

Summer Training
at
Medica Super-Specialty Hospital
From-3rd May 2021-5th July 2021

A Report

by

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Acknowledgement

Project Is not an individual effort. I think that the credit of the project-work cannot not be narrowed down to a particular individual. As a whole work is the result of integrated efforts of all those concerned with it, whose cooperation and effective guidance I could achieve in completing the project. I will thank to the management of Medica Superspecialty Hospital for giving me this opportunity to undertake this project in their organization. I will like to extend heartfelt gratitude to Mr.Sudhansu Roy & Mrs.Shobha Misra who guided me with all means throughout this project and helped me in completing this project work without any Obstacles.. I will be failing in my work if I do not express my thanks to my College IIHMR & my mentor Mrs.Piyusha Majumdar. I am greatly obliged to our Director, Dr.SD Gupta for guiding and supporting me all through this project. I thank everybody at Medica Superspecialty Hospital for making me feel comfortable and offering me help whenever I required. I feel privileged & blessed for getting an opportunity to work in such an esteemed organization

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Executive Summary-

Observational Learnings-

Manpower planning aims to maintain and improve the organization's ability to attain its objectives by creating and making use of proper training & development of employees. It helps to attain goals of the Organization.

Project Title:**Manpower Planning in Medica Superspecialty Hospital-****Reason for Choosing Medica-**

Human Resource plays the key role in determining the success and failure of an organization & Proper utilization of the Human Resource can be done by Systematic Manpower planning .Manpower Planning does not only mean to identify the current needs and satisfy the future estimates instead it also means to understand the recruitment, various policies, training & development of the staffs .

Hospital services are essential when people undergo traumatic conditions and this situation Manpower planning becomes the vital part -

OBJECTIVE OF THE PROJECT TITLE: MANPOWER PLANNING OF Medica Super-specialty Hospital-

OBJECTIVE:

- Manpower Requirements of Radiology Department
- Recruitment Procedure
- Performance Appraisals
- Analysis on Nursing Staffs & and their requirement .

About the Hospital-**Medica Superspecialty Hospital**

MSHK or Medica Super-specialty Hospital Kolkata is a multi-speciality hospital located at Mukundapur, Kolkata. It is headed by Dr. Alok Roy of Medica Group of Hospitals. It is one of the largest hospitals in eastern India and is part of the Medica Hospital chain.

Medica Hospitals, one of the most reputed and leading healthcare chains in eastern India today, has built and managed a number of multispecialty and superspecialty healthcare facilities across the region over the past few years.

Medica has eight Centers of Excellence – Neurological Diseases, Cardiac Sciences, Orthopaedics, Gastroenterology & GI Surgery, Kidney Diseases, Critical Care, ENT and Breast Diseases – headed by renowned specialists and surgeons, with comprehensive treatment facilities.

Medica Synergy Pvt. Ltd

1. Medica Super-specialty Hospital Kolkata(also known as Motherhood).
2. Bhagwan Mahavir Medica Supers-specialty Hospital Ranchi.
3. Medica Magadh Patna.
4. Kalinga agar Medica Orissa.
5. Medica North Bengal Clinic silliguri.
6. Medica Oncology Hospital Ranga Pani (Darjeeling District)
7. RC Agarwal Medica Hospital & Research Centre Teensukiya Assam.
8. MKPH.

Specialists/Institutes

- Cardiac Sciences
- Neurological Diseases
- Orthopaedic Sciences
- Ear Nose & Throat
- Gastroenterology & GI Surgery

- Breast Diseases
- Kidney Diseases
- Critical care

Vision of the Hospital-

Committed to bring the best in healthcare.

Mission of the Hospital-

We deliver excellent clinical outcome with superior patient care in a transparent manner within a safe environment.

Logo of the Hospital-



What is Manpower Planning ?

