Summer Training at
Manipal Hospital Pvt. Ltd., Jaipur
(April 3 to June 2, 2017)

- **Job Description**
- **Process Flow of Departments**

By
Shubhra

Under the guidance of
Dr. Arindam Das

MBA Hospital & Health Management
2016-2018

Institute of Health Management Research
The IIHMR University, Jaipur
2017

INSTITUTE OF HEALTH
MANAGEMENT RESEARCH
(WHO Collaborating Centre for District Health System Based on Primary Health Care)

IIHMR UNIVERSITY

CERTIFICATE

This is to certify that Mr./Ms. Shubhra has undergone summer training in (Organization name Manipal Hospitals, Jaipur) from 3rd April to 2nd June 2017.

The candidate herself/himself completed the project assign to his/her during summer training. Her approach to the project was sincere and proactive. This summer training is in partial fulfillment of the course requirement recommended for the award of MBA in Hospital and Health Management.

I wish him/her success in all her future endeavors.

Col. (Dr.) Ashok Kaushik

Dean (Academic & Student Affair)

The IIHMR University, Jaipur

Name of the Mentor Dr. Ashok

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SMH/HR/2017/ECR00232 Date: 1st June 2017

TO WHOMSOEVER IT MAY CONCERN

This is to certify that, Dr. Shubhra , a student of IIHMR has undergone her internship project with us from 3rd April 2017 to 1st June 2017.

During this period, he/she was involved in projects pertaining to

1. Job Description of Employees
2. Process Flow of Non Clinical Departments

At "Manipal Hospital (Jaipur) Pvt. Ltd. Her performance on the projects assigned and her conduct was found to be good. We wish her success in her future endeavors.

For Manipal Hospital (Jaipur) Pvt. Ltd.

Manipal Hospitals (Jaipur) Pvt. Ltd. • Jaipur (Raj.)

Deputy Manager – HR

Manipal Hospitals (Jaipur) Pvt. Ltd. • Jaipur (Raj.)

Operations Head

ACKNOWLEDGEMENT

A summer project is a golden opportunity for learning and self-development. I am thankful to have some wonderful people to lead me through in completion of this Project.

I owe a great debt to all Professionals at Manipal Hospitals for sharing their knowledge and time which inspired me to give my best in this project study.

My heartfelt gratitude to Mr.Naveen Malik (Head HR) and Mr. Prateek Negi (Assistant Manager HR) for sharing their views despite of their very busy schedule. It has been my privilege to work under dynamic supervision at the Hospital.

My institute – Indian Institute of Health Management Research (IIHMR), Jaipur deserves the foremost appreciation for providing me the opportunity to understand my individual capabilities.

My sincere gratitude to Dr. Ashok Kaushik (Professor Dean, IIHMR, Jaipur) for his relentless support and guidance.

A genuine thanks to my guide my Mentor Dr. Arindam Das for his helpful attitude and valuable suggestions.

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ABBREVIATIONS

- F & B – Food and Beverage
- USG-Ultrasound
- GE-Gastroenterology
- FD-Facility Director
- MS-Medical Superintendent
- FOS-Fortis Operating System
- QA-Quality Assurance
- CTVS-Cardio Thoracic Vascular Surgery
- HOD- Head of Department
- ENT-Ear Nose Throat
- CSSD-Central Sterile Supply Department
- SICU-Surgical Intensive Care Unit
- NICU-Neonatal Intensive Care Unit
- LDR- Labor and Deliver
- OT-Operation Theater
- HDU-High Dependency Unit
- MICU-Medical Intensive Care Unit
- CCU-Cardiac Care Unit
- HR-Human Resource
- MRD-Medical Records Department
- IT-Information Technology
- PWD-Patient Welfare Department
- NGW- Neuro General Ward
- OPD-Out Patient Department
- IPD-In Patient Department
- PICU- Pediatric ICU

INTRODUCTION

Manipal Hospitals Jaipur

"A world class network of healthcare establishments in India"

Manipal Hospitals is part of the Manipal Education and Medical Group (MEMG), which pioneers in the field of education and healthcare delivery.

A social seed sown more than five decades ago is today the country's third largest healthcare group with a network of 15 hospitals and three primary clinics providing comprehensive care that is both curative and preventive in nature for a wide variety of patients.

The focus at Manipal Hospitals is to develop an affordable tertiary care multispecialty healthcare framework through its entire delivery spectrum and further extend it to homecare.

The ethos of Manipal Hospitals is its belief in the credo of its triad of core values namely "Clinical Excellence, Patient Centricity and Ethical Practices" which have led to it becoming one of the best and most trusted healthcare providers in the country today. Our Clinical Excellence is rooted in our excellent team of doctor's medical specialists who are well versed with the latest advancements in their respective field of medical expertise. This is further complemented by our teams of highly trained nurses and paramedical people. Besides this, our unwavering and unflinching belief in Ethical Practices along with our social initiatives through the Manipal Foundation and other associates NGOs has enables us to extend quality and affordable healthcare to the lesser privileged sections of our society.

With its flagship quaternary care facility located in the heart of Bangalore city, five tertiary care, nine secondary care and three primary care clinics across five states, today Manipal Hospitals successfully operates and manages 4,900 beds and caters 2 million customers from India and overseas every year.

MANIPAL VALUES

Vision of Hospital: -

“Globally respected Healthcare organization recognized for clinical excellence & distinctive patient care.”

Mission of Hospital: -

“To be the preferred super specialty healthcare provider of international standards known for patient centric care & Clinical excellence through continual improvement of process & outcomes.

