

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

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INTRODUCTION

A medical room/wellness room is a place that provides round the clock healthcare access to employees and helps to tackle emergencies. The purpose of setting a medical room is to-

1. Provide health-care services to company personnel on-site.
2. Give best possible medical help to employees in the workplace in the event of emergencies, urgencies, minor injuries, or health-related difficulties.
3. Conduct pre-employment background checks.
4. Reduce absenteeism of employees
5. Boost employee productivity, awareness, self-management, and overall well-being.
6. Control the overall organization cost related to health care situation
7. Improve the relationship between the employee and the employer
8. Raise staff understanding of health-care issues.
9. Identifying possible disease-causing environmental factors if any exist.



Employees spend most of their time at workplace. Having a satisfactory job is good for employee mental health.

While dealing with ups and downs, employees can be mentally distracted.

Taking a break in medical room can be helpful. Also providing health care support round the clock in the medical room will improve productivity.

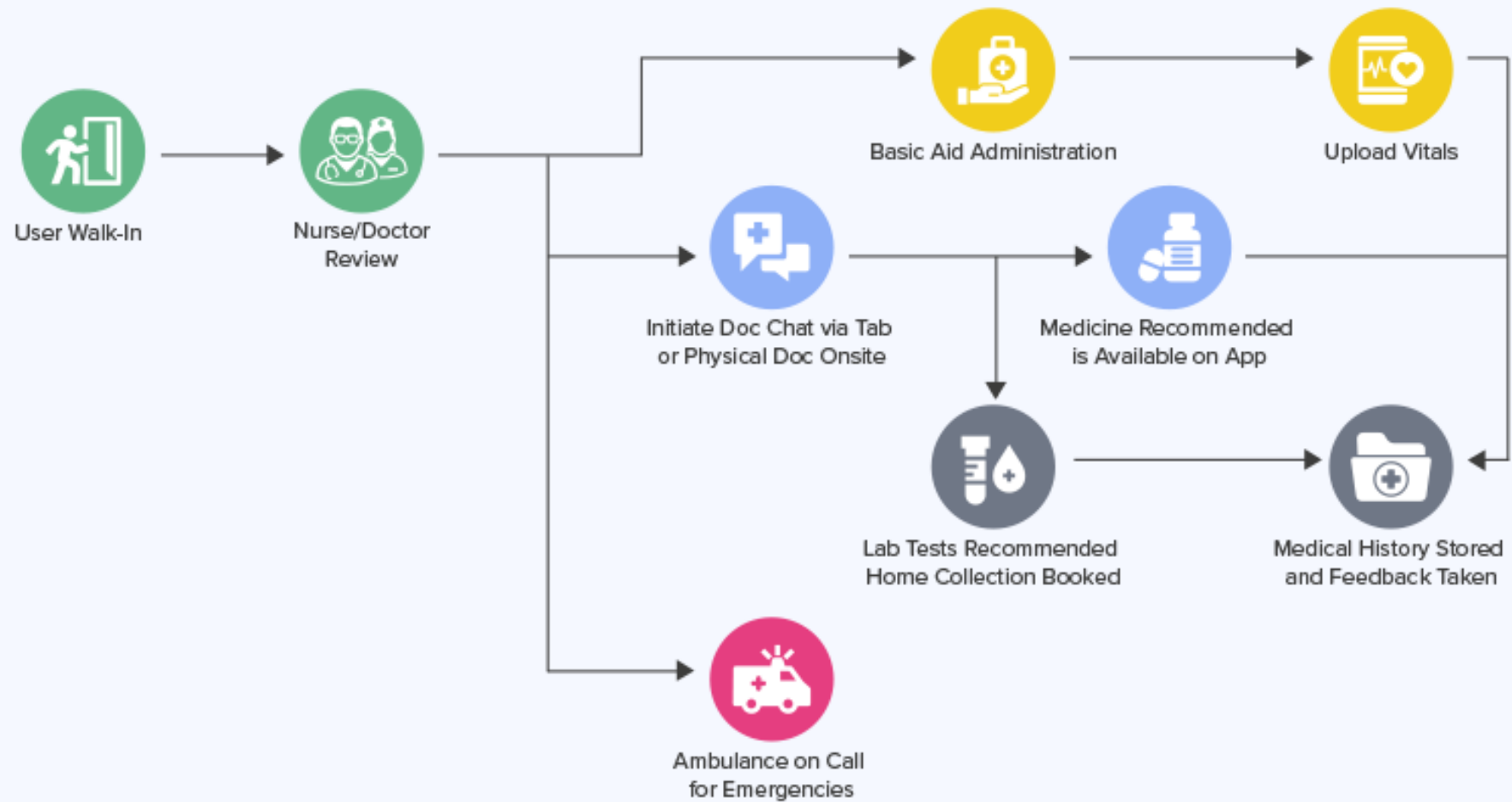
These rooms are specifically designed to offer preventive health care and treatments for employees in their workplace. Thus, the number of working days for employees will also increase at work.

SIGNIFICANCE OF A CORPORATE MEDICAL ROOM

- Employee benefits from a corporate medical room arrangement
- Monetary stability
- Organizational health-care costs are lower
- Increase employee's output
- Increasing the effectiveness of preventative care
- Trust can be built in health-care facilities



PROCESS FLOW



SCOPE OF SERVICES

Health Care Services	▪ Nursing Services ▪ Doctor Services ▪ Medicine supply ▪ Ambulance Services ▪ Health Concierge services ▪ Equipment supply ▪ Other inventory supply (consumables)
Health Care Awareness Services	▪ Basic Life Support training ▪ First aid & emergencies management ▪ Infection control management ▪ Health talks & Seminars, medical camps
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
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

LITERATURE REVIEW

TITLE	AUTHOR/S	YEAR	FEATURES
Onsite medical room for corporate wellbeing	Prachi Bhardwaj	2020	1. Though on-site medical rooms are an excellent way to protect employees' health and safety, a holistic health benefits approach, which includes a good balance of awareness and on-demand health services such as: 2. Doctors are available 24 hours a day, 7 days a week to deal with any medical emergency. 3. Webinars raise awareness of physical and mental health issues, Psychological counselling is also available 4. Employees' general health can be improved through virtual workout sessions. 5. Employees with chronic illnesses have access to care management programs.
Protecting workers health	WHO	2017	1. In many countries, more than half of workers work in the informal sector, which provides little social security and lacks regulatory enforcement of occupational health and safety requirements. 2. Certain occupational hazards, such as injuries, noise, carcinogenic agents, airborne particles, and ergonomic hazards, make for a significant portion of the chronic illness burden: Back pain accounts for 37% of all cases, hearing loss for 16%, chronic obstructive pulmonary disease for 13%, asthma for 11%, and allergies for 8%. 9 percent of lung cancer, 2% of leukemia, and 8% of depression are caused by trauma.

TITLE	AUTHOR/S	YEAR	FEATURES
			1. Approximately 70% of workers are uninsured, leaving them vulnerable to occupational diseases and injuries. 2. Workplace wellness initiatives have been shown to cut sick leave absenteeism by 27% and health-care expenses for businesses by 26%, according to research.
Are you an employer- Health and safety executive journal	Health and safety executive journal	2021	1. To assist you decide what procedures you need to put in place, you should assess the circumstances of your workplace, employees, and any potential health and safety issues. 2. Some small, low-risk organizations merely require a first-aid box and a designated person to oversee first-aid arrangements such as phoning 911 and stocking the first-aid box. 3. If your workplace poses greater health and safety concerns, such as using machinery or dangerous materials, a trained first aider is more likely to be required. You must inform all your staff on the first-aid arrangements. 4. You should examine the first-aid needs suited to your business's conditions to determine what provision for first aid is required. This should consider the following: 5. The workplace, the personnel, and the potential hazards and risks

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?

OBJECTIVES OF THE STUDY

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



METHODOLOGY

STUDY DESIGN

The study design used is a descriptive based cross-sectional study

STUDY POPULATION

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

STUDY DURATION

The study was done from March 21st till June 17th, 2022 (90 days).