Manpower planning is the process including forecasting developing implementing and controlling by which a firm ensures that it has the right number of people and the right kind of people, at the right places, at the right time, doing things for which they are economically most useful

-EDWIN B.GEISLER

BENEFITS OF MANPOWER PLANNING-

Manpower planning is an essential tool of human resources management because it is beneficial in many ways for example-

1. Prognostication of future manpower plan & cost estimation.

2. Prediction of future manpower needs giving the employees opportunity for future vacancies which motivates them.
3. Manpower Planning gives asurity to control the shortage and surplus of the employees and control their cost.
4. Manpower planning is important for development of skills and knowledge.
5. Proper utilization of Human Resources.

REQUIREMENT MANPOWER PLANNING IN HOSPITALS –

All hospital has to do manpower planning for the given reasons-

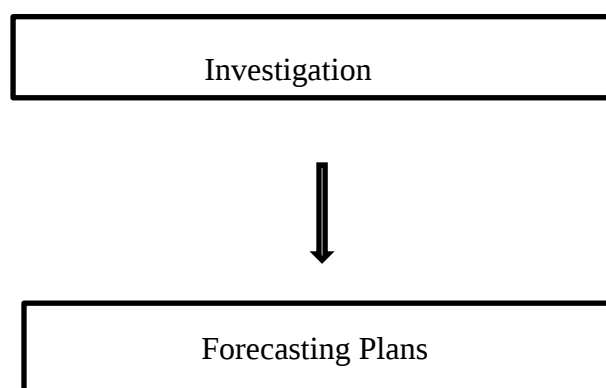
1. Less no of Employees from departments.
2. Advancement of medical technology & sciences yielding in need for new skills and new categories of staffs.
3. Design of organization changed and their manpower differed.
4. Government policies for reservation of seats for OBC/ST/SC or handicapped persons/women, and others
5. Labors & their law affected .
6. Computer Introduction.

OBJECTIVES OF MANPOWER PLANNING –

- Proper Utilizations of Human Resources
- Estimating organization's future needs.
- Identifying recruitment sources
- Identifying all the requirements for training required for development of the organization.

MANPOWER PLANNING PROCESS-

To fulfil the future gaps forecasting of plans are done estimations are made Human resources are utilised to its fullest the following process is followed-