Quality Policy: -

To create a world class integrated health care delivery system in India, entailing the finest medical skills combined with compassionate patient care.

Focus of Hospital: -

To develop an affordable tertiary care multispecialty healthcare framework through its entire delivery spectrum and further extend it to homecare.

Accreditation & Affiliations: -

One of the most preferred and recognized healthcare facilities by pharmaceutical companies for drug trials, the group's flagship hospital in Bangalore is NABH accredited and ranked amongst the Top 10 multispecialty hospitals in India.

Manipal Hospital is the first to get credited by A.A.H.R.P.P in India.

Infrastructure: -

The hospital, spread extensively over an area of 2,55,000 sq. Ft. is the first of its kind in any private sector to be approved by the state government for medico legal Services.

The Hospital, equipped with all high tech ultra-modern facilities is aptly befitted to provide State-of-the Art health care under one roof at affordable charges.

Endorsing the international Standards with its thoughtful provisions, Manipal Hospital boasts of lush patient friendly interiors comprising of a capsule lift, artificial Flora and a hanging staircase complemented by utility general services in an air conditioned environment.

Functionally and technically- the Hospital is equipped with facilities inherent to world class health care.

Location:-

The Access to the hospital is very easy. The hospital is located on Sikar Road, Jaipur.

Floor wise Facility Distribution: -

BASEMENT

- Blood Bank
- Canteen
- Radiology
- Radiation Oncology
- Physiotherapy
- Manipal Ankur IVF Center
- MRD
- Laboratory
- MRI
- IP Pharmacy
- C.S.S.D.
- Laundry
- Maintenance
- Bio Medical Engineering
- Central Store

GROUND FLOOR

- General Ward 1
- General Ward 2
- AC General Ward
- Dialysis
- Reception
- Emergency
- OPD
- Cafeteria
- Health Checkup
- Sample Collection Room
- OP Pharmacy
- Mortuary
- Labor Room
- Emergency Day Care

FIRST FLOOR

- Cath Lab
- CCU
- NICU
- OT
- Surgical ICU

SECOND FLOOR

- MICU
- HDU
- Neuro ICU

SERVICES AT MANIPAL HOSPITAL

CONSULTATION (OPD)

- Allergy and Asthma
- Anesthesiology
- Banatric Surgery
- Blood Bank
- Cardiac Anesthesia
- Cardiology
- Cardiothoracic and Vascular Surgery
- Critical Care
- Dental
- Dermatology
- Diabetology and Endocrinology
- Emergency Medicine
- ENT
- General Medicine
- Hepato Pancreato Biliary Surgery
- Infectious Diseases
- Medical Gastroenterology
- Medical Jurist

- Neonatology
- Nephrology and Dialysis
- Neuro Surgery
- Neurology
- Nutrition and Dietetics
- Obstetrics and Gynecology
- Oncology
- Ophthalmology
- Orthopedic and Joint replacement
- Pediatric
- Pediatric Surgery
- Physiotherapy
- Plastic and Reconstructive Surgery
- Psychiatry
- Radiology
- Respiratory Medicine
- Sleep medicine
- Spine Surgery
- Surgical Gastroenterology
- Urology

LAB SERVICES

- Biochemistry, Serology, Immunology
- Microbiology
- Histopathology and Cytopathology
- Clinical Hematology and Clinical Pathology
- Hormones study

ENDOSCOPIC SERVICES

- Video Gastroscopy
- Video Colonoscopy
- Sigmoidoscopy
- Brochoscopy

RADIOLOGY SERVICES

- MRI
- CT Scan
- Digital X-Ray
- Ultra-Sonography
- Color Doppler

CARDIOLOGY

- ECG
- 2D Echo
- TMT
- Holter Monitoring
- TEE
- Cath Lab

OTHERS

- EEG
- EMG
- NCV
- Skin Allergy Test
- Spirometry
- Sleep Lab
- 24 hours Pharmacy
- Ambulance Services

DEPARTMENT PROFILING

1. Billing

Objectives: -

- Interim bill preparations
- Final bill preparations for the discharge patients
- Completion of credit files
- Submissions of IP files to credit cell
- Maintaining the record of submitted and pending files

Organogram:-

Functional Divisions: -

S.no.		Functional Areas
1.	IP Billing	• Cash, • Credit, • TPA • Corporate billing
2.	IP File completion and submission to credit cell	• Credit- ECHS, CGHS, ESIC, Railway, CRPF and bhamashah

