

OBJECTIVE

To review the manual and updating it as per Joint Commission International norms



METHODOLOGY

Type of study : Descriptive cross-sectional

Study population : All HR functions and their processes

Study area - All HR Policies & processed at Max Hospital, Saket

Duration of Study - 6 weeks

Type of Data - Quantitative & Qualitative

Technique – Direct Observation of personal employee files, policies & processes with the department and out of department (Functional & Cross Functional) e.g Biomedical, Engineering, Nursing, Clinical Directorate's Office, Security etc.

Tool – Policies, formats and employee personal file

Data collection - Primary and Quantitative (3 weeks) with functional & cross functional department for deep understanding of their processes

Data entry- Manually



OBSERVATIONS AND FINDINGS

Though there is a detailed training plan and well established training department following areas of the HR training needs to be revisited.

Training need analysis based on the development need of the individual/expertise

Training of the appraisers to identify the above need

Feedbacks are used to improve the training program and effectiveness of the training. (Customised feedback for the program)

Appraisal system is uniformly used as a tool for further development

INTERPRETATION

HR function has well defined their policies, processes, formats in the manual to recruit, develop, mentor & retain all those working for Max Hospital to give out their best to ensure their all-round growth as well as that of the organization.

The department maintain an inventory of the manual and list containing details of its distribution including circulars issued in respect of amendments etc.

Head of the HR Department review the manual on an annual basis to incorporate changes in the same. The changes may be in the nature of new policies, deletion of redundant rules and regulations or amendments to existing policies.

SUGGESTIONS & RECOMMENDATIONS

Recruitment & Selection

Sourcing pipeline for critical resources

Releasing weekly dashboard on Open positions to stake holders

Learning & Development

Employee induction & orientation within 15days of joining

Performance coaching & mentoring for supervisors/managers

Attrition Improvement in Nursing & Front Office functions

Peer to peer learning will help in reducing the health care associated.

Communicate to employees' rights & responsibilities on timely basis

Conclusion

The study revealed that HR beholds the key to an effective and smooth operation of Max Healthcare. It has design and developed the processes and procedures to achieve the organizations vision of providing highest standards of medical & service excellence, patient care, scientific knowledge and medical education. The Management is totally committed to meet the requirements of customers through implementation of JCI standard, NABH standard and ISO systems and Occupational Health and Safety Procedures as described in different sections of this manual.