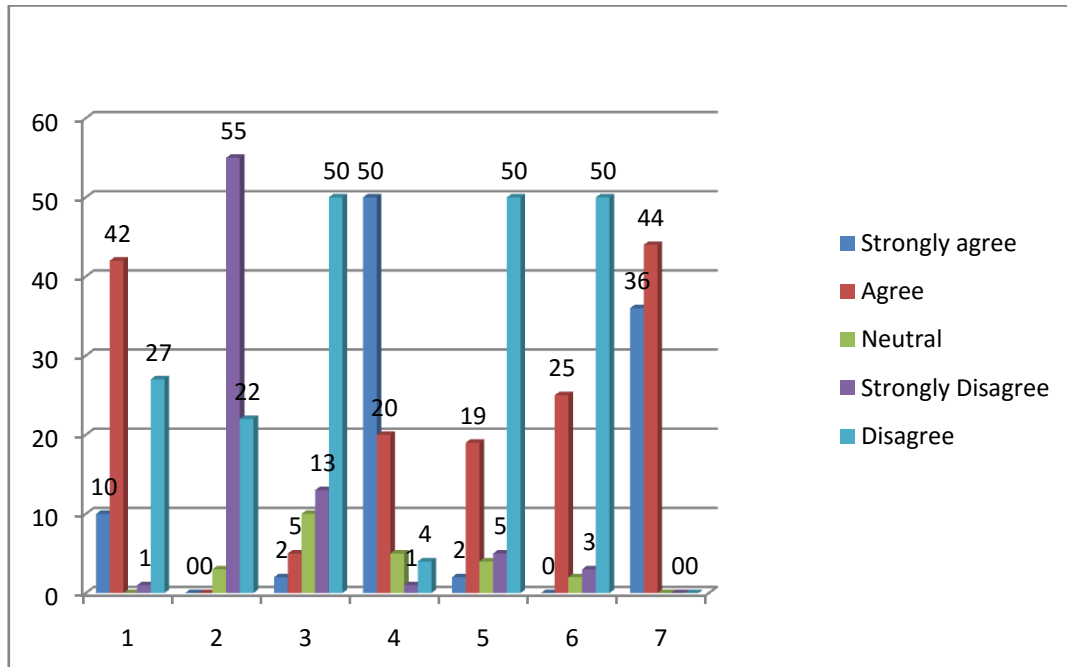
- 62.85% people were saying that they get enough support from their supervisor; they can communicate with them comfortably. 25.71% people are saying that they feel some problem to communicate with supervisor and that thing creates the communication gap with them which is creating the discomfort between them.

Findings on Non – medical staff:

Stress cannot always be seen something negative. On one hand, it may increase the workload fervor, encourages creativity and activities, while on the hand it can overburden and destroy people's physiological and mental system. The consequences are reflected in disease state, dissatisfaction, unethical behavior, errors, reduced operation and absence from work.

The total no. of participants are 80 including all administration department and patients care services. There were 7 parameters of stress management related questionnaire.