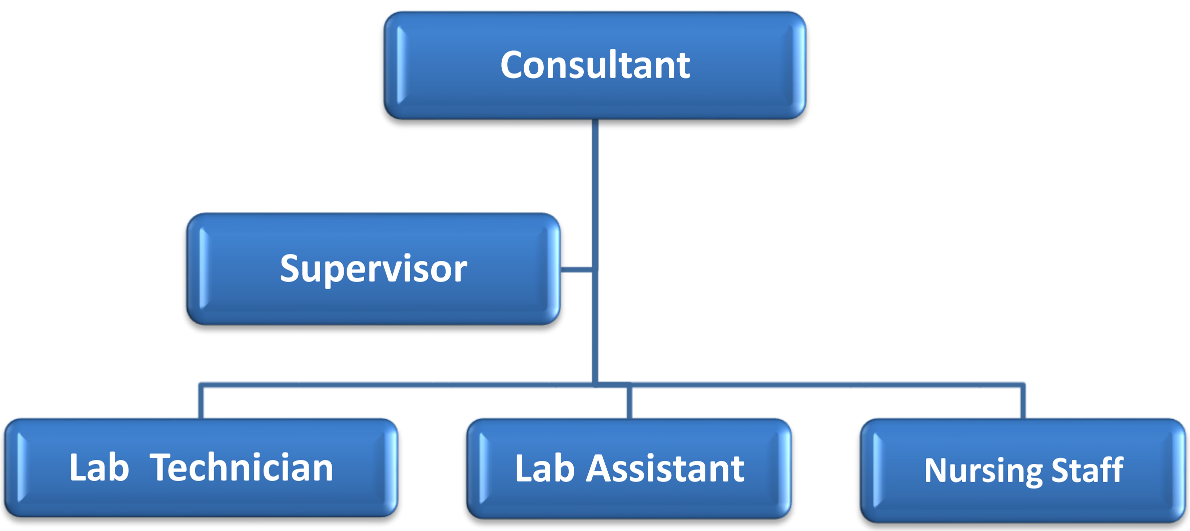
3.	Code creation and prices updating	- All TPA - New billing item code creation, - OP/IP package creation, - Price revision - Tariff creation and corrections - Mapping of CGHS code with cash codes

2. Blood Bank

Objectives: -

- Conducting the test by keeping the patient safety at High importance.
- Maintain the good quality practice in the departments.
- Providing the tested blood within the defined time frame.

Organogram:-



Functional Divisions: -

S.No.		Functional Areas
1.	Consultants	Prepare & Check all the report
2.	Incharge (Senior Technician)	Maintenance of all Record, Indenting of required material for department, roaster planning, work related to quality and NABH.
3.	Technicians	To conduct all blood bank related test (e.g. Blood grouping, cross matching etc.)
4.	Lab Assistant	Follow up instructions given by technician and consultant.
5.	Nursing	Maintain Register at reception, receiving of sample & Request slip, Issue of blood.

3. Credit Cell

Objectives: -

- To review and Submit the files of all credit patients (ECHS, ESIC, CGHS, Railways, CRPF, TPA and corporate) to the firms and companies.
- To answer and solve the queries coming in submission of department.
- To prevent the deductions happening in the process of credit file submission

Organogram:-

Functional Divisions:-

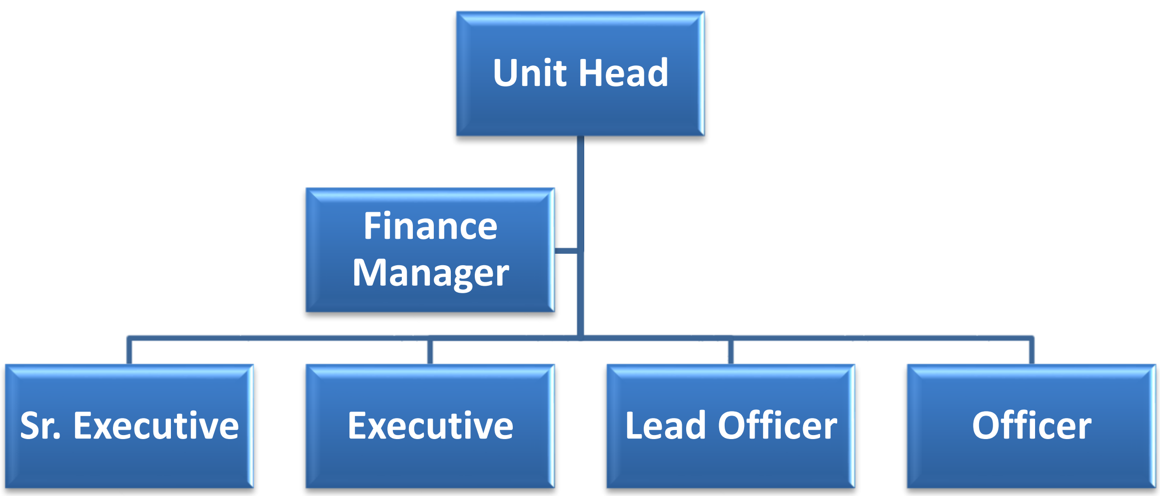
S. No.		Functional Areas
1.	Dr. Kusum Yadav	Post dispatch query answering
2.	Divya Ola	Med verve query answering
3.	Implementational Officer	Implementation specialist
4.	Dispatch Officer	Uploads and dispatch (Railways, ESIC, CGHS)
6.	Duty Staff	Pooling and collation

4. Finance

Objectives: -

- To record all financial transactions of the Hospital.
- To maintain all statutory financial records of the Hospital.
- To prepare monthly Income & Expenditure statement.
- To get the accounts audited and certified by the statutory auditor.

Organogram:-



Functional Divisions: -

S.No.		Functional Areas
1.	Accounts Payable	Statuary Liability/ Bill booking, Doctor accounting, Monthly schedule, Audits, quarterly templates, All test of auditors requirements, Tax certificate, Project bills tracking, CWIP ledger

5. HOUSE KEEPING

Objectives: -

- To ensure prompt cleanly hygienic and infection free hospital environment.
- To manage assets to ensure for aesthetically beautiful hygienically cleaned functional environment.

Organogram:-

Functional Divisions: -

S.NO.	Functional Areas	
1.	Operations Head	Responsible for ensuring the smooth functioning.

