

**AWARENESS AND UTILIZATION OF CORPORATE MEDICAL
ROOM SERVICES AMONG EMPLOYEES AT WORKPLACE**

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the reward for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

by

DR. RUBINA HASSAN

Under the Supervision and Guidance of

Dr. Jagajeet Prasad Singh

2022

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DECLARATION

I hereby declare that this dissertation titled Awareness and utilization of corporate medical room services among employees at workplace is the bonafide record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from other people's published or unpublished work has been properly acknowledged in the text.

A handwritten signature in blue ink, reading "Rubina Hassan", with a horizontal line underneath.

Dr. Rubina Hassan

20th June 2022

1st July 2022

To whomsoever it may concern

This is to certify that Dr Rubina Hassan has successfully completed her internship from 21st March 2022 to 19th June 2022 with Seva at Home India Pvt. Ltd. During her internship she worked on the Project “Awareness and utilization of corporate medical room services among employees at workplace”.

She was found to be hardworking and sincere during this period. We wish her the very best in all her future endeavours.

For Seva at Home India Pvt. Ltd.



Ms. Bindiya Reddy

General Manager – Human Resources

CERTIFICATE

This is to certify that dissertation Awareness and utilization of corporate medical room services among employees at workplace is a record of the research work undertaken by Dr. Rubina Hassan in partial fulfillment of the requirements for the award of the degree of MBA (Hospital and Health Management) from the IIHMR University, Jaipur under my guidance and supervision and her approach to the research study has been sincere, scientific, and analytical.

Faculty Guide

IIHMR University, Jaipur

School Dean

IIHMR University, Jaipur

Date: 20th June 2022

Date: 20th June 2022

ABSTRACT

Title

Awareness and utilization of corporate medical room services among employees at workplace

Introduction

A medical room/wellness room is a place that provides round the clock healthcare access to employees/residents and helps to tackle emergencies. On-site medical rooms are an excellent way to keep healthcare costs under control for the entire organization. These rooms provide preventive care and treatment to employees at their workplace, increasing their attendance. On-site medical rooms are especially beneficial in reducing the number of off-site patient care visits. While there are many concerns among employees as a result of the recent COVID-19 outbreak, leading to an increase in stress and anxiety issues, employees who work on-site are primarily concerned with two aspects:

- a. The security measures implemented in the workplace
- b. The health of their family back home

In such a scenario, the presence of on-site medical rooms in corporations, combined with telemedicine services, is critical to ensuring the health of employees.

Methodology

It was structured questionnaire based descriptive cross-sectional study conducted on 126 employees of 5 corporates organizations. Perception and attitude-based questions were set. The data collection was done through online questionnaire which was created by google form.

Objective

- a. To assess the awareness level of corporate medical room services among employees at workplace
- b. To assess the utilization rate of corporate medical room services among employees at workplace

Key Findings

According to observations, 88% respondents were aware about the concept of medical rooms inside their corporate organization. That means majority of employees are aware about its services and benefits that it provides to the employees. Apart from a minor percentage, almost everyone has visited medical rooms multiple times in last one year. The main reason for visit was pre-employment check/health checkup and for general consultations followed by medical emergencies and first aid. Maximum number of employees were satisfied with the services. Few also had views that medical rooms need improvement. Fifty-one percent of employees also noticed a positive dietary and lifestyle changes after visiting medical rooms. Periodic health checks help employees to maintain regular track on their health. Employees were inclined towards certain wellness activities like yoga and meditation. Seventy-eight percent of employees were happy with their work environment. Employee engagement activity helps maintain a healthy relationship between employee and employer. Corporates should establish more such medical rooms. A healthy workplace leads to more productivity and efficiency

Conclusion

In India, corporate medical rooms are still in booming stage. Establishing a medical room is always beneficial both for organization and its employee. This study has revealed that there is a high level of awareness of corporate medical rooms, and employees frequently use them for services such as general consultations and pre-employment health checks. More than half of the study population is satisfied with the services provided, though a few would like to see some improvements made to improve medical room services. These medical rooms have made an impression on employees. While most employees find this employee engagement activity beneficial, others have noticed dietary changes. All these activities are aimed at making employees aware of the importance of physical and mental health to increase workplace productivity.

Keywords- Corporate medical room, Workplace

ACKNOWLEDGEMENT

On the very beginning of this report, I would like to extend my sincere gratefulness and heartfelt appreciativeness towards all the respected personages who have helped me to attempt this endeavor. Without their active guidance, assistance, cooperation, and motivation, I would not have made advancement in the report. It is a privilege to have a wonderful 90 days (22nd March – 19th June) internship in India's leading home healthcare organization. The internship experience I had with the **SEVA AT HOME, GURUGRAM** was a great chance for growth, learning and professional evolution. I am appreciative for this chance and for getting an opportunity to meet such countless brilliant individuals and experts who directed me through this internship.

I would like to take this moment to express my deepest acknowledgment and special recognition to the Chief Operating Officer, **Mr. Arun Datta sir**, who despite being outstandingly busy with his work schedule, took time to listen, direct and keep us on the rightful path and permitting us to carry our internship at the organization and guiding throughout the internship.

It is my deepest emotion to place on record my best compliments and deep sense of gratitude to Ms. **Bindiya Reddy Mam** (HR - General Manager) and **Mrs. Nishu Arora** (Nursing Head) for providing necessary advice, guidance, and information during every step. I am using this opportunity to admit their contribution delightfully.

I would like to express genuine thanks to **Dr. P.R. Sodani** (President, IIHMR university, Jaipur) for giving me a chance to do summer internship. Now, I would like to express my honest gratitude towards my mentor at IIHMR University, **Dr. Jagajeet Prasad Singh Sir** (Professor) for his support, invaluable instructions, and supervision. This report is the result of his meticulous and generous outlook.

I would also like to express a deep sense of gratitude to the Placement Cell of my esteemed university for guiding me throughout the internship process and for providing time to time internship guidelines.

I comprehend this possibility as a big milestone in my career progression. I will always attempt to use learned skills and knowledge in the best potential way, and will strive to work on the developments, to attain desired career aspirations.

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ABBREVIATIONS

WHO- World Health Organization

IFF- International flavors and fragrances

GVK- Gunapati Venkata Krishna

CGI- Computer Generated Imagery

CHAPTER 1: INTRODUCTION

Purpose of Research

Corporate medical rooms are an excellent way to manage and control healthcare costs in the workplace. These rooms are specifically designed to provide employees with preventative health care and treatments at their workplace. As a result, employees' working days will be increased. Medical rooms in the workplace are becoming more common. Creating a medical room promotes job satisfaction, productivity, and stress reduction, among other advantages. Medical rooms are specifically designed to assist employees in recovering from a long day at work. There are several reasons for establishing corporate medical rooms for employees.

According to the WHO, the corona virus has infected 10% of the world's population. This could be a period of uncertainty for corporate employees. It should not come as a surprise. It is unsurprising that this pandemic has a significant impact on employees. The number of on-site workers is growing, and they are concerned about their health.