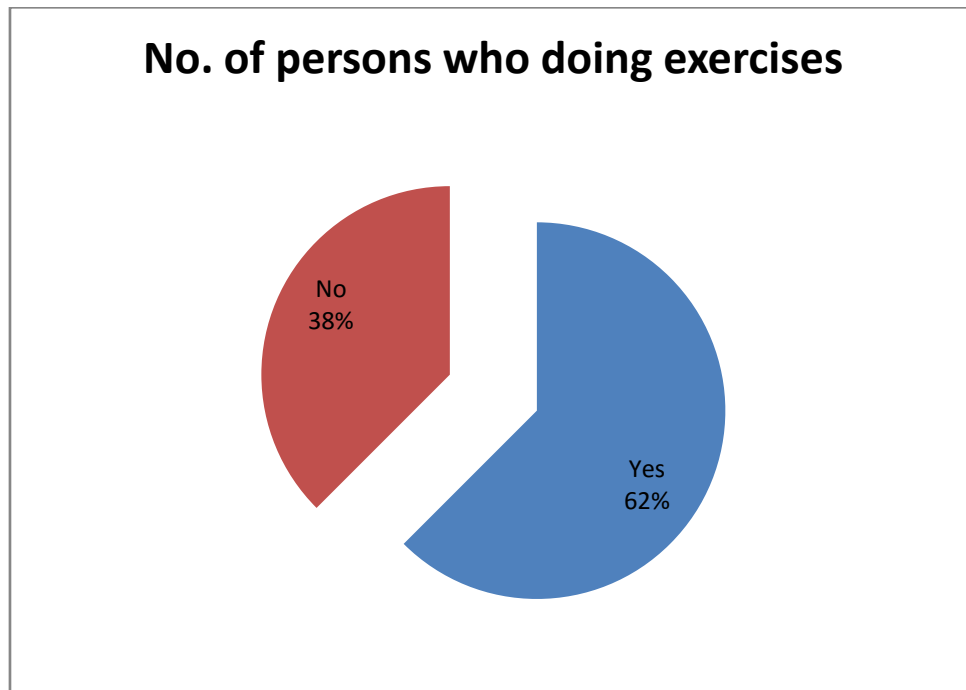
1. Their role is interfere with family life
2. Work load is too heavy
3. Conflicting demands of their peers or juniors
4. Little scope for personal growth
5. Working pressure when given deadline
6. Additional work at home
7. Not get enough sleep per day



- 1) 42 people are think that their role is interfere with their family life .most of employees are agree with this statement, they feel disturbance between their working life and with family life.
- 2) The good thing is 55 people are strongly disagree with this statement that their workload is too heavy. This is the positive indicator of stress management.
- 3) 50 people are disagree that they are not able to satisfy the conflicting demands of their peers or juniors.
- 4) Most of the people are think that here is a very little scope for personal growth in their role. They are disappointed with position as well as their salary .they think that here is no opportunity for growth and they think that there is a lackness of appreciation according to their efforts.
- 5) 50 people not feel pressure while working when given a deadline. 19 people are feel that pressure is increases when someone else who is to approve the work for final go ahead does not take it on priority, that thing create anger among them which is not good for their health as well as organization .
- 6) 50 people are disagree with this statement that they often take additional work to home and 25 are agree with this statement that they get additional work to home which is affect their family life.
- 7) 36 -44 people said that they not get enough sleep per day which is the reason of stress and tiredness, because of this employee's effectiveness and efficiency will reduce and increase the absenteeism level .

Reported health concern among non-medical staff:

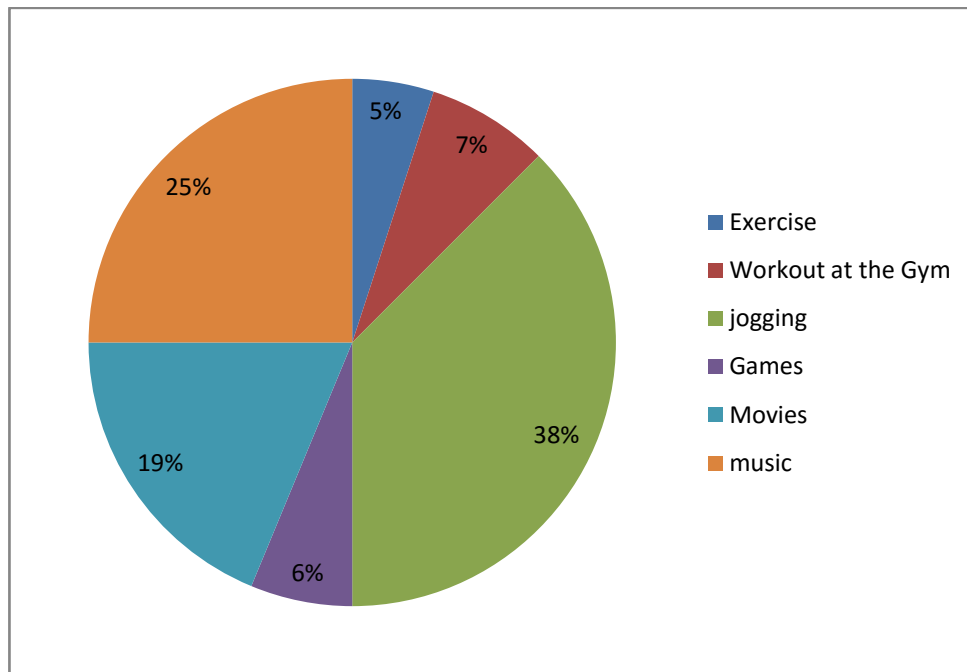
Stress can also lead to health and behavioral problems such as heart and chest problems, consumption of alcohol and drugs. These graphs were show that how many people are do exercise for their health.



- Most of people are saying that they do physical exercises on a regular basis which is help to reduce the stress level among them and they feel energetic while working. Some people are saying that they don't have enough time to do any exercises and because of this they feel exhausted early.

An activity helps to combating stress on daily basis:

in the today's environment stress is part of the life but we can reduce stress level through some activities like jogging, workout at gym, music etc.



- 38% people prefer jogging on daily basis to overcome the stress level. 25% people prefer to listen music when they feel tired & stressed. Music is a kind of meditation, which gives inner peace to them.

Limitations of the study:

- Due to the busy nature of the hospital and time constraint a larger representative sample could not be collected from the other settings and departments in the hospital.

3.6 Suggestions and recommendations:

The suggestions and recommendations can be grouped into two categories i.e. at organizational level and individual level.

At Organizational Level-

The various ways of managing stress at organizational level are the following:

Screening: Healthcare organizations should regularly conduct survey to identify burnout and stress related conditions in employees. The responses should be organized to avail an accurate picture of stress in the work environment. The screening should be conducted at least twice a year.

Supervision and Mentoring: Healthcare organizations should organize supervision and mentoring for the staff to regularly assess and manage workplace stress. Supervisors should be trained to assess among the staff and to provide relevant advice for the staff.

Organize Reflective Practice: Healthcare professionals, particularly the clinical staff should have small groups where they could discuss their difficult experiences in practice. Sharing experiences is a good way of managing work related stress.

Workload Assessment: The health care organizations should be aware of the staffing needs of each department which should be reviewed at regular intervals. The head of the department should be able to work with the hospital management to reduce the employees' workload and increase the workforce within the financial constraints.

Rewards and Career Progression: Hard working and committed employees should be benefitted from financial rewards, holidays or career progression to keep their morale high.

Compulsory Paid Annual Leaves: Stress is unavoidable in any organization. However a leave from work is a good form of relaxation. Organizations should make sure that qualified

employees have enough annual leaves which are mandatory and paid. Employees should be encouraged to take the leaves if they are stressed out due to work.

Career Development and Education: Teaching and learning session should be organized in the institution to improve the staff's understanding of the patient conditions and to promote continuing professional development (CPD).

At an Individual Level:

Individual strategies, which are known as the most successful ones, are often physical activity, meditation and other methods of relaxing, healthy life style and time management. The following are the suggestions for improvement at an individual level to reduce stress levels in health care staff.

Time Management: A busy work day should be organized by prioritizing the tasks. Employees should be able to schedule their work in a diary or notebook. Time management can effectively reduce stress.

Develop Coping Strategies: Stress is inevitable at work. Individuals should have coping strategies like reading, listening to music, other recreation etc. to cope with stress.

Share Stressful Experiences: Sharing the stressful experiences with colleagues or family members could help to relieve stress significantly.

Plan a Holiday: One should be aware that taking a holiday from work at regular intervals is a good way of relieving work related stress.

Yoga and Meditation: The practice of yoga, meditation and other mindful exercises is highly advised to manage and prevent stress. Healthy way of living is also very important for conquering stress.

3.7 Conclusions:

The level of work-stress among the FORTIS ESCORT hospital staff seems to be high. This was due to absence of appreciation, long working hours, and short breaks. In addition, the older the employee and the more experience he/she has the less work-stress is experienced. Good quality management requires hospital management to show appreciation whenever a good work is performed.

Without such appreciation good performance employees will tend –by time— to develop more stress and consequently decrease the quality and volume of their work. Providing enough break-time during the working hours is expected to reduce stress and therefore increases the productivity of hospital staff, otherwise stress leads to job dissatisfaction which is a major factor in the use of sick time. Providing enough break-time may automatically help in solving the problem of long working hours.

A certain level of stress can cause positive mood, challenge or opportunity. Fast pace of living, constant pressures on healthcare sector, lack of staff and waiting queues are factors that especially affect medical sector, which additionally makes achieving the quality of work more difficult. If organizations and also individuals, in healthcare, contribute to restraining stress, then relationships and communication improves, conflicting situations are reduced, and the quality and amount of successfully completed work increases. Individuals will need to be supported by the organizations to be educated about stress, its harmful effects and its management. Individuals should be able to access the facilities offered by the organizations to manage stress at the workplace.

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3.9 Annexure:

Questionnaire on stress management and work life balance

Questionnaire for medical staff:

Age –

Gender (M/F) –

Designation –

Marital Status –

Q1. Are you aware of the reasons of stress?

- a) Yes
- b) No

Q2. Are you doing any physical exercises and take care of your health?

- a) Yes
- b) No

Q3. How many hours of work per week do you have to put in?

- a) Less than 30
- b) Between 30 to 45
- c) Between 45 to 60
- d) More than 60

Q4. Do you get free on weekends?

- a) Mostly
- b) Infrequently
- c) Always
- d) Never

Q5. Do you get paid according to the effort put in?

- a) Yes
- b) No

Q6. Describe your emotional strength?

- a) Strong
- b) Slightly emotional
- c) Very emotional
- d) Indifferent
- e) Don't know

Q7. Do you get enough assistance from doctors and other staff to understand your job responsibilities and execute them?

- a) Yes always
- b) No. I have to learn myself.
- c) Often

Q8. Do you get enough time to spend with your family?

- a) Mostly
- b) Infrequently
- c) Always
- d) Never

Q9. Are you comfortably fulfill the basic requirements of your family? (Compensation and benefits)

- a) Yes
- b) No

Questionnaire for Non-Medical staff

❖ Age –

Gender (M/F) –

❖ Designation –

Marital Status –

1. My role tend to interfere with my family life.

a) Strongly Agree

b) Strongly Disagree

c) Neutral

d) Agree

e) Disagree

2. My workload is too heavy.

a) Strongly Agree

b) Strongly Disagree

c) Neutral

d) Agree

e) Disagree

3. I am not able to satisfy the conflicting demands of my peers or juniors.

a) Strongly Agree

b) Strongly Disagree

c) neutral

d) Agree

e) Disagree

4. There is very little scope for personal growth in my role.

a) Strongly Agree

b) Strongly Disagree

c) Neutral

b) d) Agree

e) Disagree

5. Are you doing exercises and take care of your health.

a) Yes

b) No

6. Which of the following activities helps you in combating stress on a daily basis?

- | | | |
|-------------|-----------------------|---------------|
| a. Exercise | b) Workout at the Gym | c) Jogging |
| d) Games | e) movies | f) other..... |

7. Do you feel pressure while working when given a deadline?

- | | | |
|-------------------|----------------------|------------|
| a) Strongly Agree | b) Strongly Disagree | c) Neutral |
| d) Agree | e) Disagree | |

8. Do you often take additional work to home?

- | | | |
|-------------------|----------------------|------------|
| a) Strongly Agree | b) Strongly Disagree | c) Neutral |
| d) Agree | e) Disagree | |

9. Do not get enough sleep per day.

- | | | |
|-------------------|----------------------|------------|
| a) Strongly Agree | b) Strongly Disagree | c) Neutral |
| d) Agree | e) Disagree | |