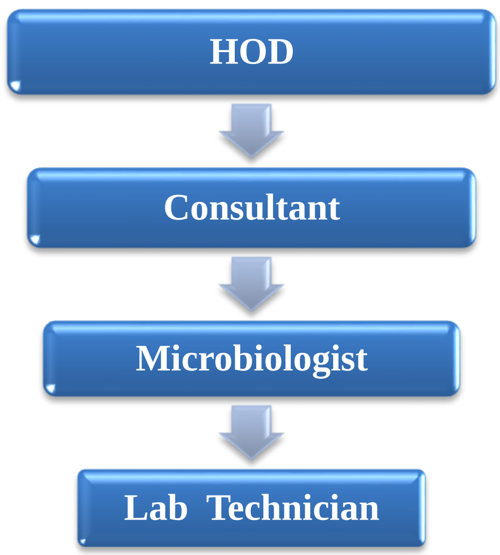
2.	Housekeeping Executives	Scheduling housekeeping services rounds.
3.	Area Incharge	Conducting Facility rounds
4.	Duty Staff	Doing daily allotted departmental cleaning activity

6. LABORATORY

Objectives: -

- Conducting the test by keeping the patient safety at High importance and maintain the good quality practice in the departments
- Providing all the quality laboratory reports within the defined timeframe.
- To Count and classify blood cells to identify infection or disease
- To Operate complex diagnostic equipment
- To Perform immunological tests to check for antibodies
- To Type and cross-match blood samples for transfusions

Organogram:-



Functional Divisions: -

S.No.			Functional Areas
1.	**HOD**	-	Smooth functioning of department.
2.	**Consultant**	-	Gross and microscopic examination of tissue with preparation of written report.
3.	**Microbiologist**	-	To include general microbiology, serology, and fungal studies.

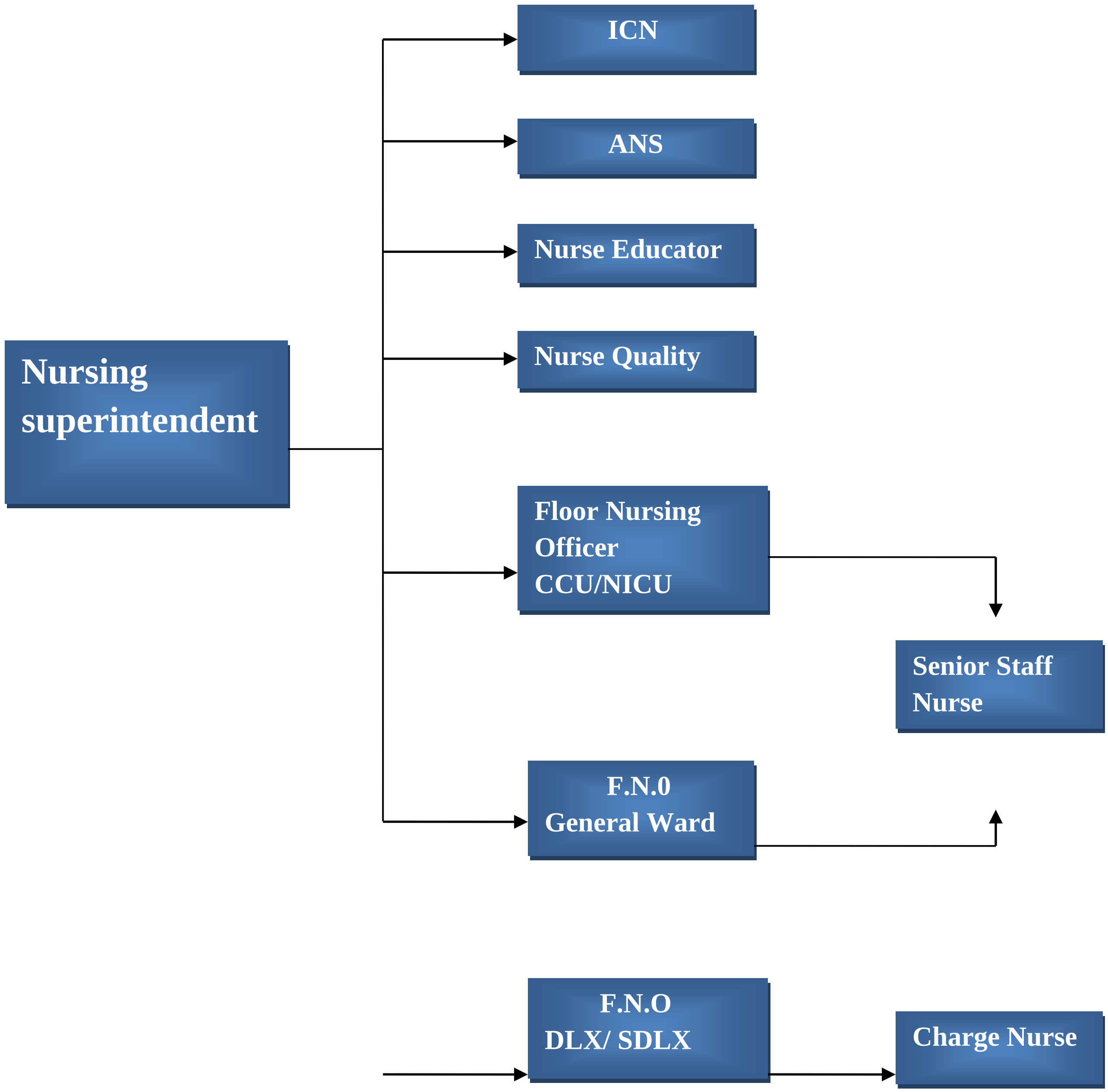
4.	**Lab Technician**	**-**	Identify required samples as per prescription and collect sample for all diagnosis.

