



ASSESSING AWARENESS OF HOSPITAL POLICIES AND QUALITY STANDARDS AMONG THE EMPLOYEES OF ABMH

PRESENTED BY: DR ISHITA SAWHNEY

ROLL NO: 1108

BRANCH: HOSPITAL MANAGEMENT

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Introduction



- Employee training in the health industry:
 - ☐ allows the organization to assess their employees' abilities and skills.
 - ☐ enables them to enhance their overall performance
- The goal of healthcare policy and procedures is to ***communicate the organization's desired objectives to employees.***



- Policies in the healthcare environment should lay the groundwork for the provision of safe and cost-effective high-quality care.
The major goal of having hospital policies and standards is to ensure that -
 - ☐ the employees have a high level of understanding, cooperation, efficiency, and unity.
 - ☐ all staff members follow the same policies so that there are no inconsistencies.

Importance of TNA



- Training should be seen as an investment, not a cost.
- If not provided effectively, then it can prove to be a cost, not an investment.
- For this reason, before designing a training program, organization needs to identify the gap between the skills desired by employees and their current skills.



- Steps for Human Resource Development (HRD),
 - ☐ Conducting TNA
 - ☐ Designing the training program
 - ☐ Implementation of training program
 - ☐ Evaluation of training program
- For planning, initializing, helping, and evaluating an effective training program a **TNA process is important**

Rationale



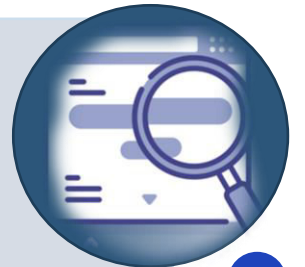
Assessing the training needs of doctors, nurses, technicians, and patient service staff from time to time is imperative in a hospital setting.



It is equally important to assess the training needs of the class IV or utility staff because they play a key role in realizing organizations vision and mission.



Very few studies have shown the need for training of ground staff in a hospital setting.



Research Question



What is the level of awareness regarding the hospital policies and quality standards among the employees of ABMH?



Is there any difference in the awareness regarding the hospital policies and quality standards between staff of various categories?



What are the training needs of the employees of ABMH based on their level of awareness?

Aim



The aim of this study is to assess the level of awareness regarding hospital policies and quality standards among the employees of ABMH .

- To assess the level of awareness regarding the hospital policies and quality standards among the employees.
- To identify training needs based on the level of awareness regarding hospital policies and quality standards.
- To compare the level of awareness between various departments of the hospital.
- To suggest the measures to improve the training needs of employees.