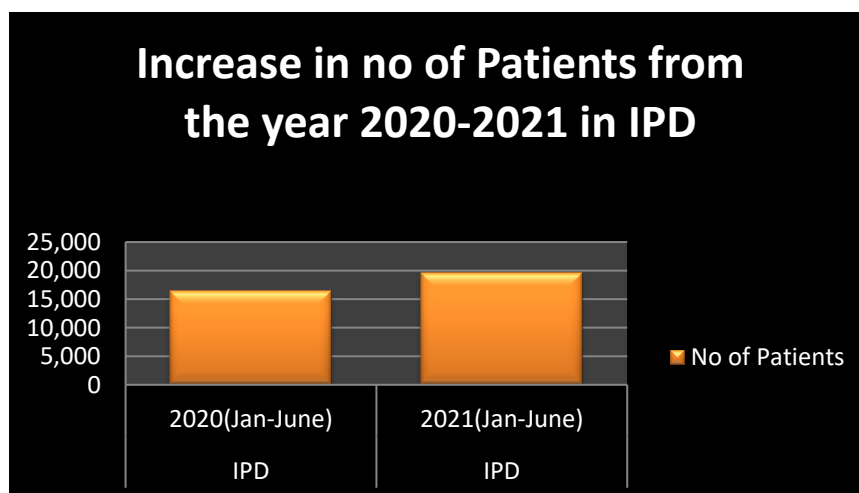


Utilization & Control

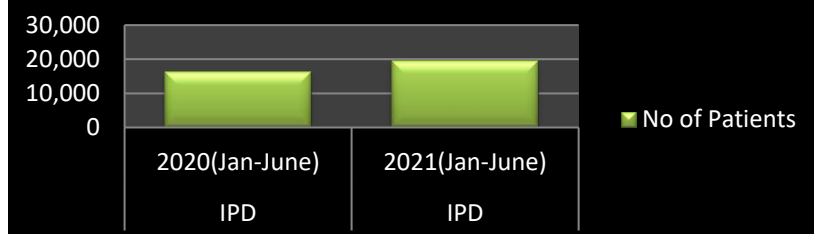
Data Analysis-

MANPOWER PLANNING-

Manpower planning of a hospital depends on the number of patients it has & the manpower is designed by comparing the no of patients increased by comparing the data with the previous year. And the manpower required is designed accordingly.



Increase in no of Patients from the year 2020-2021 in OPD



Increased Percentage of Patients in OPD=1.18%

Increased Percentage of Patients in IPD =16.68%

On basis of the given increased Percentage of Patients the Manpower will be designed

Doctor's to bed ratio is: 1:3

Nurse to bed ration is- 1:3

Ward	Nurse	Beds
Casualty	1	1
I.C.U	1	1
Operation Theatre	2	1
Orthopedics	1	3

Nurses to Bed Ratio Can be tabulated as-

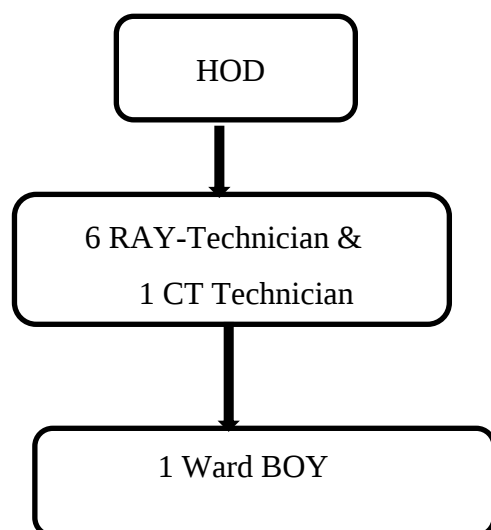
Ward	Nurse	Beds	Nurse to Bed
Casualty	5	5	1:1
I.C.U	9	9	1:1
Operation Theatre	5	2	2:1
Orthopedics	32	98	1:3

ANALYSIS OF NURSING STAFF -

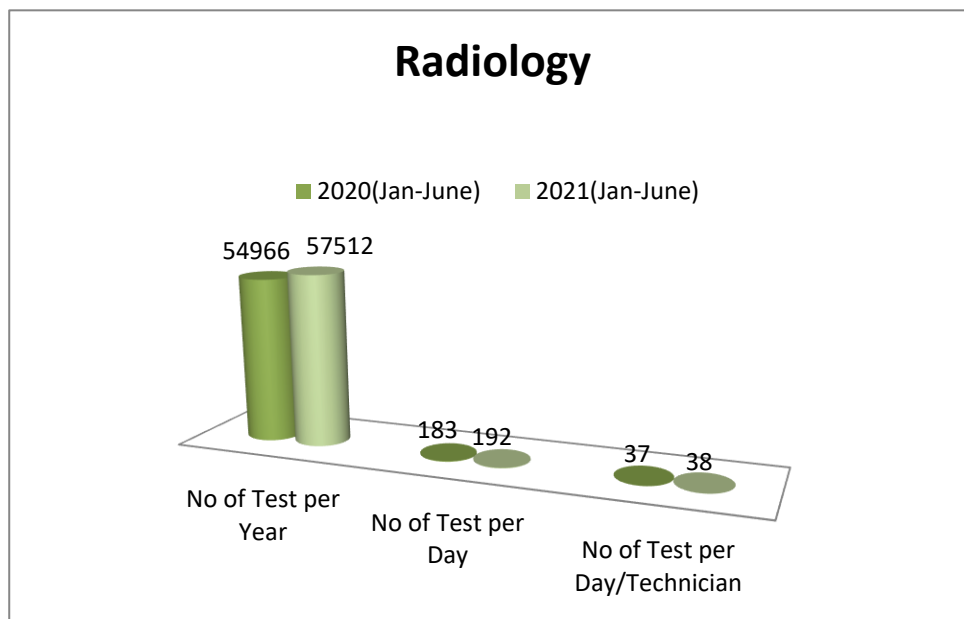
To analyze the nursing staff on the basis of their skills, qualification, experience, training, absenteeism records, performance records and appraisal records a questionnaire was prepared-

1. Name
2. Gender
3. Age
4. Qualification
5. Designation
6. Years Worked in Current Organization
7. Experience
8. Training
9. Married/single/widow
10. Relative's Location
11. Plans for Career
12. Other skills
13. Records for Absentism
14. Ratings based on Performance
15. Report for Appraisals

Radiology Department-



Number of Investigation/ Year is estimated as 59179,Investigation /day is 197.1 Technician is doing 30 investigations.7 technicians are increased accordingly.



Increase in no of Patients is - 4.4%

Estimation-

No of Investigation /year	59179
Investigation/ day	197
X-Ray Technician /30 Investigation	7

Recruitment

DEPARTMENTAL PROCESS FOR RECRUITMENT-

1. If vacancy arises in any department then-

Head of Department informs to HR department and proper advertisements are given according to the arised vacancy.

2. Walk in Interview

2.On receiving the receipt shortlisted candidates are called for Interview.

3.First round is taken by HR manager and then they are sent to respective departments for further process.

4. Offer letters are after completing the joining and Onboarding formalities.

5. Individual filing is done in HR department and those files are kept as highly confidential which keeps the records of employee's information.

PROCEDURE FOR PERFORMANCE APPRAISAL –

1. Appraisal Form is filled by Hod giving grades from a to e.
2. HR manager HOD DA panalyse and pass their respective judgements.
3. Appraisal of the Employee is done based on their performance, loyalty to company activities.etc

CONCLUSION :

Observation-

The average age group of nursing staff is 19 – 35 years that comes around 80% of total strength of medica nursing staff strength, this shows that the nursing staff is a very young and thus the working capacity is higher.

In medica hospital there is a women brigade in the nursing staff with exception to only one male nurse. This is also observed that the most of the nursing staff is already married, so there chance of leaving the job for the marriage sake is very low, so the attrition rate is also low.

The nursing staff has a very good communication skill in different language apart from knowing local language- Hindi & English. Even nursing staff knows other Indian languages like Bengali, Tamil, Urdu, etc. hence this decreases the communication barrier between the staff member and patients. This will make patients stay in medica more relax and comfortable.

Conclusion:

From the analysis it is come out that the majority of the nursing staff comprises the average performers therefore further development & training sessions is needed to enhance the working efficiency of the staff.

Department manpower planning results-

No of Investigation /year	59179
Investigation/ day	197
X-Ray Technician /30 Investigation	7

Annexure-

PERFORMANCE MANAGEMENT SYSTEM – PMS	
PERFORMANCE & POTENTIAL REVIEW	
PERIOD – FROM-	TO-

PERSONAL DETAILS

Name:

Emp No:

Email id:

Department:

Designation:

Date of joining :

Date of confirmation :

Qualification :

Professional :

Experience Total:

After joining MEDICA:

Name of the appraiser:

Name of the HOD:

Appraisal papers processed from HR on

Appraisal papers received by HR on

APPRAISAL FORM

Instructions:

Please read the following before beginning the appraisal:

1. The result achieved by this appraisal can never be better than your judgment, honesty and fairness. Therefore guard against bias.
2. Please tick mark in the box at appoints, which most closely indicates your judgment on each quality.
3. DO NOT OVER EMPHASISE RECENT OCCURENCE OR ISOLATES INCIDENTS.BASE RATING ON THE TYPICAL PERFORMANCE OF THE EMPLOYEE DURING THE ENTIRE PERIOD COVERD BY THE RATING.
4. Do not let your rating on one factor or your overall impression of the employee/trainee influence your rating on the other individual factors mentioned in the form.
5. Do not assume that because the employee is weak in one respect, he is also weak in others. (He may be slow in his work but his interest in the work may be high).
6. Do not let the period of service /training or job level influence the rating .Consider only the performance of the employee against the particular requirement of the job.
7. Do not attribute greater proficiency to people merely because you like them more. Similarly, do not let your dislike towards the person effect your appraisal. Please keep personal feelings out.
8. Do not rate on vague or incomplete impression or guesses. Get the facts needed arrive at dependable evaluations.
9. Do not let special circumstances of the employee (such as illness in the family, financial worries etc.) influence your rating. Rate the performance as it actually is and if necessary, explain reasons for poor performance in your remarks.
10. Do not discuss an employee's/ trainee's rating with others. It is a highly confidential matter.
11. Do not hesitate to put on record your fair and honest evaluations.

12. Requested to return the complete & signed form within one month from the date of receiving.

SECTION I

PERFORMANCE EVALUATION

S l N o	KRAs/Targ ets	Weighta ge	Achievem ent by appraiser	Achievem ent by reviewer	Final score point by Review er
1					
2					
3					
4					
5					
		100%			

1. To the extent possible, measurable targets should be fixed.

2. If achievement is below 75 % of target, the score will be zero for that target
3. For achievement above 75 % of target, the score will be determined by the formula – score =
(achievement/ target) * weightage

Targets agreed

Achievement against target

Appraisee

.....

Appraiser

.....

Date

SECTION II

PERFORMANCE REVIEW

Factors for assessing the performance of the appraisee

	Job specific factors	Rating 1-poor, 2-satisfactory, 3-good, 4 – very good, 5 - excellent				
		1	2	3	4	5
	Contribution on the job					
	a) qualitative					
	b) quantitative					
	Problem solving capability					
	Decision making					
	Risk taking ability					
	Timely delivery					
	Task oriented person					
	Customer centricity (internal/external as applicable)					
	Crisis management					

	Behavioral factors	Rating 1-poor, 2-satisfactory, 3-good, 4 – very good, 5 - excellent				
		1	2	3	4	5

	Integrity					
	Cost consciousness					
	Ability to learn					
	Ability to shoulder more responsibilities					
	Planning & organizing					
	Communication a) oral					
	b) written					
	Commitment towards the organization					
	Interpersonal skills					

For HR Use Only	
Scores for KRA's :	
Scores for Other attributes :	
Total :	80% of KRAs () + 20% of other attributes ()
Final Scores :	
Performance Rating :	
% Increment :	

SKILLS & COMPETENCY DEVELOPMENT PLAN (A)

Plan				Review
	Areas for Development	Development Actions		
		Self	Organization	

Career Planning (B)

Employee's own wishes:

Appraiser's views:

Reviewer's views:

Plan agreed upon

Appraise

Appraiser.....

Date.....

SECTION IV

OVERALL PERFORMANCE ASSESSMENT

Performance rating	Recommendation by Appraiser	Recommendation by Reviewer
Excellent		
Good		
Satisfactory		
Unsatisfactory		

A. Summary of Performance (to be filled up by Appraiser). If the performance is rated as excellent please state the reason & provide quantitative supporting data with regards to Performance/Patient satisfaction/Cost Saving

Designation

Signature

Date

Appraisee

.....

.....

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Appraiser

.....

.....

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Reviewer

Final Recommendation (Appraiser to discuss with HR) -

CONFIDENTIAL

Signatures

Appraiser

HR

SECTION I A

**GOALS/
TARGETS
FOR THE
NEXT
APPRAISA
L YEAR**

Sl No	KRAs/Target	KPI (s)	WEIGHTAGE
1			
2			
3			
4			
5			
			100%

—

Targets agreed

Appraisee

Appraiser

Date