7. **Nursing**

Objectives: -

- To deliver highest quality of patient centric nursing care
- Nursing Excellence and Team Work
- Clinical collaboration
- Self / Employee development Programmes
- Cost effective care and effective services
- Nurse physician partnership
- Advocate evidence-based practice
- Effective Communication
- Training & Development of creative approaches to practice
- Ensure patient safety – prevention of falls, medication errors
- Ensure current Infection Control Practices

Organogram:-


ICN
ANS
Nurse Educator
Nurse Quality
Nursing superintendent
Floor Nursing Officer CCU/NICU
Senior Staff Nurse
F.N.0 General Ward
F.N.O DLX/ SDLX
Charge Nurse

Functional Divisions: -

S.No.	Functional Divisions	
1.	**Nursing Administration**	• Reduction in nursing attrition • Ensure compliance to NABH standards • Improve service excellence and patient care experience • Effective people management • Optimal budget management • Effective nursing recruitment
2.	**Training & Development**	• Identifies clinical training needs for Nursing staff • Training need analysis • Meeting the training need of all specialties' of nursing • Meeting the mandate training hours of employees • On job training as per the need
3.	**Infection Control Department**	• Infection control practices as per the highest standards NABH • Collation, RCA, trend analysis and solution generation for HAI • Educates and trains all Nurses • training on Bio-medical waste management as per PCCB

- Documentation Infection control activities

4.	**Quality & Safety**	• Prepares and reviews policies on NABH Standards • Incident reporting s RCA • Audit Compilation • Patient safety • SOP implementation
5.	**Operation Theatre**	• Safe Surgical Interventions • Aseptic Technique • Patient safety

8. Nutrition

Objectives: -

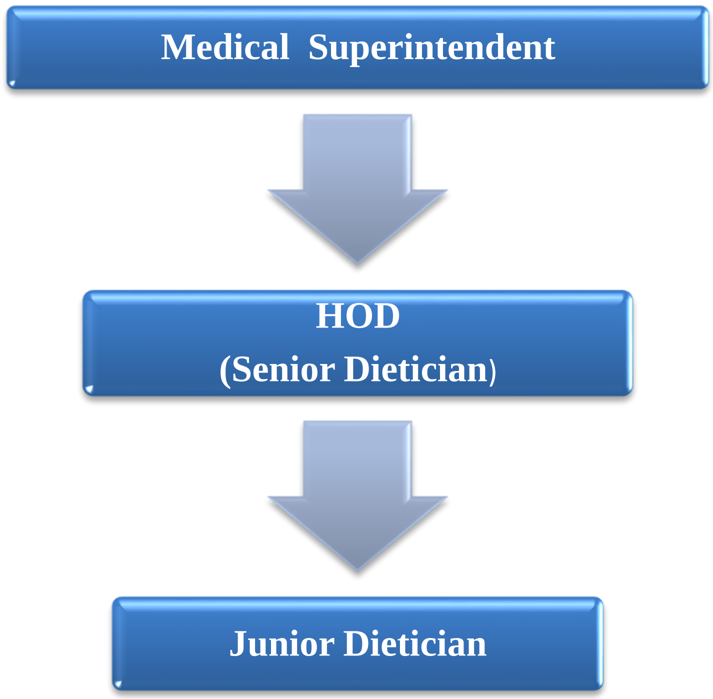
- To ensure that all patients admitted to the hospital are served safe and nutritious food appropriate to their clinical condition. The nutrition team addresses all the dietary needs of the patients. Outside food is not permitted for the admitted patient.
- Nutritional screening, Nutritional Assessment and Reassessment will be done for all patients who are admitted.
- To ensure implementation of NABH standards in nutritional care.

Functional Divisions: -

S.No		Functional Areas
1.	Dieticians	- Receipt, issue and disposal. - Supervisory record keeping, - Menu planning, - Diet Counseling, Training - Housekeeping and sanitation
2.	Food Service	- Uniforms, Work schedule, timing for service food - Personal hygiene of staff, cleanliness of cooking and serving area.
3.	Clinical Functions	- Menu planning, preparation of therapeutic diets. - Diet Counseling, Diet Charts.
4.	Steward	- Over all supervision and control of kitchen. - Preparation of diet demands. - Collection of ration from store for cooking - Supervision of food distribution in wards
5.	Cook	- Over all supervision of cooks - Kitchen hygiene and food quality - Receipt of fresh supplies, vegetables, eggs, milk, bread
6.	GDA	- Maintenance of cleaning in kitchen area - Proper disposal of waste

Organogram:-

9.

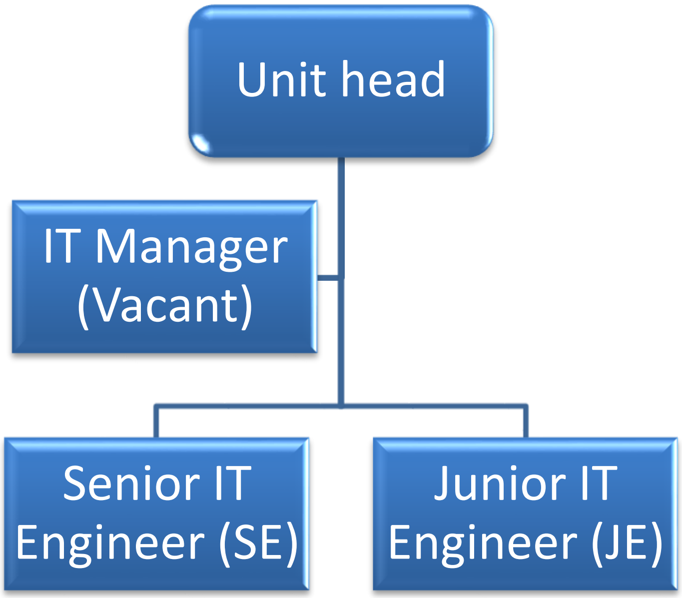


INFORMATION TECHNOLOGY

Objectives: -

- To support internal end user in achieving their business goals.
- Implement IT Policies and Procedures.
- To enable smooth functioning to HIS and other software applications.
- To Maintain and hardware and all IT Assets.