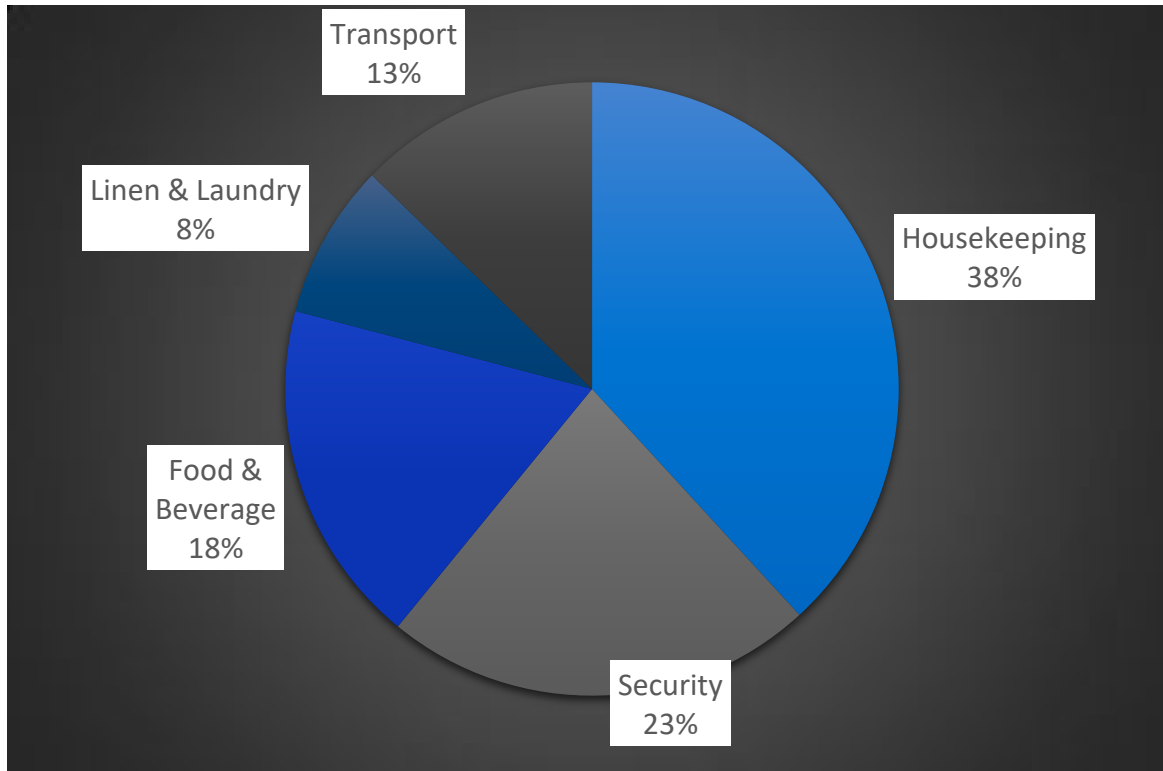


Objectives

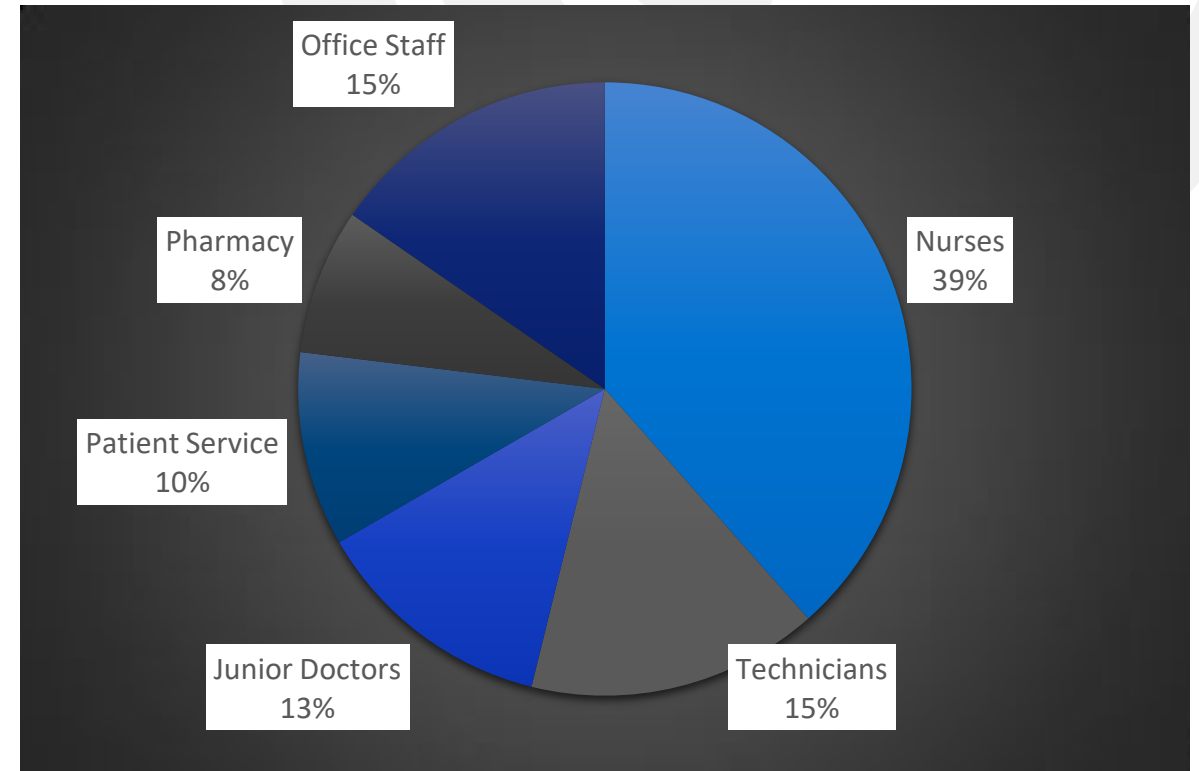


RESULTS

Results - Distribution of participants

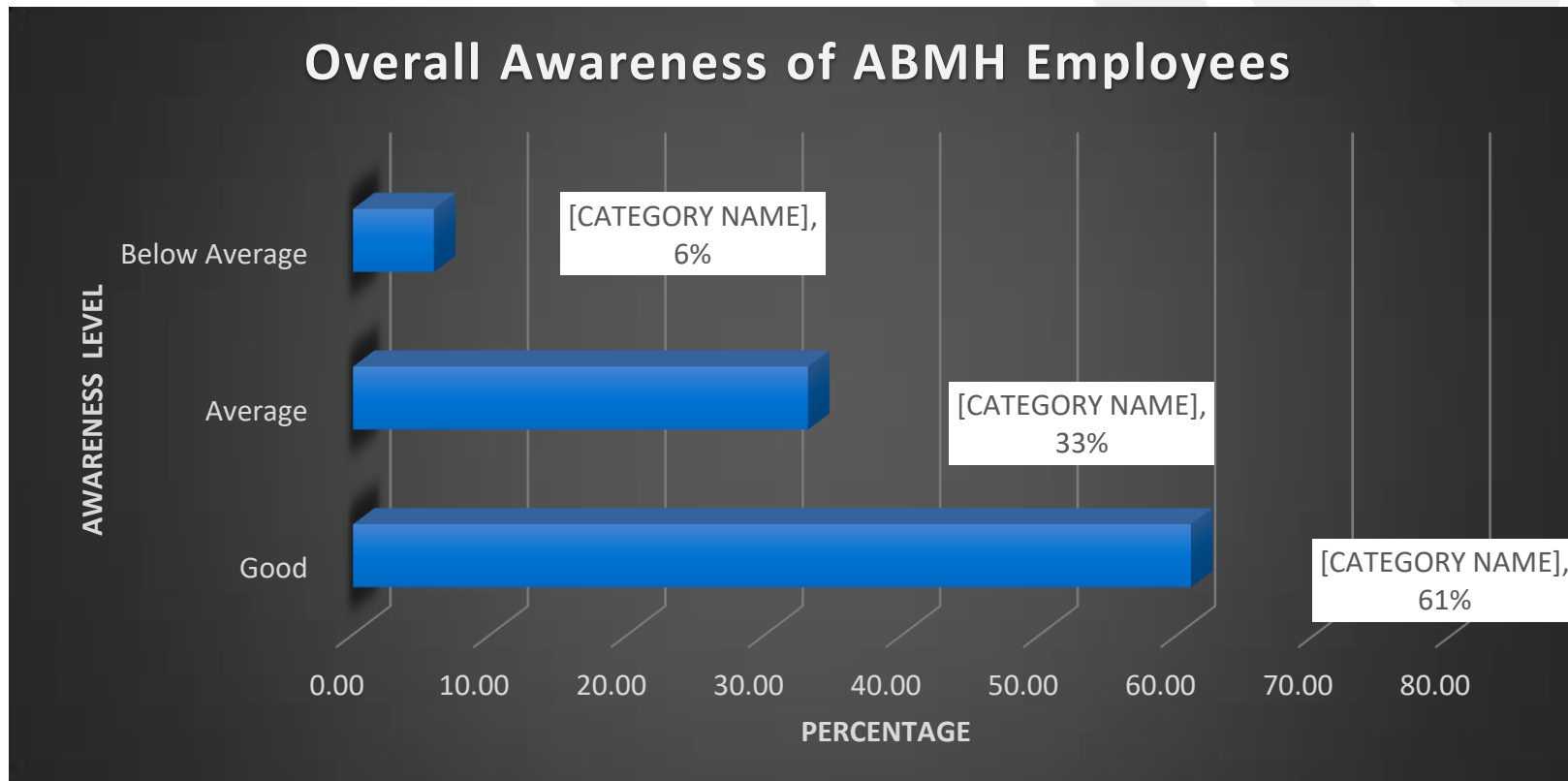


Utility Staff Distribution

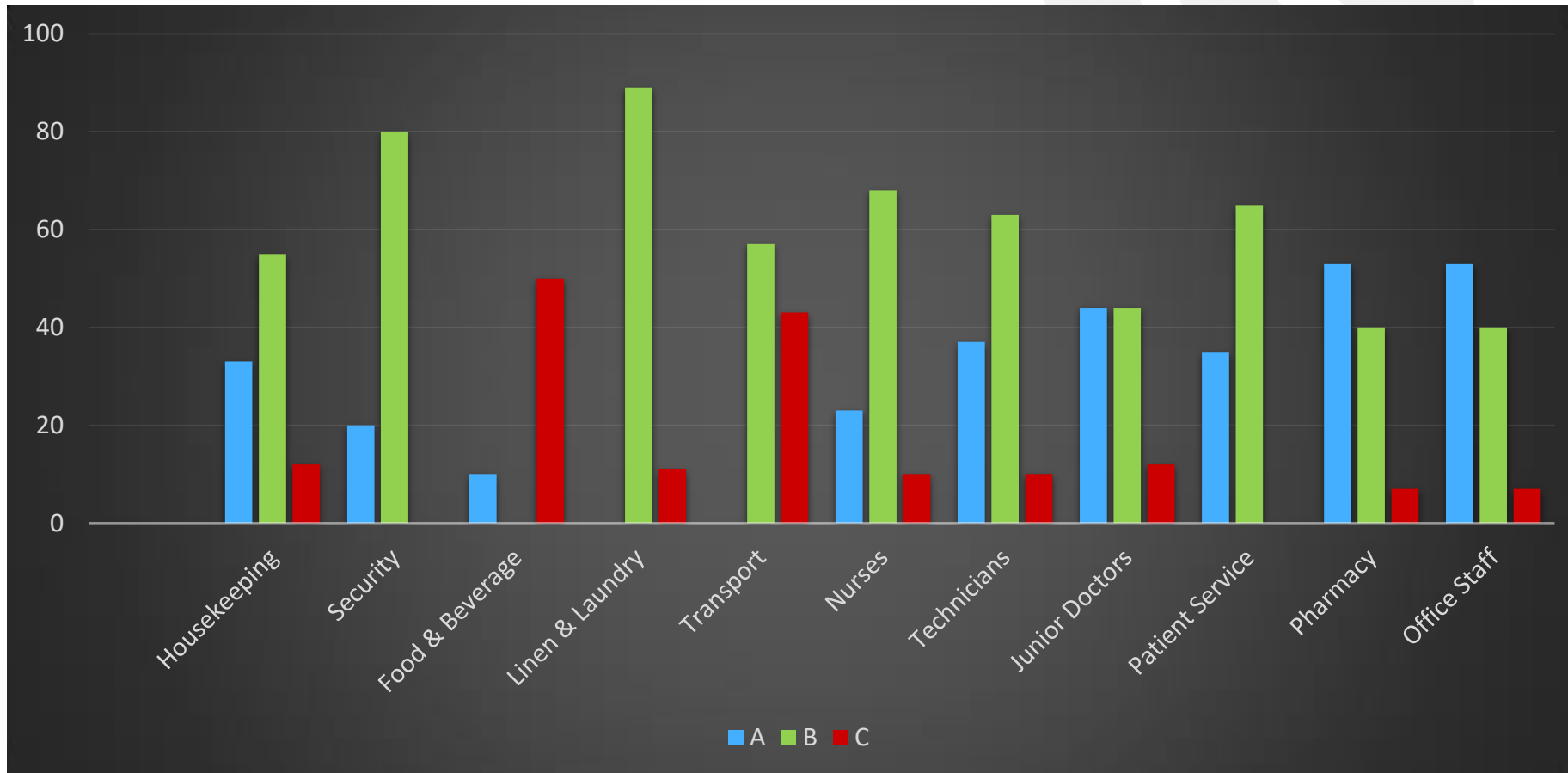


Payroll Staff Distribution

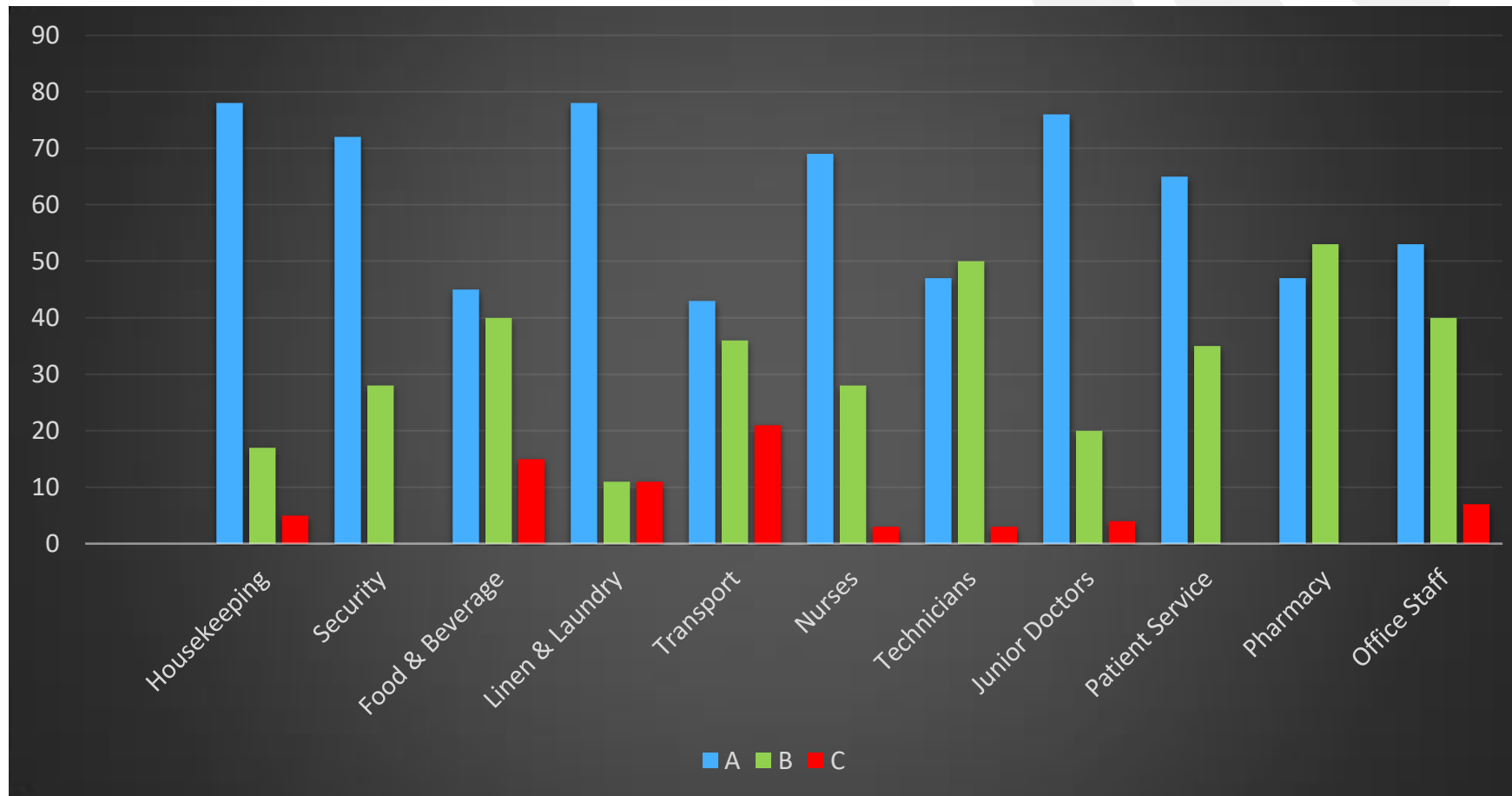
Results - Overall



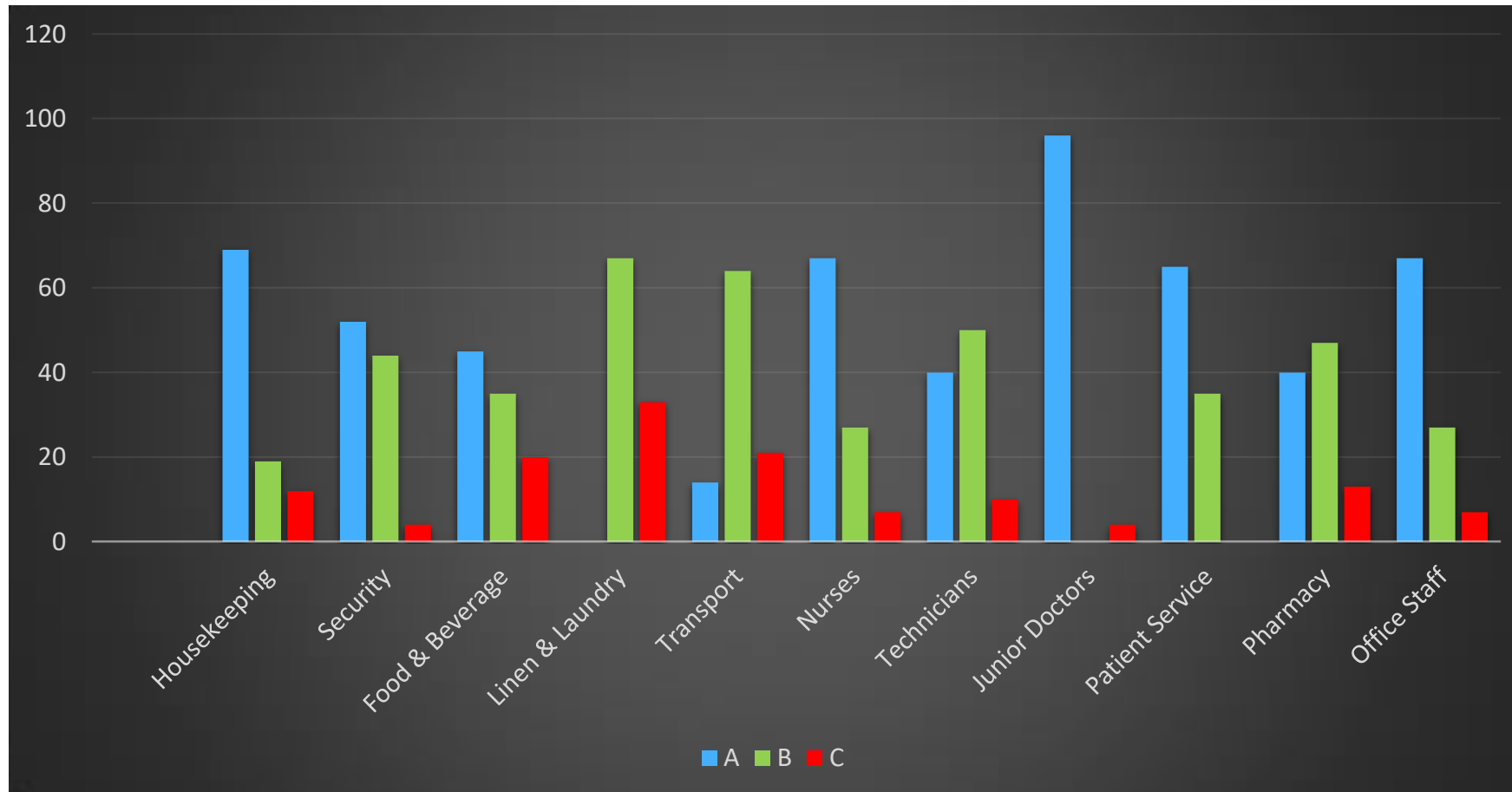
Results - Awareness of HR Policies



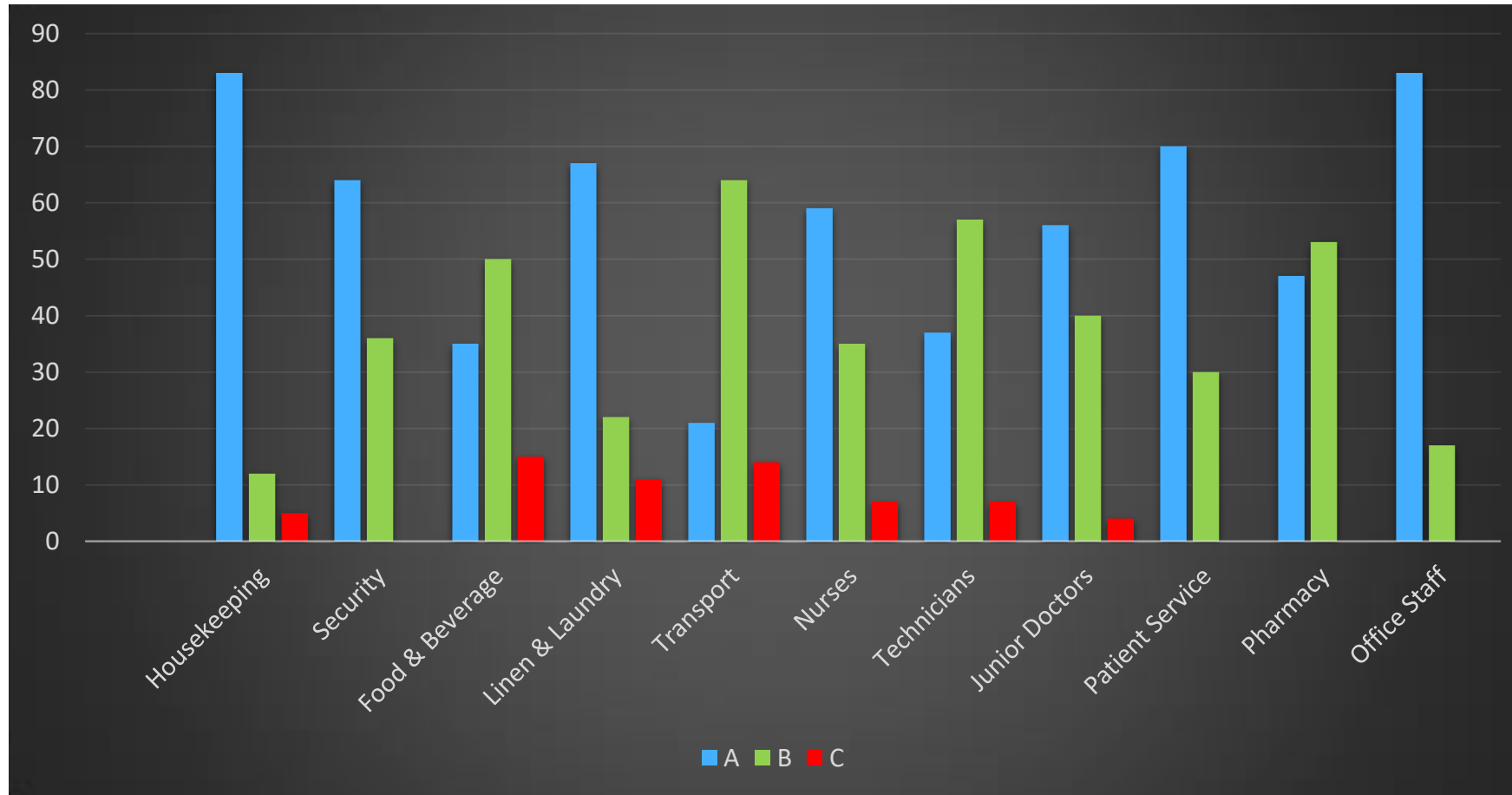
Results - Awareness of Quality Standards



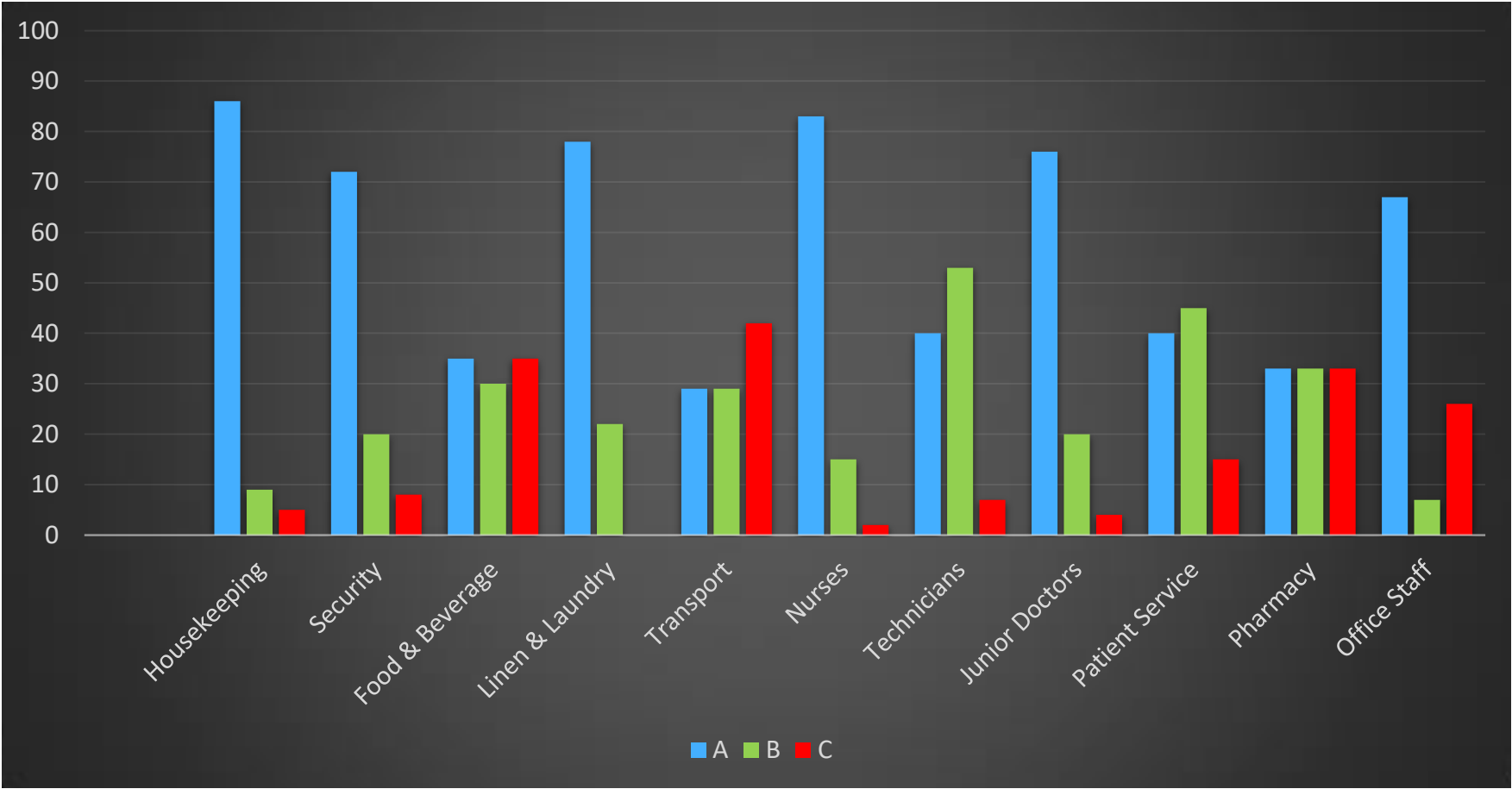
Results - Awareness of BLS Trainings



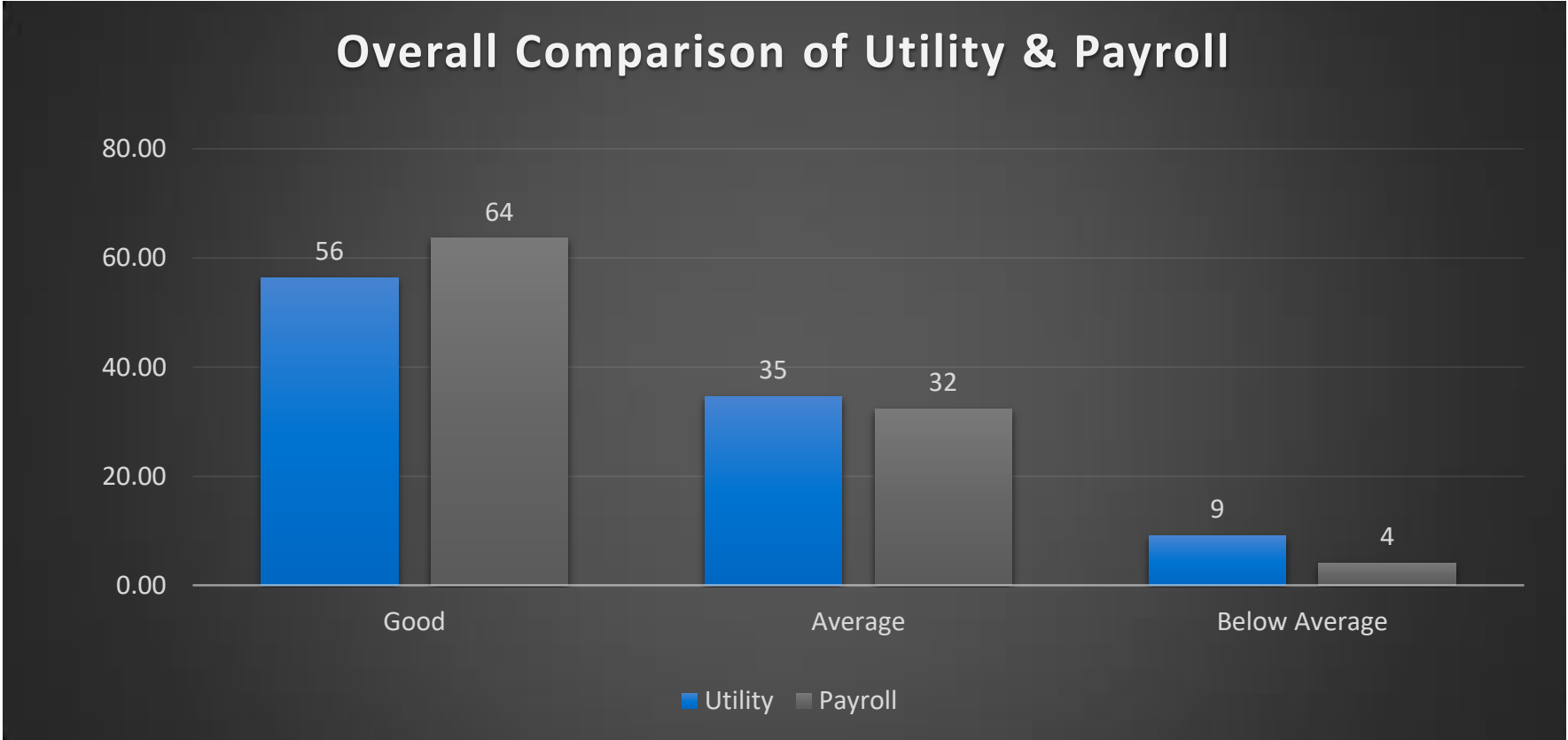
Results - Awareness of FMS Trainings



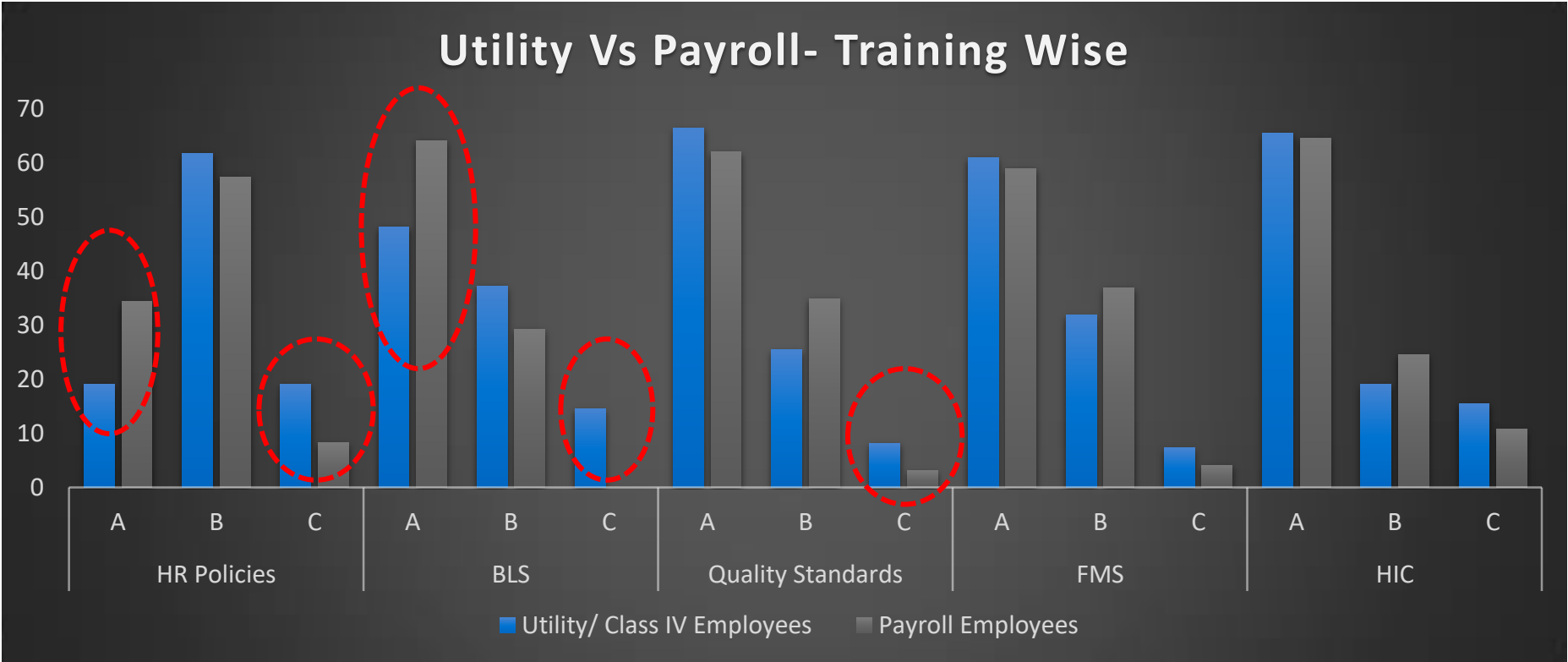
Results - Awareness of HIC Trainings



Results – Utility Vs Payroll



Results – Utility Vs Payroll



Discussion



- No studies evaluating the awareness of all these five concepts, together, were found.
- The present study reported that the overall awareness of the employees of ABMH (60.98%) was good, but a major part of the population (33.11%) also had average level of awareness.
- These findings contrast with those of the Juneja et al.
- This variance may be caused by the fact that they only studied nurses for the study.



- Amongst the five categories of training included in this study the least awareness was found in HR policies as none of the departments scored above 80% in A category.
- According to the results of the studies conducted by Subbalakshmi et al and Das et al on awareness about hand hygiene and BMW management respectively, the awareness was found to be better amongst doctors and nurses.
- Similar results were found in this study

Discussion



- None of the studies included various department of utility services for comparison.
- Awareness of HIC is comparatively higher than other categories of training because five departments out of eleven scored more than 70% in A category, which was highest among all the training types included in the study



- In a study conducted by Krimalshammari et al awareness of IPSG goals was found to be satisfactorily high.
- According to the results of the present study six (housekeeping, security, linen& laundry, nurses, junior doctors, patient service) out of eleven departments had satisfactory level of awareness.

Recommendations



Focusing more on the HR policies training

Primary aim should be to eliminate confusion between similar concepts like Vision & mission, roles & responsibilities and ICC & Grievance committee.

Emphasis on the concept of second victim.



Using audio video presentation

Employees falling under Can Train category can be engaged in this activity. Videos of them enacting a situation (local language) and giving out the necessary information can be made.



E-learning platforms

Including e-learning platforms can help make the training sessions more interesting. It will offer all the information to the employees in one place and also they can refer it as per their convenience.



Learnings from your own colleagues

Employees under category of Can Train can be allotted a few employees falling under category of Can Work & Need Training

Conclusion



- Employee knowledge was determined to be high overall, but when examined more closely, it became clear where each area falls short.
- Additionally, this study sheds light on the fact that there was no significant difference in employees' awareness among utilities and payroll staff.
- In essence, this study gives the organization a priority area to organize their additional trainings and raise the degree of awareness from 60.98 percent

- The possibility of situational bias could be one of the study's shortcomings.
- This implies that those who were given a rating of average or below average might not necessarily be unaware. They might not have comprehended the question, be under stress for whatever reason, be frightened, confused at the time of interview.
- There could also be a reporting bias at the interviewer's end.



Limitations

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THANK YOU