Setting up corporate medical rooms in the organization is critical in this case. Coca-Cola, CGI, and Smart Work are just a few examples of well-known corporations that have previously established corporate medical rooms for their employees⁽¹⁾.



Figure 1.1 – Glimpse of a Corporate Medical Room

Significance of a corporate medical room

Recruiting employees is a time-consuming and difficult process. Employers spend a lot of money on each employee, from advertising the job opening to providing training. Employees leave their jobs for a variety of reasons. The most important factor could be healthcare. Setting up medical rooms in the office is the best way to help your employees' healthcare. Employees devote most of their time to their jobs. A satisfying job benefits employee mental health. When dealing with ups and downs, employees can become psychologically preoccupied. Taking a break in the medical room can be beneficial. Giving round-the-clock health care support in the medical room will also increase productivity.

Employee benefits from a corporate medical room arrangement

A medical room benefits employees in a variety of ways. The advantages of corporate medical rooms are numerous. The area provides on-site personnel with a better place to relieve stress and quickly increase productivity. Spending a few minutes in the medical room to rest and relax may help you feel more energized at times. This is critical for increasing their workplace productivity. Employees will eventually be satisfied with their jobs if a medical room is incorporated into a company. They are at ease and secure in the workplace. Workaholics can increase their output by taking much-needed breaks throughout the day in medical rooms.

Let us now discuss the benefits of establishing corporate medical rooms.

Financial stability

Employees of large corporations such as Coca-Cola and CGI have access to medical rooms. It implies that these organizations offer financial security. Every company should have a medical room in their building. Providing health care to your employees can help them overcome significant challenges.

Organizational health-care costs are lower

Health insurance is quite expensive. Employees who pay for expensive insurance will benefit from having a medical room on-site. Employees who are ill or injured can also receive immediate medical care in the medical room with the assistance of healthcare assistance.

Boost your output

Employees are essential to the success of any business. After all, the terms of the business determine the amount of productivity. Creating a healthy and positive work environment can increase employee productivity. Medical facilities are critical for increasing workplace productivity. If a sick employee goes to the hospital and must wait a long time for health

care, this could be a time-consuming process. With the assistance of a medical room, employees can receive assistance and quickly return to work. Employees will be able to concentrate on their work and thus increase output.

Increasing the efficacy of preventive care

Every company should improve their preventive care. Because it reduces the risk of a variety of diseases and disabilities. Preventive care is critical for your employees. Because employee productivity is directly related to their general well-being. Preventive measures can help detect signs of illness or disease early. Among them are cancers, depression, diabetes, high blood pressure, and other diseases. As a result, early disease detection is critical for better treatment.

Corporations do not need to spend a lot of money to provide preventive care for their employees. Most of the preventive care is inexpensive.

Staff blood pressure checks

Depression and stress screenings

Staff blood pressure checks

Depression and stress screenings

Blood tests

Cancer screenings

Treatment for broken bone or fever

In health-care facilities, trust can be built

Building trust among your employees can be difficult. Many businesses are establishing corporate medical rooms to gain employee trust and respect. This is the most effective strategy for ensuring that employers care about their employees' health⁽⁴⁾.

Why there is a need of a corporate medical room?

1. On-site health-care services for company employees.
2. Provide the best medical care possible to employees at work in the event of emergencies, urgencies, minor injuries, or health-related difficulties.
3. Perform pre-employment background checks
4. Reduce employee absenteeism

5. Improve employee productivity, awareness, self-management, and well-being.
6. Keep the overall organization's health-care costs under control.
7. Strengthen the bond between the employee and the employer
8. Increase staff awareness of health-care issues.
9. Identifying any potential disease-causing environmental factors⁽³⁾.

Research Question

1. What is the awareness level of corporate medical room services among employees at workplace?
2. What is the utilization rate of corporate medical room services among employees at workplace?

Objective

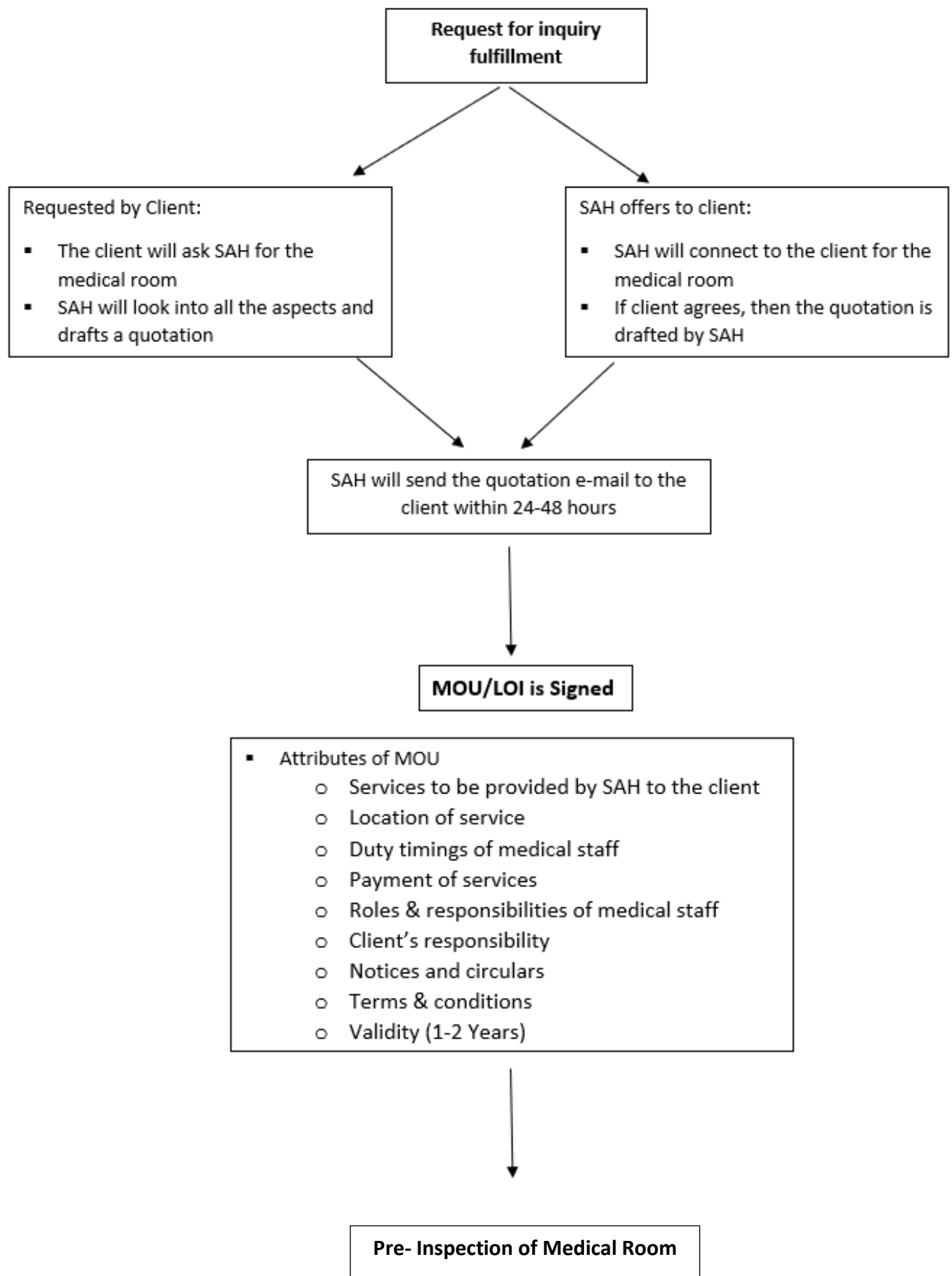
- a. To assess the awareness level of corporate medical room services among employees at workplace
- b. To assess the utilization rate of corporate medical room services among employees at workplace