Organogram:-



Functional Divisions: -

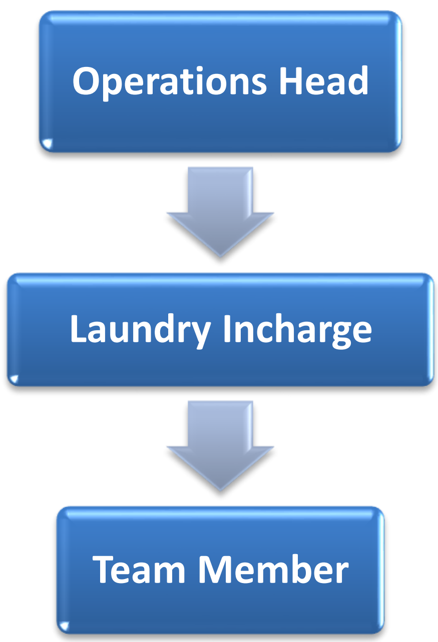
S.No		Functional Areas
1.	Sr. IT Officer	- Infrastructure support
		- Application support
		- Support bio-medical equipments
2.	Sr. Team Member	- Windows installation
		- Managing hardware and software issues

10. Laundry

Objective: -

- To ensure Availability of linen in hospital at all time
- To provide Prompt clean and infection free linen to patient activities
- To maintain adequate stock of linens according to hospital requirement

Organogram:-



Functional Divisions: -

S.No		Functional Areas
1.	**Unit Head**	
2.	**Laundry Incharge**	Collecting of soiled linen from dept. Daily washing and rinsing of clothes
3.	**Duty Staff**	Scheduling laundry services for the entire hospital and ensuring that the schedule is followed.

11. Marketing

Objectives: -

- Main objective is to get patients to the hospital by all possible means
- Develop business strategies to make profits for the organization
- Relation building with corporate and firms
- Arranging camps and formulating health packages

Organogram:-

Functional Divisions: -

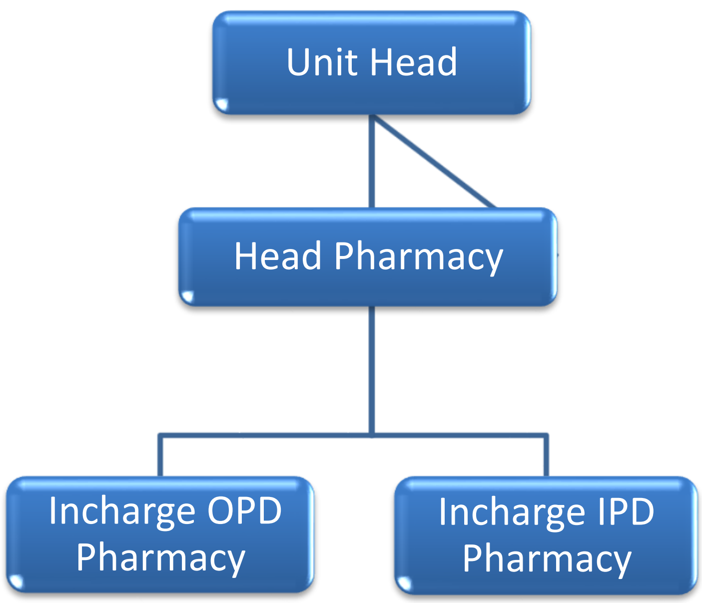
S.No.		Functional Areas
1.	HOD	Leads all the department members.
2.	Sr. Officer	Handles all credits patients from ECHS, CGHS, Railways, ESI, Bhamasha.
3.	Officer	Handles collection of payments from the pending organizations.
4.	Team Member	Co-ordinates with housing societies and communities.

12. OP PHARMACY

Objectives: -

- Indenting and receiving the material.
- Storage (Stock) of material.
- Issuing and dispensing.
- To follow sound inventory practices.
- Code approval for new medicines.
- Following statutory compliances according to NABH standards.
- Providing Hassle-free, on time services to OPD patients.

Organogram:-



Functional Division:-

S.NO		FUNCTIONAL AREAS
1	Receiving Area	3 counters are present in OP pharmacy
2	Dispensing area	**2 Counters**
3	Storage Area	

13. QUALITY

Objectives:-

- To provide Quality care to the organization
- NABH Compliances and requirements
- Audits – Internal Audits and quality indicator audits.
- Standard operating Procedures review.
- Mapping of clinical and management quality indicators
- Clinical audits.
- Internal audits.
- Safety and facility rounds.
- Review of outsourced processes and quality assurance programmes.