SAMPLE SIZE

126 participants

DATA COLLECTION TOOLS

The data collection was done through an online questionnaire collected by google forms. The form was circulated to 126 employees of various corporates located in Hyderabad, Bengaluru, Noida, Faridabad, Shamirpet

RESULTS

Age
126 responses

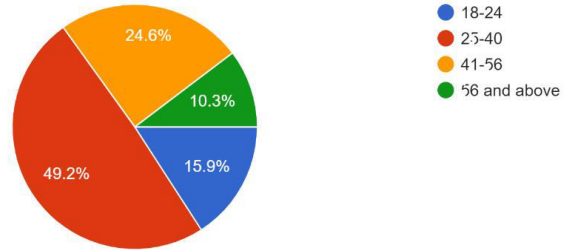


Figure – Age distribution

Location of workplace
126 responses

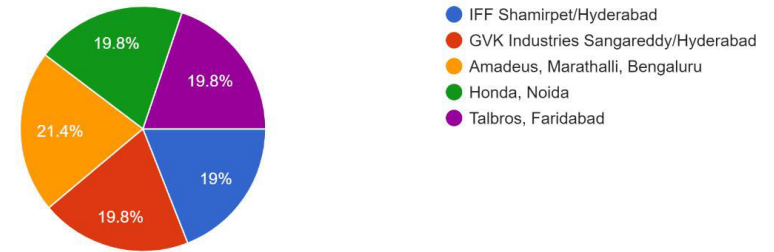


Figure – Location of workplace

Gender
126 responses

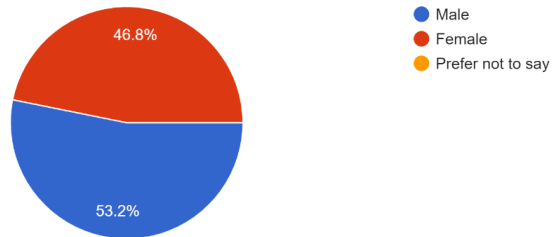


Figure – Gender distribution

Education
126 responses

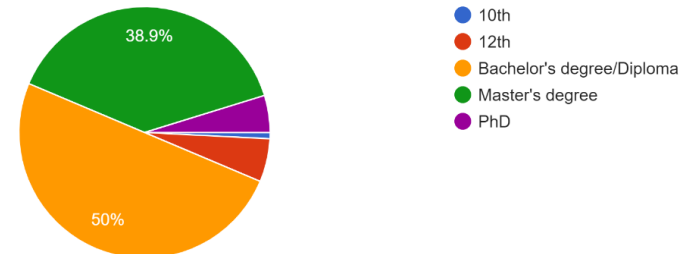


Figure – Qualification status

CONTD.

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

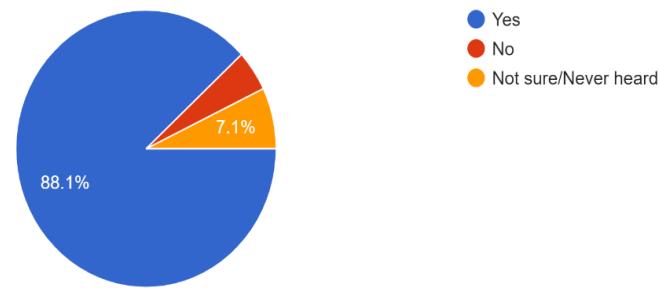


Figure – Awareness level

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

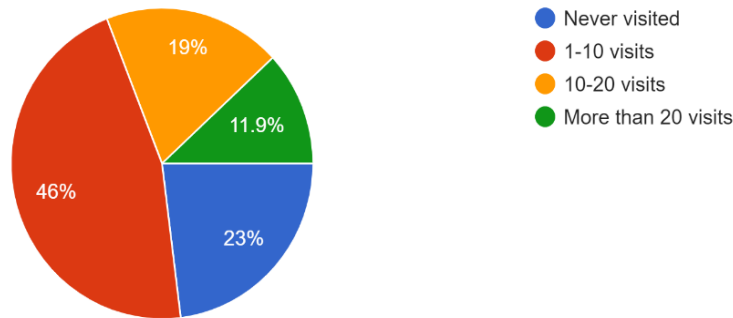


Figure – Footfall in Medical Rooms

Q 3.For what purpose have you visited medical room?
126 responses

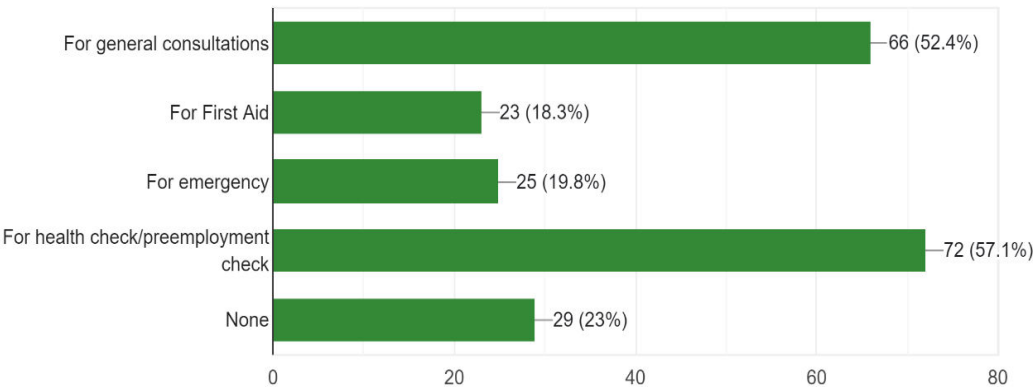


Figure – Purpose of visiting

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

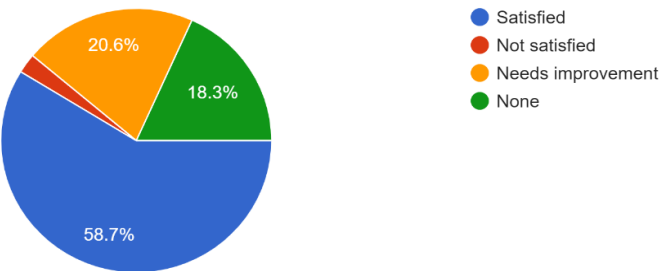


Figure – Satisfaction level

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

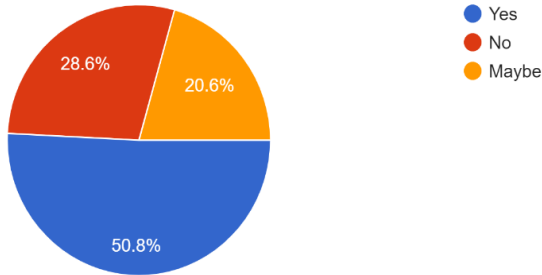


Figure – Effect of MRs on employees’ lifestyle

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

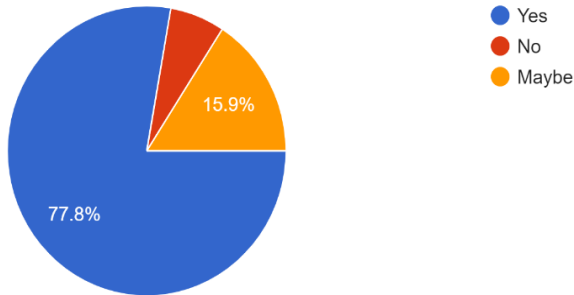


Figure – Satisfaction level of employees’ at their workplace

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

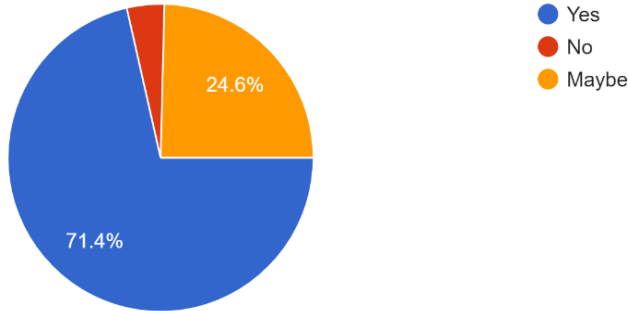


Figure – Effectiveness of employees’ engagement activites

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

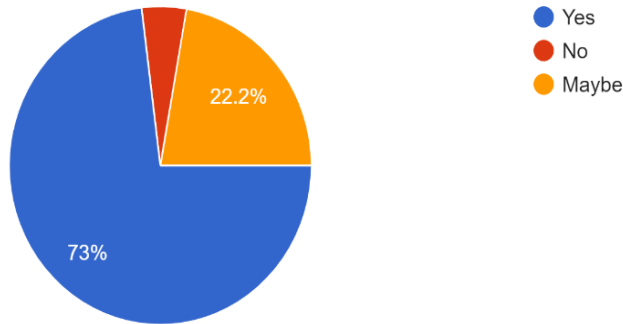


Figure – Effectiveness of health checkups organized

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

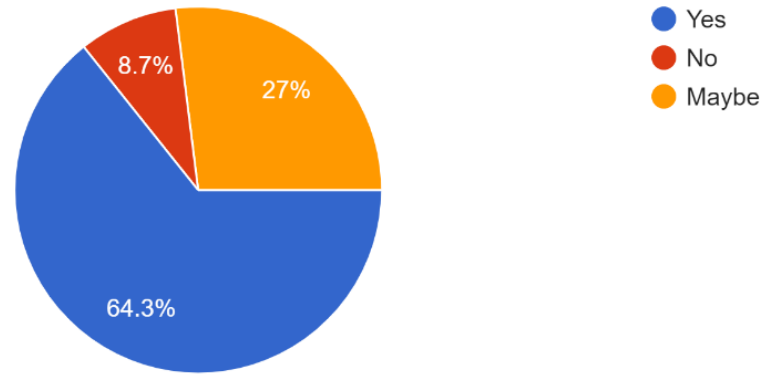


Figure – Effectiveness of wellness programs/ health talks organized

DISCUSSION & CONCLUSION

Working professionals in the corporate sector are becoming more susceptible to lifestyle disorders such as heart disease, hypertension, obesity, and diabetes. As a result, it is critical for the company to prioritize employee health and wellness.

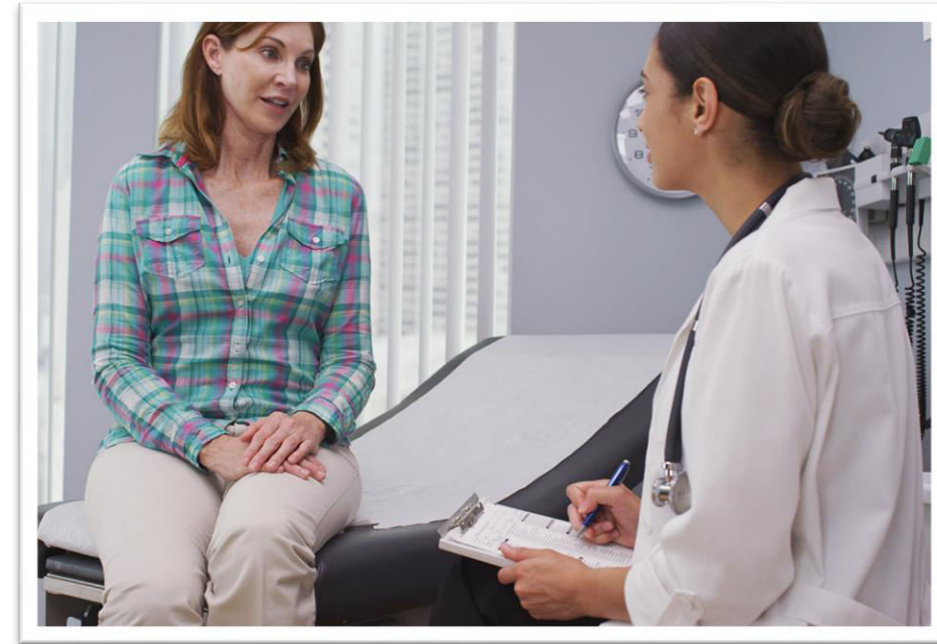
Every organization must maintain and promote employee health for employees to have a feeling of belonging and satisfaction. The simplest approach to do so is to incorporate preventive healthcare into the business culture, which consists of actions taken to prevent rather than treat diseases.

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.

The health and happiness of your employee 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

RECOMMENDATIONS

- The concept of a medical room set up in corporate is still at a booming stage in India. Covid has taught how much a healthy and immune life is important.
- Medical rooms are a successful initiative taken by corporate to ensure the overall wellbeing of their employee. More and more companies and organizations should start this initiative as it will be beneficial in long run for both employees and employers.
- Corporates should start more interactive sessions on the benefits of medical rooms and how to avail their services for employees.
- More emphasis should be given to preventive care rather than curative care.



THANK YOU