CHAPTER -2: SCOPE OF SERVICES

Table 1.1 Scope of Services

1. Health Care Services	▪ Nursing Services ▪ Doctor Services ▪ Medicine supply ▪ Ambulance Services ▪ Health Concierge services ▪ Equipment supply ▪ Other inventory supply (consumables)
2. Health Care Awareness Services	▪ Basic Life Support training ▪ First aid & emergencies management ▪ Infection control management ▪ Health talks & Seminars, medical camps
3. Maintenance and wellness upkeep services	▪ Daily calibration for all essential equipment's by deployed staff ▪ Monthly Compliance check for all health care related services by quality/operational team
4. Records & Reports	▪ Employee's health cards maintenance ▪ Data capturing in standardize format – Day to day cases, treatment details ▪ Periodic analysis - medical trends, patient footfall, medical complaints ▪ Providing fitness certificate when and where required ▪ Inventory management records- Log books, calibration records, daily inventory records, employee feedback records, attendance records

Figure 1.2 – Process Flow of a Medical Room



Staff Deployment

- **Qualification of the staff**
 - Doctors – MBBS certified General Physician/ MD certified Specialists
 - Nurses – BSc or Equivalent Diploma in nursing
- **Experience**
 - Doctors – Minimum 5 years of working experience in a hospital
 - Nurses – Minimum 2 years of working experience in a hospital
- **Required/Needful Training**
 - Nurses:
 - Emergency response (includes cardiac, poisoning, snake bites, etc.)
 - Usage of equipment and computer
 - Wellness operations, company processes & policies
 - Maintain various wellness records and documents
- **Background verification**
 - To be done by an external agency authorized by SAH prior to joining
 - It will include:
 - Identity and address check based on governments issued documents
 - Court Record Check
 - Previous Employment Check
 - Educational Qualification Check
 - Duties & Responsibilities
- **Duties & Responsibilities**
 - Doctors
 - Provide medical assistance and suggest appropriate action
 - Examine the patient(s) and prescribe medicines as and when required and whenever appropriate
 - Prescribe lab & diagnostic tests to probe deeper into the cause of ailment
 - Refer patient(s) to nearest hospitals if further medical help is needed which is beyond the scope of medical room
 - Provide support during audits done in company facilities
 - Nurses
 - Aid doctors in nursing requirements
 - Provide first aid, AED, CPR, etc. whenever required
 - Must know to operate the equipment's
 - Maintain records and documents
 - Provide support during audits done in company facilities
 - Should know any one language - English/Hindi/local



Staff Management

Attendance – The Ops Manager will keep a track of the staff attendance

Addressing complaints

SAH will keep a check on the satisfaction of both the client and the staff

- Client related complaints
- Staff related complaints



Compliance Check

- SAH will submit registration certificate copies of nurses, doctors, and specialists before they start services at company facilities
- SAH will handle all legal compliance with respect to wellness center
 - Form Submission
 - BMW Authorization
- Maintain & submit all reports pertaining to procurement of supplies
- Monthly compliance report on all applicable laws will be shared with company



Monthly audits

Will be done by SAH on

- Health reports
- maintenance of day-to-day activities

Table 1.2 Inventory list

Description	Qty. per corporate room(varies)
Stretcher foldable MS powder coated - canvas material	2
Folding wheelchair - imported MS power coated - canvas material	1
Analogue weighing scale-125 kg capacity	1
Height scale 7' (Wall mounted)	1
Medicine trolley-stainless steel 20"x30"x30" (dressing trolley)	1
Footsteps (iron) MS powder coated	2
Medicine cupboard wooden 4.5'x 3'x1.5'	1
Consultation table 3'x2' MS powder coated	1
Chairs - executive chairs	3
Nebulizer	1
Steam inhaler	2
Ambulatory bag-silicon adult	1
Sterilizer	1
B.P. apparatus (Manual)	2
Stethoscope Pulse Wave	1
Thermometer digital i-care / IR thermometer	1
Pulse oximeter	1
Torch	1
Medicine tray - SS tray medium and large	2
Glucometer	1
Sterilize dressing bin - ss tray medium and large	1 each
Dressing trays - ss tray medium and large	1 each
Steel Wash basin	1
stainless steel bucket	1
Mackintosh sheets	2
Dust bins (blue-01, red-01, yellow-01)	1 each
Kidney trays-stainless steel - ss tray 10"	2
Oxycare –disposable	2
Oxygen cylinder with regulator and flowmeter set knob release type	1

Steel small bowls - stainless steel	2
Tongue depressor –steel	1
Needle holder - ss 6"	1
Scissors - ss 6"	2
Knee hammer	1
Hot water bags – medium	1
Otoscope	1
Artery forceps	1
Suture removers	1
Examination cot with mattress - MS power coated 72"x22"	1
Bunker cots (double decker)	
Medicine containers – medium	5
Ice bag	1
Cervical collar belt	2
Forceps	2
Ounce glass – small	1
Mattress for bunker cot (double decker) -	
Fridge with voltage stabilizer – Single door	1
Philips heart start Frx aed. Smart biphasic waveform technology; simple to use. 2 nos. Preconnected smart pads and 2 spare pads (each pads expiry date will be different date)	1
Light weight. Voice guidance for CPR therapy. Supplied with 1 nos. Lithium manganese dioxide battery, 1 no. Carry case, 1 nos. Wall mount	1
Calculator	1
Punching machine	1
Stapler	1
Wall clock	1
Foot stools - size 18" x 10" (specially made for expected mothers, with two aluminum strips)	5

Medical emergency satchel bag /kit - the same should include, 1. First aid box with 9 standard items, 2. Nebulizer, 3. Portable o2 cylinder/canister, 4. Ambulatory bag, 5. Stethoscope, 6. Ice bag, 7. Surgical gloves, 8. Face mask	1
Keep silence signage (6 * 16 inches, Steel signage with matt finish, Font: Ariel, black)	1
Gloves per box 100 gloves - 6.5 size	1
Disposable mask 100nos per box	2
Breath alcohol analyzer 6020 make with data cable, mouth pieces 25nos & software cd, manual etc.	1
Oxygen Cylinder pressure gauge	1
Bed sheets – White	
Pillow covers – White	
Blankets – Brown	
Disposable spread sheet	
Mannequin	1
Evacuation chair	1
Needle cutter with puncture proof, leak proof, tamper proof white translucent container	1

Table 1.3 Medicines list

Avil	Combiflam	Dettol	Peri norm
Voveran	Crocin advance	Eno	Cipladine
Bicosule tablet	Ciplox eye drop	Iodex	Diclowin plus
Aciloc	Cotton	Meftal spas	Soframycin
Betadine	Disprin	Micropore	Saridon
Tobramycin	Digene	Otrivin	IV fluid
ORS	Paracetamol	Sinarest	Strepsil
Soliwax	Volini gel	Volini spray	Atropine
Dexamethasone	Dextrose	Epinephrine	Hydrocortisone
Vasopressin	Sor bitrate		

CHAPTER 3: REVIEW OF LITERATURE

Onsite medical room for corporate wellbeing

On-site medical facilities are a great method to safeguard employees' health and safety. This is done through a holistic approach to health benefits that strikes a solid balance between education and on-demand medical services like Every day of the week, including holidays, doctors are on call to handle any medical emergencies. Webinars spread knowledge about problems with physical and mental health. Virtual exercise sessions can help employees' overall wellness. Care management services are available to employees with chronic conditions. There's access to psychological counselling. Doctor consultations are offered every day of the week, twenty-four hours a day. An MBBS-qualified doctor is available to employees seven days a week, 24 hours a day, for consultation. After the meetings, it is also possible to arrange follow-up conversations. A fantastic approach to increase awareness is through webinars. Many organizations relied on the webinars of healthcare specialists during these tough times to help their workforce deal with concerns like stress, tiredness, nutrition, and other issues. Several businesses have employed virtual exercise sessions to boost employee engagement and encourage a healthy lifestyle. Zumba, yoga, and intense workouts are popular virtual exercise activities among employees across all industries. Care management systems are extremely beneficial to employees with chronic illnesses, particularly in the current climate, where people with chronic illnesses are struggling to recover from COVID-19. Employees can also receive expert counselling from clinical psychologists who are trained in cognitive behaviour therapy and who are competent and knowledgeable in their field. For companies looking to reduce healthcare expenses, improve employee productivity and health, or accomplish all of the aforementioned goals, an on-site medical room may be the best choice.

References

Published Online-Onsite Medical Room for Corporate Wellbeing [Internet]. Ekinicare.com. 2022 [cited 31 May 2022]. Available from: <https://www.ekincare.com/blog/on-site-medical-rooms-comprehensive-solution-against-covid-19>

Protecting workers health- WHO, 30th November 2017

In many nations, more than half of the workforce is employed in the unorganized sector, which offers nothing in the way of social security and does not have to comply with occupational health and safety regulations. Most large companies in the formal sector have access to occupational health services, which give employers advice on enhancing working conditions and monitoring employees' health, but more than 85% of workers globally are uninsured in small businesses, the informal sector, agriculture, and migrant workers. A sizable fraction of the burden of chronic illness is caused by certain occupational risks, including injuries, noise, carcinogenic agents, airborne particles, and ergonomic hazards: Back pain accounts for 37% of cases, hearing loss accounts for 13%, chronic obstructive pulmonary disease accounts for 11%, asthma accounts for 11%, and allergies account for 8%. Trauma is the underlying cause of 9 percent of lung cancer, 2% of leukemia, and 8% of depression. Noncommunicable diseases claim the lives of 12.2 million people each year, the vast majority of whom are still in their working years and live in developing countries. Workplace health issues frequently cost the economy 4% to 6% of GDP in most countries. The cost of necessary medical care to prevent occupational and work-related diseases ranges from US\$18 to US\$60 per employee. A rough 70% of workers lack insurance, making them vulnerable to workplace illnesses and accidents. According to research, workplace wellness initiatives can reduce sick leave absenteeism by 27% and corporate health care costs by 26%.

References

Published Online- Protecting workers' health [Internet]. Who.int. 2022 [cited 31 May 2022]. Available from: <https://www.who.int/news-room/fact-sheets/detail/protecting-workers'-health>

Make the necessary first-aid preparations in the medical room for your company. You should evaluate your workplace conditions, employee conditions, and any potential health and safety risks to help you decide what measures you need to implement. Some small, low-risk companies only need a first-aid kit and a named someone to handle first-aid procedures like calling 911 and filling the first-aid kit. No specific first-aid education is necessary for the chosen person. A trained first aider is more likely to be needed if your workplace involves activities that raise more serious health and safety issues, such as the use of machinery or hazardous materials. The first-aid plans must be communicated to every member of your workforce. To decide whether first aid supply is necessary, you should consider the first-aid requirements specific to the circumstances of your firm. The following should be considered: The work environment, the employees, and any potential risks or hazards. You may find more details about conducting a first aid needs assessment here, along with several sample case studies and an online assessment tool to help you choose what first-aid preparations to make. The outcomes of your first aid needs assessment and the present workplace conditions will guide your preparations. The results of the needs analysis should show the condition of the first aid supplies, facilities, and staff now.

References

Published Online- [Internet]. 2022 [cited 31 May 2022]. Available from:
<https://www.hse.gov.uk/firstaid/what-employers-need-to-do.html>

CHAPTER 4: METHODOLOGY

The study was conducted to assess the level of awareness regarding corporate medical room services among employees at workplace using the following methodology.

Research design

The study design used is observational descriptive cross-sectional study

Study setting

Research setting is physical in nature as it is done at corporate organizations situated at various locations like Shamir pet (Hyderabad), Sanga Reddy (Hyderabad), Marathahalli (Bengaluru), Noida, Faridabad.

Duration of the Study

The study was done from March 21st till June 17th, 2022 (90 days). The time to plan and how to coordinate and process took initial 17 days which is from March 30th to April 15th. The questionnaire preparation and getting it approved by my organization took a week which was from April 19th to April 25th. Questionnaire distribution process started from first week of May, so I contacted concerned authority in all these organizations and took their prior permission and distributed the google forms. The data collection started from May 15th which took almost a week to coordinate with everyone and get the response. Based on all the responses I started writing dissertation from May 25th which took me around 20 days to complete.

Study population

126 Employers response was collected among which 24 was from IFF Hyderabad, 25 from Talbrosh Faridabad, 27 from Amadeus Bangalore, 25 from Honda Noida, 25 from GVK Hyderabad.

Research procedures/ approaches

Operational definition-

Medical corporate room- A medical room/wellness room is a place that provides round the clock healthcare access to employees/residents and helps to tackle emergencies.

Workplace- A workplace is a place where people work for their company or for themselves. This could be anything from a home office to a large office building or factory.

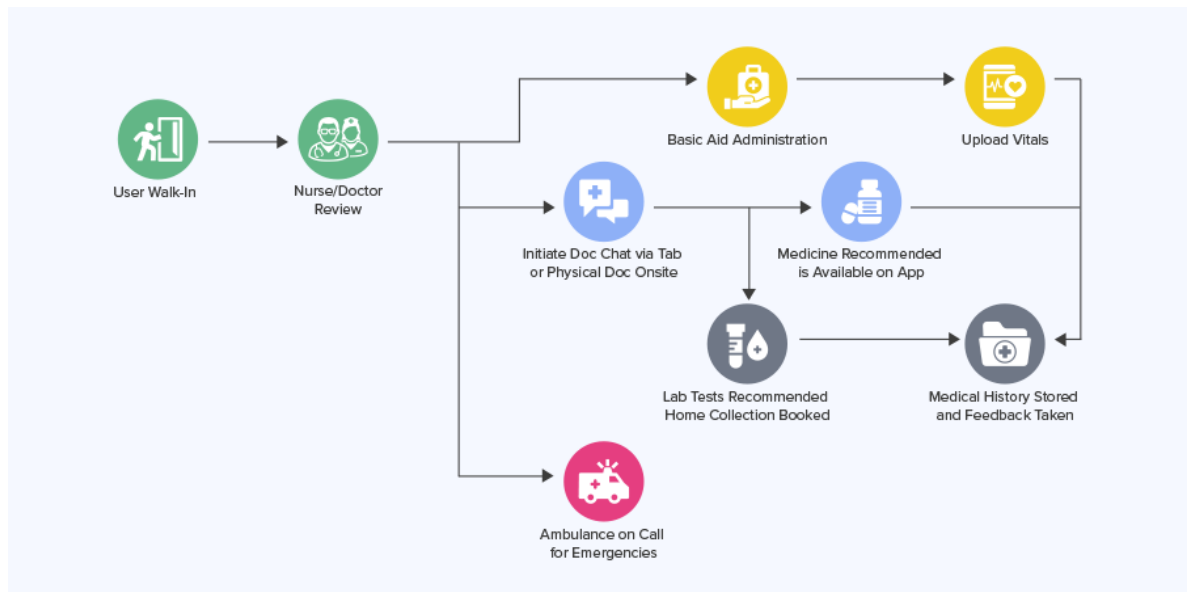


Figure 3.1 – Process flow of medical room

Sample Size Calculation

Population Size – 9% of the total population of India.

Margin of error (Confidence interval) – +/- 5%.

Confidence level –95%

Standard deviation – .5.

The z -score for 95% confidence level is 1.96.

Using the z-score, standard deviation, and confidence interval, we get our desired sample size:

$$n = \frac{z^2 p (1 - p)}{d^2}$$

$$n = \frac{(1.96)^2 \times 0.09 (1 - 0.09)}{(0.05)^2}$$

$$n = \frac{3.8416 \times 0.09 \times 0.91}{0.0025}$$

$$n = \frac{0.3146}{0.0025}$$

$$n = 126$$

The sample size of at least 126 is required/ needed to have a confidence level of 95% that the real value is within +/-5% of the measured/ surveyed value.

Ethical considerations

This study was approved by Seva at Home. The importance of the study was explained to the participants as written manner in the questionnaire. Informed consent has been taken prior the study from each participant. Confidentiality was maintained throughout the study.

CHAPTER 5: RESULTS

Socio-Demographic status of the participants-

The participants socio-demographic status like age, education, location, category of staff has been analyzed and results were presented in the form of pie diagram-

Age in years

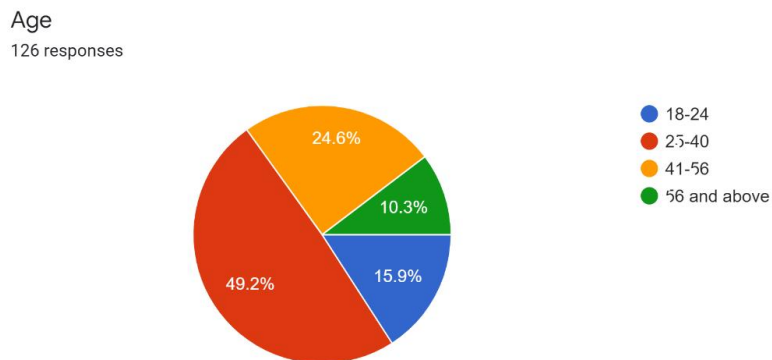


Figure 4.1- Age distribution of respondents

The above graph depicts majority of the respondent 49 % belongs to the age group 25-40yrs. 25 % belongs to the age group 41-56 years and 16 % people belong to the age group 18-24 years. We have received 10 % responses from age group 56 and above.

Gender

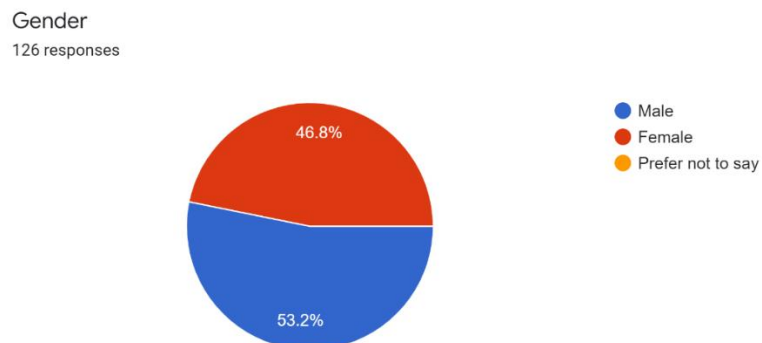


Figure 4.2 – Gender distribution of participants

Among 126 participants, 67 were male and 59 were female

Location

Location of workplace
126 responses

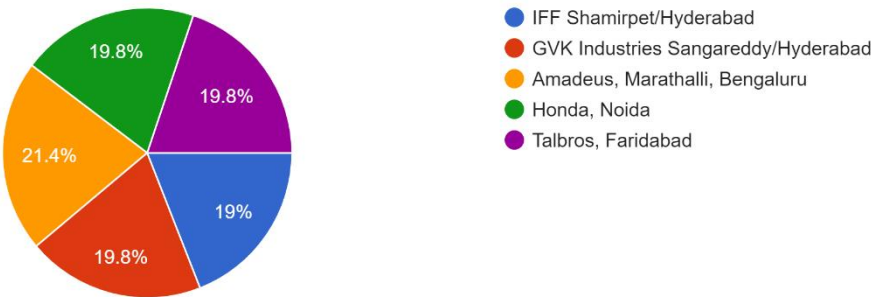


Figure 4.3 – Location of participants

24 employees from IFF Shamir pet Hyderabad, 25 from Talbrosh Faridabad, 27 from Amadeus Bengaluru, 25 from Honda Noida, 25 from GVK Sanga Reddy Hyderabad.

Education

Education
126 responses

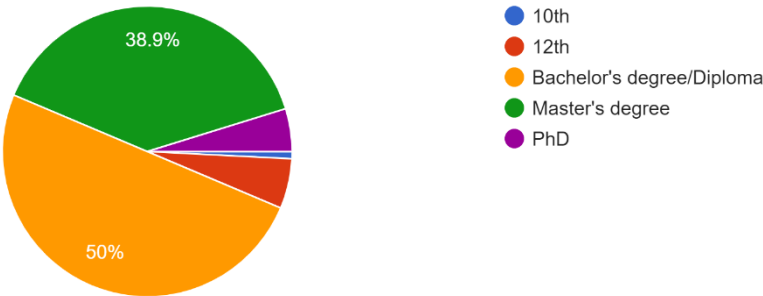


Figure 4.4 – Educational qualification of participants

Majority of the participants were having diploma or bachelor's degree which constitutes almost 50% of the total participation. 39% have master's degree. 5% are PhD degree holders. 6 % are 12th pass and only one was 10th pass.

Distribution of participants according to their awareness regarding functional status of medical rooms

Q1.Are you aware of medical rooms that are functioning in your organization?

126 responses

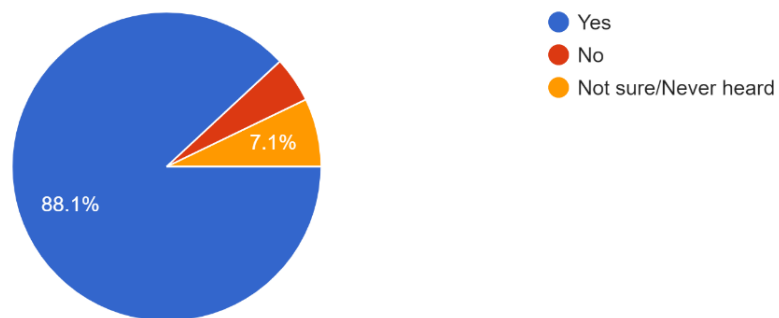


Figure 4.5 – Awareness of medical rooms among employees

Interpretation

Among 126 responses that have been received 111 people said 'yes', 6 people said 'no' and 9 participants were not aware of medical rooms. 88 % knows and are aware of about the concept of medical room in organizations

Everyone should be aware of the medical room as part of their employee rights. They should be informed about the location, services, and benefits available to employees. Apart from that, employees should be made aware of occupational dangers, work stress, and how regular health tracking can help them avoid illness in the future.

Distribution of participants as per their number of visits in medical room

Q 2.How many times have you visited medical rooms in last 1 year?

126 responses

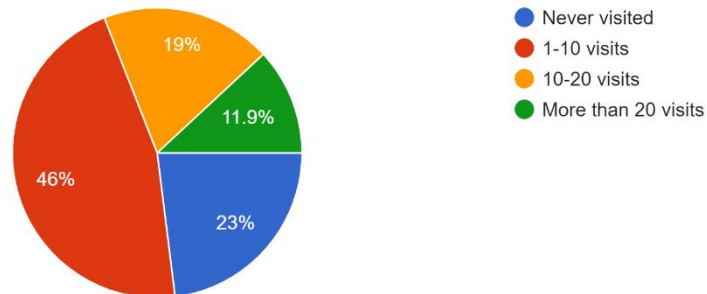


Figure 4.6 – No. of visits in medical room

Interpretation

As we can make from the graph that maximum percentage of employees which means 58 employees have visited medical rooms 1-10 times within a year. 24 people has visited medical rooms 10-20 times in a year. 15 participants have visited more than 20 times in a year this medical rooms. 29 participants have never visited these medical rooms in last one year.

It indicates unequivocally that employers require medical attention at work. It could be for first-aid assistance, advice, health tests, or general well-being. When a medical room is set up, personnel make use of the facilities not only for curative but also preventive purposes. In recent years, incorporation of health talks, webinars, and other events has changed workplace health care scenarios.

Distribution of participants as per their reasons of visit in medical rooms

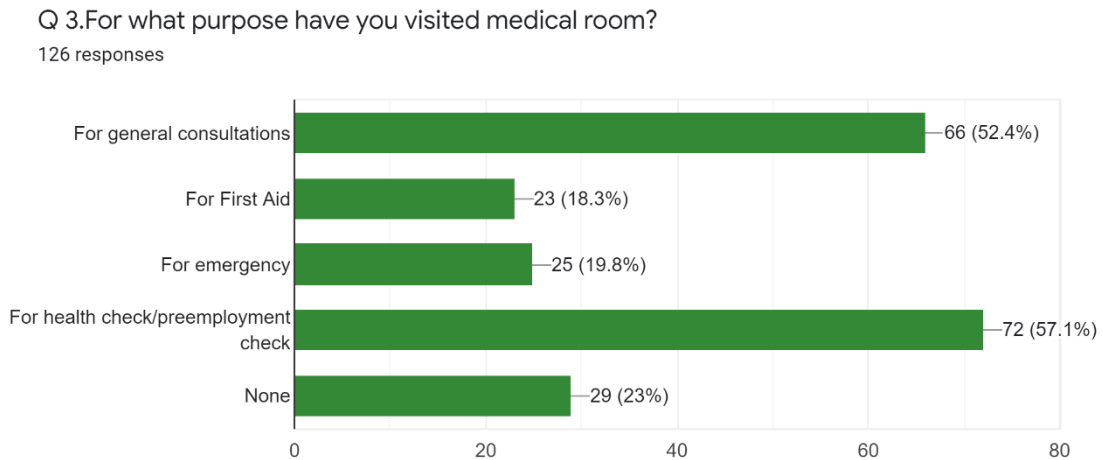


Figure 4.7 – Purpose of visiting medical rooms

Interpretation

The graph shows there's ample utilization of medical rooms for all sorts of medical services. Most of the visits are for preemployment check or for health check that constitutes almost 72 number of participants. Employers do visit for general medical attention or consultation that includes 66 of participants followed by need for emergencies that includes 25 employees and for first aid that includes 23 employees. 29 of employees have not visited medical room even once in a year. The graph shows that all the services were availed by employer multiple times in a year. So, setting up a medical room within corporate premises is beneficial for both employer and employee with multiple number of advantages involved.

Distribution of participants as per their satisfaction level in corporate medical rooms

Q 4. Are you satisfied with the care and services provided in medical room?

126 responses

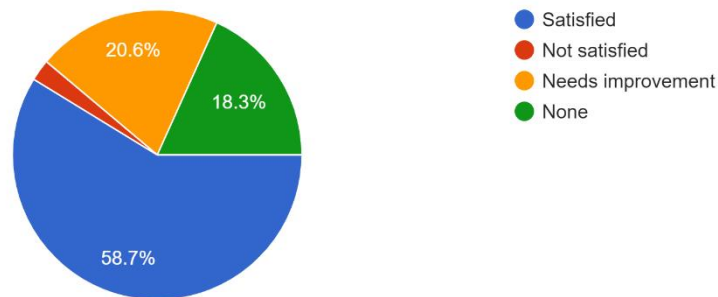


Figure 4.8 – Satisfaction level for services provided at medical room

Interpretation

Maximum number of employees that constitutes 74 number of employees among 126 were satisfied with services provided by the medical team. Less percentage of employees around 23 in number were not satisfied and few employees around 26 think that there is scope of improvement in such rooms to make it more efficient. When employees are more satisfied, they are more productive at work and have less absenteeism. Employees spend most of their time at work. Employee mental health benefits from having a satisfying job. Employees can become psychologically preoccupied while dealing with ups and downs. It can be beneficial to take a break in the medical room. A healthy workplace starts with a healthy workforce. Overall, it improves employer-employee relationships.

Distribution of participants according to impact of medical rooms in their dietary or lifestyle habits

Q 5. Does this medical rooms made any dietary or lifestyle changes in you?
126 responses

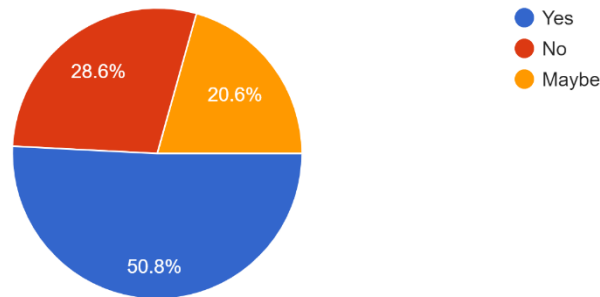


Figure 4.9 – Responses of any dietary/lifestyle changes

Interpretation

64 employees noticed changes in their dietary or lifestyle habits after visiting medical room and interacting with medical team which contains almost more than majority of employees. 36 employees stated that no such influence was made in their lifestyle and 26 employees were not sure whether medical room has made any positive changes in them. Periodic health checkups done in this medical room within corporate premises makes an individual to do periodic monitoring of his health vitals. Recently more emphasis is done on wellness activities like Yoga, meditation. Employees now know mental health is as important as physical health. Maintaining work life balance is one of the top priorities of an employee.

Distribution of participants depending on happiness or satisfaction level at workplace

Q 6. Are you mentally happy/satisfied at your workplace?

126 responses

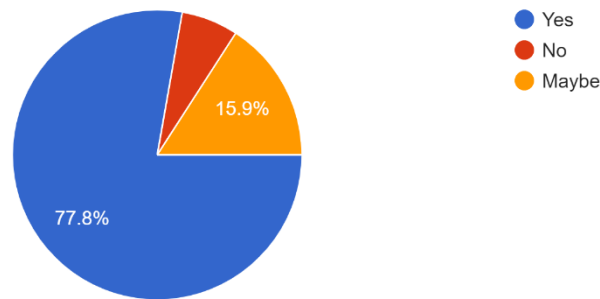


Figure 4.10 – Satisfaction level at workplace

Interpretation

98 out of 126 employees are mentally happy and satisfied at their organization. 20 employees are not sure whether they are feeling satisfied at their workplace whereas 8 employees don't feel happy at their workplace. Many employees are pleased with their work environment. Employers will feel comfortable and secure at work because of employer engagement initiative. The organization's trust and loyalty are increasing. Spending a few minutes in the medical room to rest and relax might sometimes help you feel more energized. This is critical to boost their productivity at work. Medical rooms can help workaholics increase their output by allowing them to take much-needed breaks throughout the day.

Distribution of participants depending upon motivational factor related to employer engagement activity such as medical room

Q 7. Does this employer engagement activity is motivating you?
126 responses

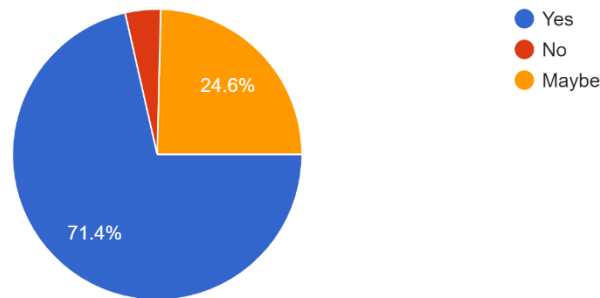


Figure 4.11 – Responses whether employee engagement activity is motivating or not

Interpretation

90 out of 126 employees find this health initiative valuable. 31 employees are not sure about this employer engagement activity valuable or not. Very less like 5 employees don't consider this activity valuable. The main motto behind this medical room is to make sure the employee knows that their organization cares about them. Employee engagement is critical for retaining valuable employees and is a critical piece of the employee satisfaction puzzle because disengaged employees are more likely to leave their jobs. Employees who are personally invested in their jobs are more likely to be motivated and loyal to their employers.

Distribution of participants according to effectiveness of health checks in medical rooms

Q 8. Do you find health checks conducted by your organization valuable?
126 responses

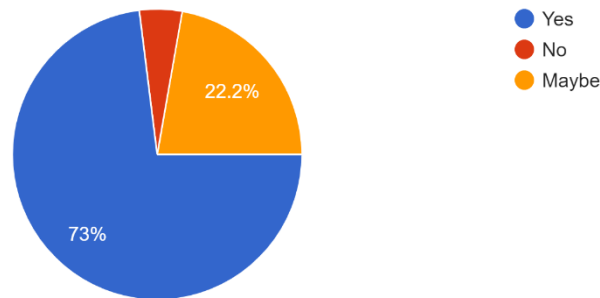


Figure 4.12 – Responses whether health checks are effective or not

Interpretation

Majority of employees almost 92 of them understand the significance of health checkups done by their organization. 28 of them are not sure whether such activities are beneficial for them or not and 6 of them don't find any impact of health checkups getting done at their workplace. The employee health checkup aids in the detection of health issues before they become serious and have a negative impact on the employee's performance. As a result, a tailored employee health checkup can be an important first step for both the employer and the employees. Employees are not all physically fit. Because they aren't experiencing any symptoms, some people may avoid seeing a doctor or having their blood sugar or blood pressure checked. This mandatory health checkup not only saves time and money for the company and its employees, but it also detects minor health issues before they become serious. Following a workplace health checkup, employees are encouraged to reconsider their daily choices. It encourages a healthy lifestyle that includes a well-balanced diet, daily exercise, and a variety of

activities. If an employee has bad habits, such as smoking or drinking, he or she can be persuaded to quit.

Distribution of participants according to the effectiveness these wellness programs, webinars and health talks are bringing through medical rooms

Q 9. Do you find wellness programs/ webinars/ health talks conducted by organization beneficial?
126 responses

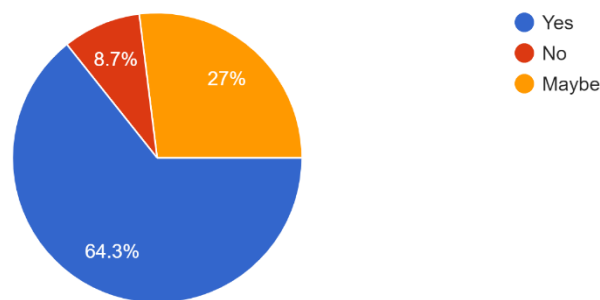


Figure 4.13 – Responses whether wellness programs/webinars/health talks are beneficial or not

Interpretation

81 employees agree that wellness sessions/webinars or health talks conducted at these medical rooms are beneficial for them. 34 of them are confused whether these fitness activities are making any changes in their life whereas 11 of them don't agree that such activities are providing them any benefits. Employees do find wellness activities, webinars, and health talks beneficial for their overall wellbeing. A healthy workforce can always provide better results, so investing in them will pay off in the long run. Many businesses invest time and resources into creating customized employee wellness programs that encourage their employees to live a healthy lifestyle. Weight loss competitions, exercise, stress management or resiliency education, smoking cessation programs, and wellness assessments are all common activities in wellness programs

designed to help individuals or employees eat better, lose weight, and improve their physical health.

CHAPTER 6: DISCUSSION

Medical corporate room have vast opportunity for growth and development. The only issue is awareness and trust factor. The productivity of a firm is totally dependent on the health and performance of its employees. As a result, it is critical for the company to prioritize employee health and wellness. While companies like Ziqitza and Indus Health Plus are making corporate organizations more aware the need of medical rooms for employees stating the future benefits, its a boon for both organization and its employees.

What made Corporate medical room so important?

Working professionals in the corporate sector are becoming more susceptible to lifestyle disorders such as heart disease, hypertension, obesity, and diabetes.

The causes of these life-threatening illnesses include:

- Sleep Deprivation
- Personal And Workplace Stress
- Long Hours of Work
- Choosing a Sedentary Lifestyle
- Physical Idleness
- Inappropriate Eating Habits, etc.

This reduces employee excitement and leads to non-productivity, which has a negative influence on the company's productivity.

Every organization must maintain and promote employee health for employees to have a feeling of belonging and satisfaction. The simplest approach to do so is to incorporate preventive healthcare into the business culture, which consists of actions taken to prevent

rather than treat diseases. Even if a person appears to be in good health, routine check-ups are recommended because lifestyle disorders are often asymptomatic.

Benefits for employees-

- Cost-effective healthcare
- Employee recruitment and retention
- Productivity improvement
- Absenteeism has decreased.
- Workplace injuries are decreasing.

As the result shows among 120 participants, 111 said they were aware about the concept of medical rooms and 9 said they were not aware or sure about such kind of rooms and service. Medical rooms give employees direct access to healthcare services at ease of their workplace. Individuals can use these services to better understand and discuss their health and any concerns they may be having. A referral for more specialized care can be made if necessary. The emphasis in the medical room is on preventative measures⁽²⁾. Majority of employees have agreed that medical room services has made necessary dietary and lifestyle modifications in them. These are very broad changes that affect many facets of health, like breastfeeding, quitting smoking, remaining active, and eating a good diet. Screening methods are recommended by the medical team to detect early alterations that may be suggestive of various diseases. This may involve blood pressure checks, blood tests, mammograms, Pap smears, and colon cancer screening, among other things.

Employees find webinars/ health talks/wellness programs beneficial for themselves.

Medical rooms allow employees to learn about healthy lifestyles and day-to-day healthcare measures. In today's business world, businesses of all sizes, from tiny businesses to giant multinational corporations, face several challenges. The most important resource, regardless of where revenue comes from, is the workers. The health and happiness of your employees are critical to your company's profitability and job satisfaction. Having a health-conscious workforce and physically fit representation leads to fewer sick days, reduced stress, and a more creative, useful, and profitable firm.

Different aspects of health are discussed, such as general health, emotional health, occupational health, and diet and nutrition. It covers issues such as:

- Stress /Anxiety
- Sleeping Problems
- Depression
- Internet/Computer Games
- Participation in Extracurricular Activities
- Cold, Flu, Sore Throat
- Relationship

CHAPTER 7: CONCLUSION



Figure 6.1 – Corporate Medical Room

The concept of medical room set up in corporate is still at booming stage in India. Covid-19 has taught how much having a healthy and immune life is important. Medical Emergencies are one of the parts of our lives that must be addressed at all levels – personal and professional – and because most of us spend most of our time at work, corporate firms must ensure that each of their employees receives quick medical emergency care. Employers have realized the importance of employee wellbeing in recent years. Many of them have responded by providing their employees with free medical care, life insurance, and various wellness initiatives. None of these, however, are sufficient to deal with medical emergencies in the workplace.

While our studies have shown that there is good amount of awareness of corporate medical rooms and employees have been utilizing them time and again especially for services like general consultations, pre-employment health checkups. More than half of the study population is satisfied with the services provided though few also wants some improvement to be incorporated to improve services of medical room. Employees have noticed the impact of these medical rooms. While majority of employees find this employee engagement activity beneficial while other noticed changes in their dietary habits. These all

activities are making employees aware that physical and mental health is important to to generate better productivity at work.

Recommendation

Medical rooms are a successful initiative taken by corporate to ensure overall wellbeing of their employees. More and more companies and organizations should start this initiative as it will be beneficial in long run for both employees and employer.

Corporates should start more interactive sessions on benefits of medical rooms and how to avail their services for employees.

More emphasis should be given to preventive care rather than curative one.

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ANNEXURES

Questionnaire

6/20/22, 12:21 PM

Employee awareness survey

Employee awareness survey

Survey for awareness and utilization of corporate medical room services among employees at workplace

**Required*

1. Name *

2. Age *

Mark only one oval.

- ☐ 18-24
☐ 25-40
☐ 41-56
☐ 56 and above

3. Gender *

Mark only one oval.

- ☐ Male
☐ Female
☐ Prefer not to say

4. Location of workplace *

Mark only one oval.

- ☐ IFF Shamirpet/Hyderabad
☐ GVK Industries Sangareddy/Hyderabad
☐ Amadeus, Marathalli, Bengaluru
☐ Honda, Noida
☐ Talbros, Faridabad

5. Education *

Mark only one oval.

- ☐ 10th
- ☐ 12th
- ☐ Bachelor's degree/Diploma
- ☐ Master's degree
- ☐ PhD
- ☐ Other: _____

6. Q1.Are you aware of medical rooms that are functioning in your organization? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Not sure/Never heard

7. Q 2.How many times have you visited medical rooms in last 1 year? *

Mark only one oval.

- ☐ Never visited
- ☐ 1-10 visits
- ☐ 10-20 visits
- ☐ More than 20 visits

8. Q 3.For what purpose have you visited medical room? *

Tick all that apply.

- ☐ For general consultations
- ☐ For First Aid
- ☐ For emergency
- ☐ For health check/preemployment check
- ☐ None

9. Q 4. Are you satisfied with the care and services provided in medical room? *

Mark only one oval.

- ☐ Satisfied
☐ Not satisfied
☐ Needs improvement
☐ None

10. Q 5. Does this medical rooms made any dietary or lifestyle changes in you? *

Mark only one oval.

- ☐ Yes
☐ No
☐ Maybe

11. Q 6. Are you mentally happy/satisfied at your workplace? *

Mark only one oval.

- ☐ Yes
☐ No
☐ Maybe

12. Q 7. Does this employer engagement activity is motivating you? *

Mark only one oval.

- ☐ Yes
☐ No
☐ Maybe

13. Q 8. Do you find health checks conducted by your organization valuable? *

Mark only one oval.

- ☐ Yes
☐ No
☐ Maybe

14. Q 9. Do you find wellness programs/ webinars/ health talks conducted by organization beneficial? *

Mark only one oval.

- ☐ Yes
☐ No
☐ Maybe

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