Organogram:-

Functional Division: -

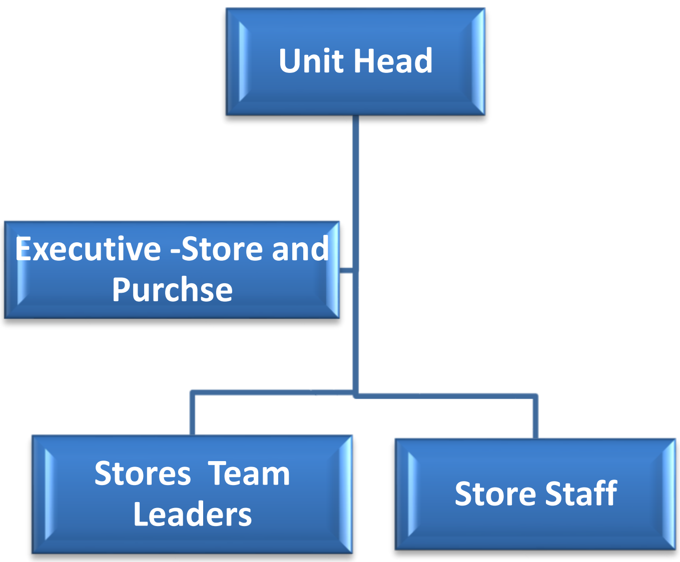
S.NO.	Functional Areas
1.	Incident Reporting
2.	Internal Audits
3.	NABH
4.	Monthly Meetings
5.	Quality Indicators
6.	Mock drill
7.	Maintaining old policy and implementing new

14. STORE AND PURCHASE DEPARTMENT

Objectives: -

- Purchase of Materials and goods, consumables, housekeeping material, CAPEX items, OPEX items.
- Issue of material to department after indenting.
- Management of Printing of material required in department.
- Asset transfer to departments.
- Regular audits of department.

Organogram:-



Functional Division: -

S.No.		Functional Areas
1.	**Executive Stores and Purchase**	Propose and ensure implementation of policies, systems and procedures in the department to increase efficiency and improve service levels. To decide the quality standard of a product in consultation with user department
2.	**Stores team leader**	Responsible for Inventory management of Store dept.

PROJECT REPORT- HR

ABSTRACT- The aim of the study was to find out the Job Description of Employees.

INTRODUCTION: -

A job is a collection of tasks and responsibilities that an employee is responsible to conduct. A task is a typically defined as a unit of work, that is, a set of activities needed to produce some result. Complex positions in the organization may include a large number of tasks, which are sometimes referred to as functions.

Job descriptions are written statements that describe the duties, responsibilities require qualifications and reporting relationship of a particular job. Job descriptions are based on objective information obtained through job analysis, an understanding of the competencies and skills required to accomplish needed tasks, and the needs of the organization to produce work. Job descriptions clearly identify and spell out the responsibilities of a specific job. Job descriptions also include information about working conditions, tools, equipment used, knowledge and skills needed, and relationships with other positions. Whether you're a small business or a large, multi-site organization, well-written job descriptions will help you align employee direction. Alignment of the people you employ with your goals, vision, and mission spells success for your organization. Job descriptions set clear expectations for what you expect from people.

OBJECTIVES OF THE STUDY: -

To prepare job descriptions of the departments assigned.

STUDY DESIGN: -As little was known about the job descriptions of employees working in hospital we need to explore it so Descriptive and Exploratory study design is taken.

SAMPLING METHOD: -

Purposive Sampling since the respondents required for the study should be knowledgeable therefore respondents are chosen directly as per convenience.

SOURCES OF DATA COLLECTION: -

Primary Sources

The methods can be broadly classified as given below: -

- **Observation:**

In this method the individual performing the job are observed and relevant points are noted. This method is helpful in making detailed profile of the department and the job profile.

- **Interview method: -**

The interview of employees is a source of information and helped to obtain effective information in structured form

Certain steps involved in doing personal interview

• Select the people who would be able to answer question.
• Perform personal interview.
• List the answer down.

Secondary Sources: - Existing records

- **Technical conference method: -**

In this method, the entire job-related information is gathered from the experts- usually supervisors, HOD's and also collected from existing records.

Nursing

Nursing Superintendent

Education- GNM / BSC nursing and registered under TN Nursing Council

Experience- Graduate+ 15 years, Post Graduate: 8+ years

Job Description-

- Managing the nursing department's day to day functioning pertaining their assigned zone and also be a key support provider in planning and executing various nursing activities in the prescribed zone.
- To supervise all nursing activities and ensure that requisite nursing records are correctly maintained and that equipment and other supplies are in stock.
- Ensure team follows the protocols, procedures, allotment of duties, shift, leave and handling customer grievance in OPD.
- Carrying out administrative issues, needs and problems of the nursing departments as per the zones assigned to them
- Ensuring compliance with established standards and procedures, environmental and infection control, quality assurance and other regulatory requirements.
- Direct and supervise the activities and responsibilities of Nursing Supervisors.

- Evaluation of the performance of Nursing Supervisors and make recommendations for personnel actions, such as promotions, transfers and disciplinary action.
- Induct and guide new nursing administrators like nursing supervisors, ward sisters into the organization.
- Ensure activities of the Infection Control department are done in respective zone.
- Actively involved in the recruitment process of nurses from time to time.
- Carry out nursing audits from time to time.
- Ensure Customer satisfaction levels as per the standards decided.

Nursing Supervisor

Education-GNM / BSC nursing and registered under TN Nursing Council
Experience-15 +Years of Experience could vary depending on qualification.

Job Description-

- To ensure nursing management of unit/ward and administration of day to day functioning to provide key support in planning and execution of various nursing activities thus enhancing patient's satisfaction.
- Direct patient care
- Plans nursing care and allocates patients assignment to nurses as per nursing needs in larger wards or a group of wards.
- Coordinate patient care with various health team members (Intradepartmental, Dietary etc.)
- Supervision and Administration:
- Take regular Ward rounds, help juniors in direct patient care whenever necessary. Ensure timely nursing documentation is done.
- Impart necessary hands on training as and when needed to the nurses
- Supervise the implementation of protocols laid down towards maintaining nursing standards and help in auditing its effectiveness.
- Collect DATAs on clinical quality indicators.
- Interpret the policies and procedures of the hospital to the team and others.
- Acts as a liaison between the CNO and the Nursing Staff. Responsible for nursing activities in the absence of ANS.
- Conduct regular physical verification of medical records of the patients / patient files and reports of consumables and non-consumables maintained by Nurses.
- Manage the ward by ensuring availability of supplies and inventory management and recording
- Ensure cleanliness of the floor, linen, bathrooms and safety of patients in the ward and essential facilities
- Establish and reinforce wards standards as per laid down protocols and policies

- Act as liaison between the ward staff and hospital administration - for linen, equipment, beds
- Maintain good work relation in the unit
- Deal appropriately with any adverse situation that has occurred in the wards and reports to the concerned authorities.
- Participate in assessing and providing desired learning experience for the nursing staff
- Responsible for performance management of their respective team
- Assist in arranging Orientation programme for New Nursing staff. Ward level teaching clinical/incidental
- Ensure clinical experience facilities for new nurses in various clinical areas of the hospital. Mentors preparatory program
- Maintains positive employee relations and discipline among nursing personnel.
- Assists in implementing the Continuing Nursing Education programme planned out by the Department of Nursing.
- Guide & Counsel nursing staff.
- Provide clarity to the team on all employee related communication such as information from HR, Operations, Marketing teams etc.

Staff Nurse

Education- GNM / BSC nursing and registered under TN Nursing Council

Experience- BSC + 1 year of experience or GNM + 2 years of experience

Job Description-

- To provide nursing care and restore patient's health by adhering to and implementing the set nursing protocol
- Provide direct patient care - implement patient care plan as per doctor's recommendation; monitor & record vital parameters
- Monitor, record & report any symptoms / changes in the patient condition to the doctors
- Ensure patient safety by adhering to infection control protocol, medication administration and storage procedure; and during emergencies
- Accompany the doctor on rounds: - provides update on patient condition and helps in clinical procedures.
- Document patient care services by charting in-patient & department records

- Maintain continuity of patient care through documentation & communication during shift change
- Responsible for consumables: - for the patients under her / his nursing care, accounting and indenting of consumables/ medicines & nursing supplies and ensuring the availability of the same
- Educate patients / patient relatives on medication and self-care during stay and discharge as necessary for recovery
- Collect patients' feedback during the discharge
- Updation on essential knowledge and skill by participating in on-going CNE (continuing nursing education)

HUMAN RESOURCES

Sr. Officer

Education- MBA/PGD in Human Resources

Experience- 3 yrs. of experience.
Job Descriptions-

- To ensure smooth on boarding of new entrants, confirmation and related documentation, maintain and update leave records, track unauthorized absence, create new employee's personnel files, on boarding formalities of new entrants, co-ordination of training & development.
- Create and maintain personnel records in a systematic and orderly manner as per checklist and ensure easy access of personnel records, Assist in data updation as per personnel records for accurate employee database and systematic pay releases, Training Coordination, Recruitment Coordination
- Verify and submit PF forms (Form 2, 19, 10C) to the concerned team member responsible for PF process management for new joiners & resigned employees. Also Assign PF, Medicare numbers to employees, Documentation, coordination and follow up for Performance Appraisal Forms and collating the ratings for Mid Term and final reviews, one year completion. Recruitment support and maintenance of database for all requirements, HRIS updation of joinees and exits is done, New Joinees formalities of Consultants and junior doctors
- ESIC updation on portal for new joiners, Welfare Initiative Co-ordination and assistance to senior in the process, Exit process implementation as per organization policy for ensure seamless closure of employment, Communication of Training Calendar, Pre & Post training assessment, & Maintenance of Training documentation and records, as per specified standards, Leave, attendance system updation for accurate payroll processing.
- Unauthorized absenteeism/leave tracking for payroll and contract employees, issue letter as per the statutory requirement. Exit Interview Formalities, Analysis & presentation of exit reports, On boarding of employees and collection of documents & verification of employee records. Carry out HRIS management activities such as password generation for new employees,
- Carry out annual Medicare/ mediclaim renewals, Conduct Exit formalities, Maintenance of recruitment database

- Pre-employment health check co-ordination for all selected candidates, assist in issuing uniform to new joiners along with maintaining categories. Oversee filing of resignation, notice, full and final settlement, and other documents into the respective employee files.
- Filing of resignation, notice, full and final settlement, and other documents into the respective employee files
- New joinee's orientation support for joining document collection, certificates, photographs & preparation of ID cards.
- Update & maintain leave records for all employees on a monthly basis
- Medicare Updation for employees including additions once employees joins & deletions once employees resign.

Executive

Education- MBA/PGD in Human Resources

Experience- 4 + years of experience as HR generalist, preferable hospital industry.

Job Description-

- To ensure timely processing of all statutory requirements, to handle payroll process, HRIS updation of salary, process FFS, performance appraisal process, Training & Development, all HR operational work, Employee Engagement & Development activities to facilitate a performance driven culture
- