

Summer Training
At
Stan Plus Technologies Private Ltd.

From Date 10th May 2021 to 2nd July 2021

A Report on – The psychological impact of Covid 19 on Healthcare
Workers of India

By
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ACRONYMS/ABBREVIATIONS

CT scan	Computed tomography scan
ICU	Intensive care unit
RT PCR test	Reverse Transcription Polymerase chain reaction test
SARS CoV-2	Severe acute respiratory syndrome coronavirus 2

OBSERVATIONAL LEARNING

INTRODUCTION OF THE INTERNSHIP ORGANIZATION

Stan plus Technologies Private Limited is a private company incorporated on 25th October 2016 in Hyderabad, India. It is classified as Non-government company and is registered at Registrar of Companies, Hyderabad. Stan plus is founded by three friends who are INSEAD MBA graduates.

Co – Founder and CEO – Prabhdeep Singh

Co – Founder and COO – Antoine Poirson

Co – Founder and CTO – Jose Leon

Age of Company – more than 5 years

They are providing private ambulance services across Hyderabad, Bengaluru, and a few other cities. Backed by a fleet of over 900 ambulances that work 24/7, guarantee medical support within 15 minutes and are packed with top-of-the-line equipment and highly trained personnel, it is their main aim to provide round the clock medical transport to anyone in need.

During this pandemic they started this start-up in which they are providing covid resources leads to the customer of the different zones according to the requests.

MODE OF DATA COLLECTION

Our secondary mode of data collection is helpdesk account. We got request of the customer on our helpdesk id. It consists of the information when ticket is generated and from which zone and the customer where he/she is from, Contact number of the customer, required information of patient's symptoms and vital levels, if tested positive it was also mentioned in the ticket and which type of covid resource they need and urgency of the need.

PROCESS OF WORK AND LEARNINGS: -

At first my work at the organization was data sheet management. My work involved assisting in Covid resource research and prepared a data sheet with covid resources providing sources at different zones. Covid resources like – Available RTPCR Lab. and home sample collection service providing labs., Oxygen cylinder, oxygen refilling service, Oxygen concentrators providers, Oxygen beds, ICU/Ventilators beds, and general beds availability at hospital, isolation centres/ Home ICU setup, Nursing services, Food service providers to quarantined people, Blood donors Or Blood and plasma requirements, Medicines and injections.

After some weeks I started work as a helpdesk agent and dealing directly with the customer on call. Process of our work was first ticket was generated on helpdesk by customer, it has information of the time and date of ticket generated, the name and contact information of the patient and attender and what is the physical condition of the patient at that moment it contains information of their vitals and their symptoms or if tested covid positive then it was mentioned in the ticket and their CT Scan score too, then which type of covid resource he/she need and what all are their requirements regarding covid resources and also it has mentioned with urgency information – High, medium and low.

Once ticket generated on help desk it was allotted according to zone wise automatically to one of the agents of the zone and we got mail on our email id of helpdesk about it, and we have to contact them according to the urgency within different time limits. Agents have to call the customer and provide leads according to their need of covid resources and guiding them to avail that service. I was working in South Zone, So I got request mostly from Customers of Telangana, Tamil Nadu, and Andhra Pradesh.

First, we search the covid resources leads on the internet and by help of social media platforms and verified them in terms of availability of the service by calling them and if service is available then we provide this leads to the customer. After providing leads we follow up customers after every 2-3 hours that if provided leads worked for them or not or they need any other leads for the same. After they got the covid resources through our source or leads we close the request of that customer by informing them that they can raise ticket again anytime regarding help of any covid resources.

Observations: -

- During my work on south zone, I observed there was a time when we find difficulties to find covid resources specially in the remote cities of the south zone.
- At time when Hospitals were full and no ventilator and ICU beds available and requests for beds were so high.
- I also observed that when we were calling the hospitals and laboratories, they were sound so stressed and so busy and could not reply properly on call so asked us to WhatsApp them.

Learnings: -

- Data sheet management
- Sharpen my communication skills.
- How to convince customers and guide them when they are panic and stressed and make them feel comfortable.
- How to deal with the covid resources providers and hospital staff while calling them to check for bed availability they are already so busy and having increased workloads so how to deal with them and get information and keep yourself calm and composed so by this practice I learn how to stay calm in stressed situation and work efficiently and effortlessly.
- Punctuality and time management.
- Teamwork

LIMITATIONS

- The most faced limitation by me was language problem as I am working in south zone some customers / patients and some receptionists of hospitals of remote cities and providers of some covid resources did not know English or Hindi language and they can only speak in their native language, so it was very difficult to guide that patients and also verified that sources.
- The second most limitation was we can only verify sources by calling the person whose information we got from the internet and we can just verify it in terms of availability if person was not able to receive our calls, we can not do anything about it.

PROJECT REPORT

TOPIC: – THE PSYCHOLOGICAL IMPACT OF COVID 19 ON HEALTHCARE WORKERS OF INDIA

SECTION 1

INTRODUCTION

Covid 19 is an infectious disease caused by SARS-CoV-2. It causes upper respiratory tract or lower respiratory tract infection. The novel corona virus-19 (COVID 19) first identified in Wuhan, China (December 2019). Since then, because of its rapid spread, it affects the whole world. The worldwide Covid 19 outbreak was announced as a global public health emergency by World Health Organization on January 30, 2020 and announced as a Pandemic on March 11, 2020. The major role who plays in this situation is The Healthcare Workers who are working at the frontline. The whole burden of the pandemic situation affects their physical and mental health. They are facing severe psychological problems which may be due to increased working hours, increased workload, and work-life imbalance.

As stated by WHO, mental health disorders constitute one of the main reasons for disabilities across the world. COVID 19 pandemic creates a massive impact on the mental health of Healthcare professionals. This study is majorly focusing on the psychological impact of Covid 19 on healthcare workers who are working in the Covid department and Non-covid department during this global pandemic and how it affects their work-life balance.

RATIONALE

As we all know healthcare professionals are our pillars in tackling this situation, so their mental and physical health is most important as after all this, they must provide service to the nation continuously without a break if their psychological well-being is not fine how come they provide their effortless service. This research study is done with the main aim to know how and at what level COVID 19 pandemic affects our healthcare workers in an aspect of their mental health and work-life balance.

Therefore, this study is being conducted with a focus on the psychological impact of covid 19 on healthcare workers in India which are posted in the covid department and which are not posted in the covid department during this COVID 19 pandemic to identify what is the difference in their workloads and how it impacts their psychological health.

RESEARCH QUESTION

“What is the psychological impact of COVID 19 on healthcare workers of India.”

SPECIFIC OBJECTIVES

- To know that “Do COVID 19 affects the mental health of healthcare workers of India and in what way?”
- To find the impact on the work-life balance of the healthcare workers and also its effect on their psychological wellbeing.
- To compare COVID department posted and Non-COVID department posted healthcare workers psychological impact and their work-life balance during this pandemic.

SECTION 2

Research Design

Descriptive Study (Cross-Sectional)

Sample Size

N = 100 healthcare workers (50 – Posted in Covid department, 50 – Posted in Non-Covid department)

Sampling Technique

All healthcare workers working in Clinical and Non- clinical departments during this pandemic including Medical graduates (Bachelor of Medicine & Bachelor of Surgery, MBBS) and post-graduates (specialists and super-specialists), MBA in health and hospital management, doctors of other systems of Medicine, nursing staff, Paramedics managing patients in any type of healthcare setting.

N1= 50 health worker – Covid Department posted (Clinical and Non-Clinical)

N2= 50 health worker – Non-Covid Department posted (Clinical and Non-Clinical)

Mode of Data Collection

A structured questionnaire was used as a Primary Source of Data Collection. Questionnaires include a total of 10 questions based on socio-demographic features, work-life balance, and mental health problems.

Google form was created and circulated through social media platforms WhatsApp and Instagram to the health workers. The quantitative approach was used for data collection by using YES/NO attributes and the Likert Scale for the questions.

Data Analysis

Excel is used for the collection of the responses from the questionnaire and to analyze them. Frequency and percentage analysis were done for the categorical variables cross-tabulation have been used to describe data in terms of a combination of background variables.

SECTION 3

DATA COMPILATION – ANALYSIS AND RESULTS

A total of 100 healthcare workers respondents were studied. Among them 50 healthcare workers are from covid department and 50 from Non covid department.

❖ Baseline Characteristics

➤ **Total healthcare workers participants (N=100)**

	FREQUENCY
AGE	
Under 30	28
30+	38
50+	34
GENDER	
Male	42
Female	58
WORK EXPERIENCE	
Less than 5 years	45
More than 5 years	55
TYPE OF INSTITUTE	
Government	33
Private	52
Other	15
TYPE OF WORK	
Clinical	60
Non - Clinical	40

➤ **Healthcare Workers – Covid Department (N1 = 50)**

	FREQUENCY	PERCENTAGE
AGE		
Under 30	16	32.00%
30+	15	30.00%
50+	19	38.00%

GENDER		
Male	23	46.00%
Female	27	54.00%
WORK EXPERIENCE		
Less than 5 years	23	46.00%
More than 5 years	27	54.00%
TYPE OF INSTITUTE		
Government	24	48.00%
Private	19	38.00%
Other	7	14.00%
TYPE OF WORK		
Clinical	35	70.00%
Non - Clinical	15	30.00%

➤ **Healthcare Workers - Non Covid Department (N2=50)**

	FREQUENCY	PERCENTAGE
AGE		
Under 30	12	24.00%
30+	23	46.00%
50+	15	30.00%
GENDER		
Male	19	38.00%
Female	31	62.00%
WORK EXPERIENCE		
Less than 5 years	22	44.00%
More than 5 years	28	56.00%
TYPE OF INSTITUTE		
Government	9	18.00%
Private	8	16.00%
Other	33	66.00%
TYPE OF WORK		
Clinical	25	50.00%

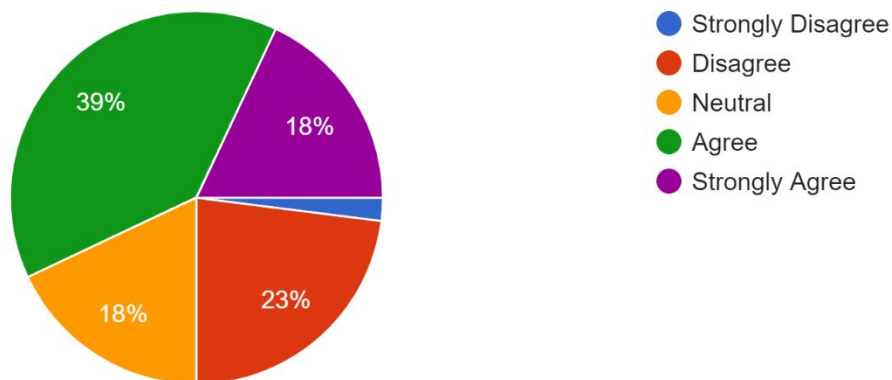
❖ WORK LIFE BALANCE

1. Pandemic have increased your workload and work timings.

➤ For total health care workers (N=100)

Pandemic have increased your work load and work timings

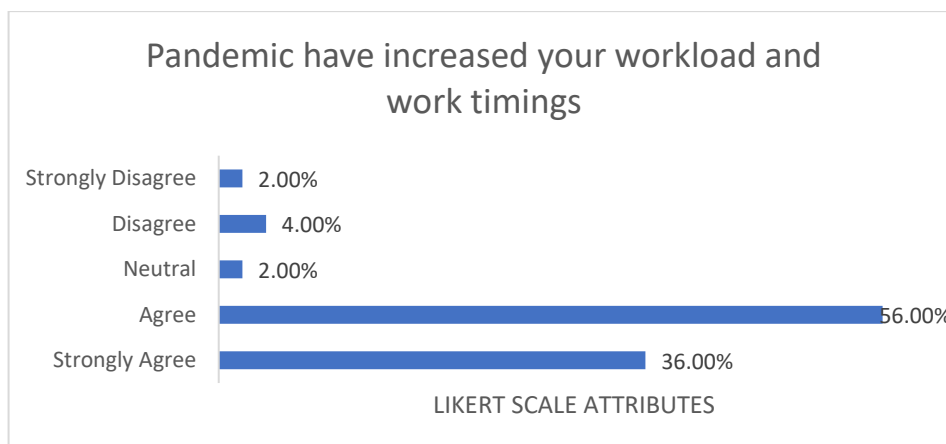
100 responses



It was observed that majority of the nurses strongly agreed and agreed that pandemic have increased their workload and work timings as well.

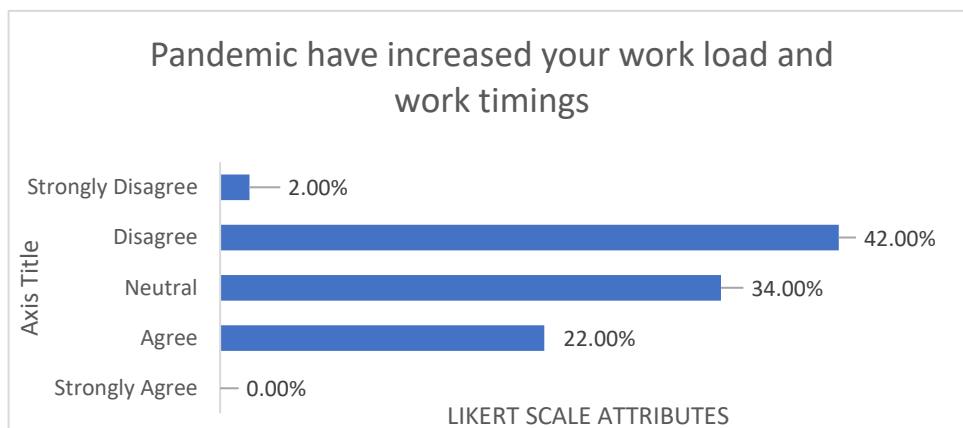
Now if we compare between Healthcare workers from covid department and Non covid department,

➤ Healthcare Workers – Covid Department



56% of the healthcare workers from covid department agreed and 36% of them strongly agreed that their workload and work timings increased due to pandemic while only 4% of them responded in disagree and 2% of them responded in strongly disagree.

➤ Healthcare Workers – Non Covid Department



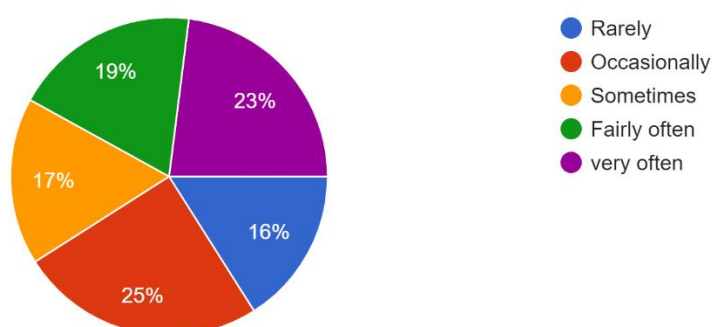
42% of the healthcare workers of Non Covid Department responded to Disagree to this question and only 22% of them agree that pandemic have increased their workload and work timings.

2. Frequency of visits to family during this pandemic

➤ For total healthcare workers (N=100)

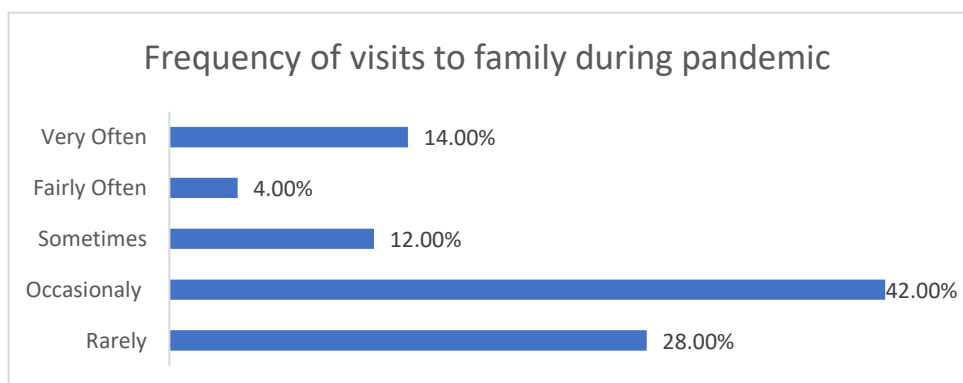
Frequency of visits to family during pandemic situation

100 responses



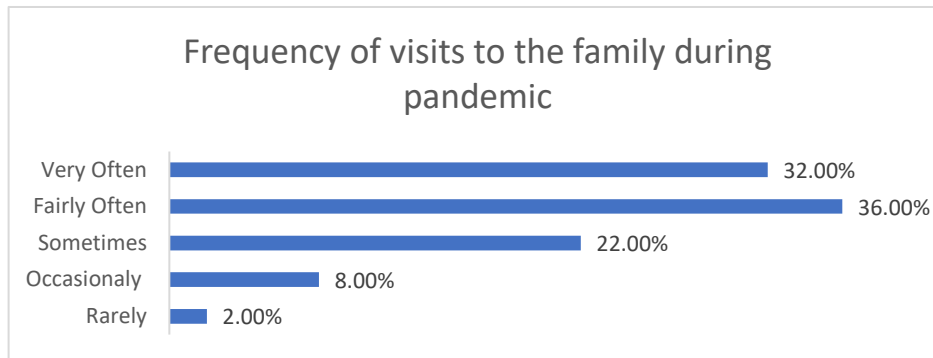
Healthcare workers highest reacted in occasionally and lowest reacted in rarely now If we compare covid and non covid healthcare workers situation,

➤ Healthcare workers – Covid Department



Healthcare workers who are from covid department when respond to this question that how often they visits to their family during this pandemic, 42% of them responded in Occasionally and 28% of them responded in rarely while very few of them responded in sometimes, fairly often and very often.

➤ **Healthcare workers – Non Covid Department**

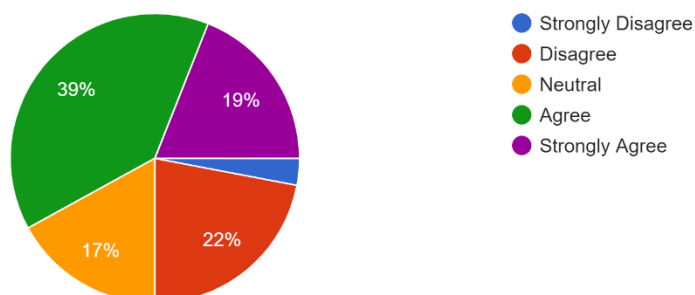


From Non Covid department 36% of healthcare workers responded in fairly often and 32% of healthcare workers responded in very often option while only 2% of them responded in rarely option.

3. Due to Burden of work you find difficulties to engage in hobbies and stress reliving activities.

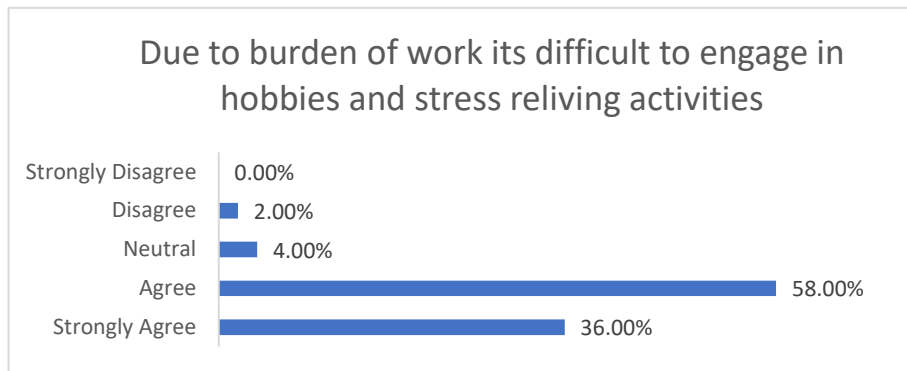
➤ **For total healthcare workers**

Due to burden of work you find difficulties to engage in hobbies or stress reliving activities
100 responses



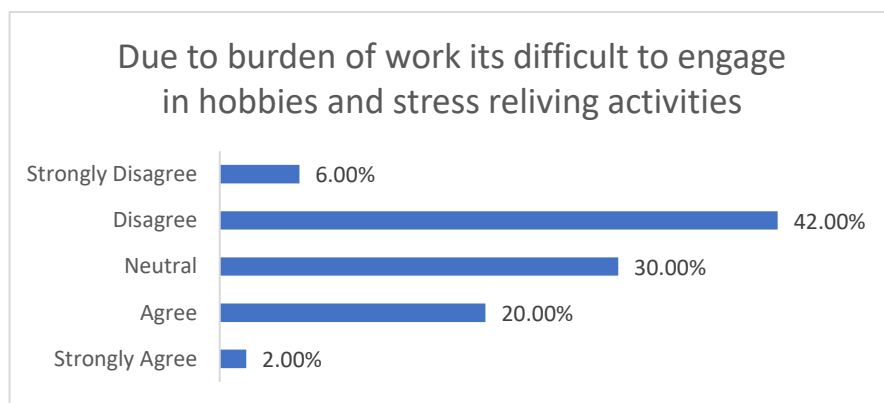
39% of the total healthcare workers responded in agree and 19% of them responded in the strongly agree option and only 3% responded to strongly disagree and 22% responded to disagree.

➤ Healthcare Workers – Covid Department



From healthcare workers of Covid Department 58% responded in Agree an 36% responded in Strongly Agree to the question that due to burden of work it's difficult to engage in hobbies and stress reliving activities while only 2% responded in disagree and no one responded to strongly disagree.

➤ Healthcare workers – Non Covid Department

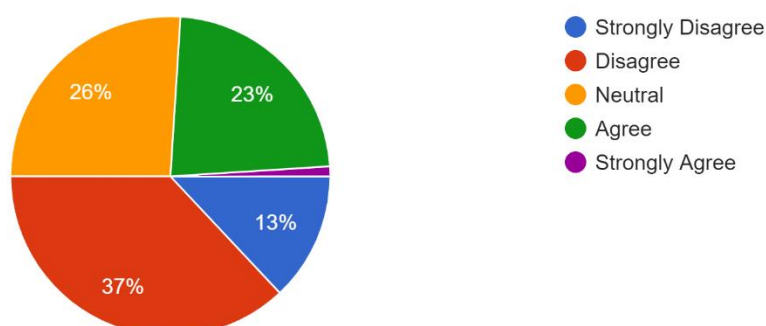


Among healthcare workers of Non covid Department 42% of healthcare workers responded Disagree and 20% in Agree and only 2% in Strongly Agree.

4. Satisfied with the work life balance during this pandemic.

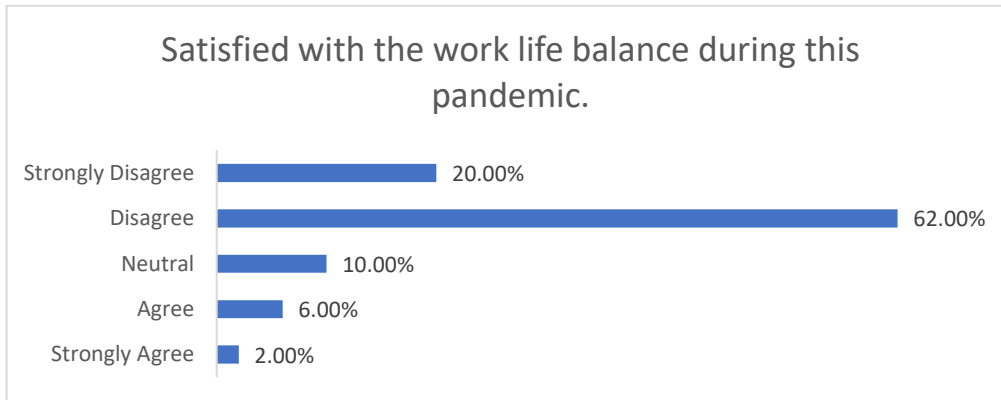
➤ For total healthcare workers

Satisfied with the work life balance during this pandemic.
100 responses



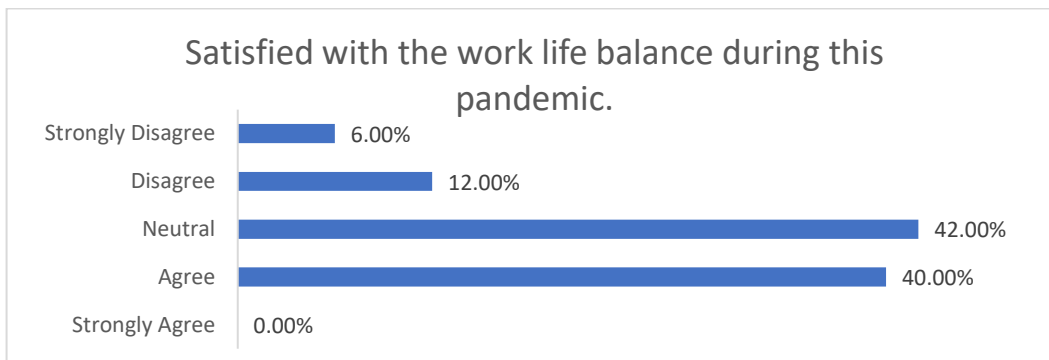
Among total healthcare workers who participated in the survey 37% of them responded to the Disagree and 23% of them responded in Agree and very few of them reacted in strongly agree option.

➤ **Healthcare workers – Covid Department**



Among Healthcare workers of Covid Department 62% healthcare workers responded to the Disagree and 20% of them reacted to Strongly Disagree so it shows that they are not satisfied with the work life balance during this pandemic while only 6% responded to agree and only 2% responded to Strongly Agree so majority of them are not satisfied with the work life balance they have or had during this pandemic.

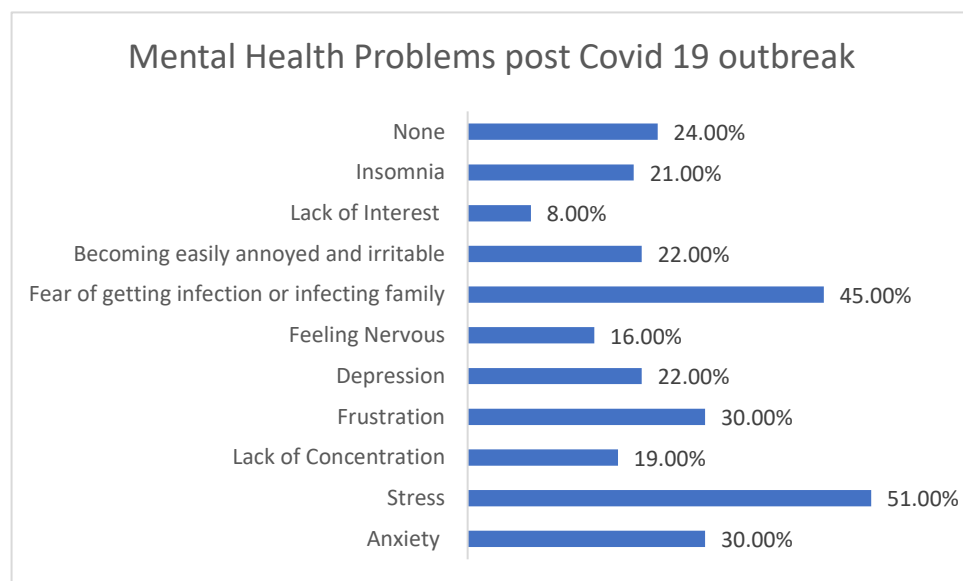
➤ **Healthcare Workers – Non Covid Department**



Among Healthcare Workers of Non covid Department 42% stayed neutral and 40% of them responded to Agree while only 6% of them reacted to Strongly Disagree and 12% responded to Disagree.

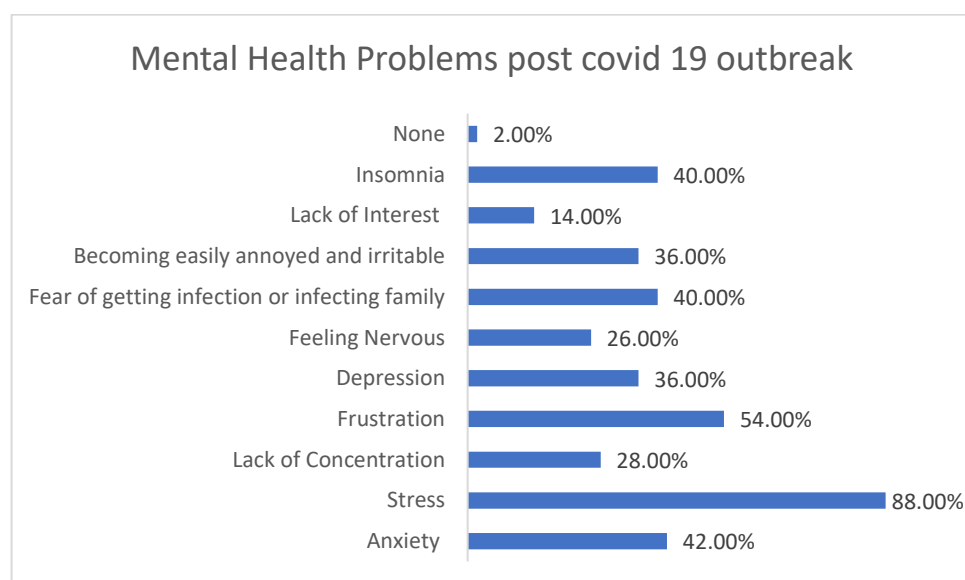
❖ Mental Health Problems Facing by Healthcare Workers Post COVID 19 Outbreak

For total healthcare workers (N=100)



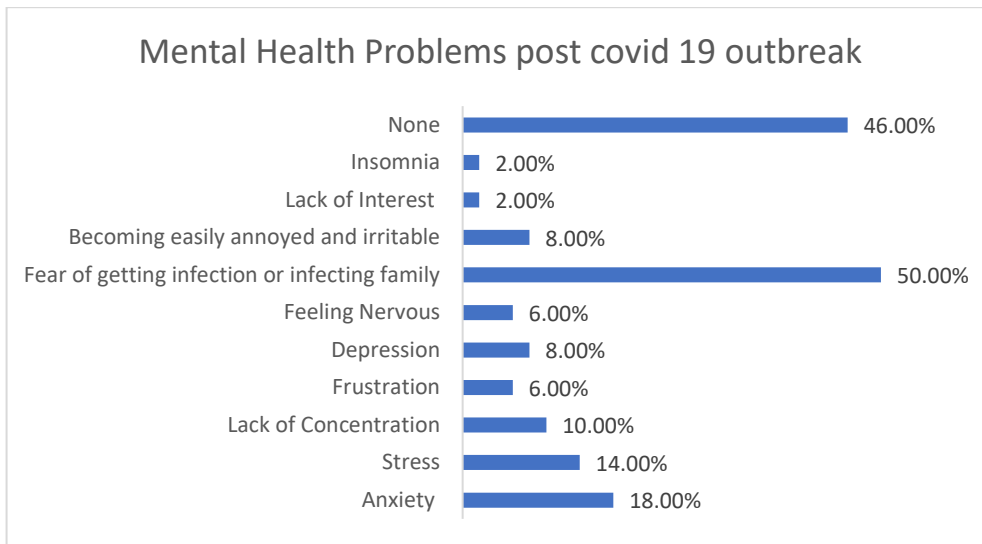
The highest marked mental health problem by healthcare workers is Stress (51%) and the second highest problem which marked by healthcare workers is Fear (45%). Lowest reacted in lack of interest and 24% of them reacted to none.

➤ Healthcare workers – Covid Department



The highest marked mental health problem is Stress (88%), the second highest and third highest mental problems facing by healthcare workers of Covid Department are respectively Frustration and Anxiety. 40% of healthcare workers posted in Covid Department reacted to Fear of getting infection or infecting family and in Insomnia. The lowest marked problem is lack of interest while only 2% of them reacted to none.

➤ Healthcare Workers – Non Covid Department



The highest mental health problem marked by Health care Workers of Non Covid Department is Fear of getting infection or infecting family (50%) while 46% of them reacted to none. Other mental health problems which marked are Anxiety – 18% and Stress – 14% while other problems are marked by very few healthcare workers of Non covid Department.

DISCUSSION

❖ Work life Balance

According to the results of this study Covid 19 more or less affected all healthcare workers - work life balance. When compare both results of Healthcare worker of Covid department and Non Covid Department, Majority of the healthcare workers of Covid Department had responded increase in their work load and work timings and most of them were not able to visit their family during this pandemic situation as there was lack of emotional support situation create and also among them most of the healthcare workers found it difficult to engage in their hobbies or stress reliving activities so there were lots of occupational stress created while no emotional support and stress busters activity available for them this all can lead to stress. Previous studies had also shown that no breaks and increased workloads, and increased work timings are most stress causing factors. As we can see majority of them were not satisfied with the work life balance they had during this pandemic.

If notice about Non covid healthcare workers most of them disagreed about increase timings and workloads and also, they were able to visits their family very often. They were able to get time for their hobbies and stress reliving activities compare to healthcare workers of covid department so majority of the healthcare workers of the Non Covid Department were satisfied with their work life balance during this pandemic situation.

❖ Mental Health Problems facing by healthcare workers post Covid 19 outbreak.

Highest problems faced by healthcare workers during this pandemic are Stress and Fear of getting infection or infecting family. If talk about Healthcare workers of Covid Department the most faced Problems are stress, frustration, anxiety, fear of getting infection or infecting family and insomnia. As we see other findings the occupational stress, lack of emotional support and no breaks, irregular schedule due to increased work timings and work loads leads to increase in all these problems. While Healthcare workers of Non Covid Department majorly responded to none and some of them responded in fear of getting infection or infecting otherwise all other mental problems were less marked by them.

SECTION 4

CONCLUSION

Sudden outbreak of Covid 19 challenged greatly in terms of medical prevention and solution of the pandemic. Our healthcare workers work effortlessly during this pandemic. This study revealed the results that present that the Covid 19 pandemic and its outbreak in India impacted on the psychological health of the healthcare workers to certain extent.

RECOMMENDATION

- Healthcare facilities providing institutions should execute some strategies which can reduce prevalence of psychological problems among healthcare workers.
- Harmony with the co-workers and friendly environment of the work field will also affect positively on mental health.
- Proper schedule and well-arranged system of allotting shifts for work will also help in taking some sleep and rest and will increase healthcare workers work efficiency too.
- Virtual contact with loved ones during work by taking some break will also help to lessen stress.
- Preventive measures should be followed properly by both covid department and non – covid department will decrease the fear of getting infected.

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INTERNSHIP COMPLETION CERTIFICATE

www.stanplus.com

Internship Completion Certificate

TO WHOMSOEVER IT MAY CONCERN

Date: 22-07-2021

This is to certify that **Dr Gandhi Drashti Atulbhai** (Employee Code: **2250**) was employed with StanPlus Technologies Pvt Ltd from 10-May-2021 to 02-July-2021 and was working as Intern at the time of leaving the company.

We wish her all the best in her future endeavors.

Warm Regards,



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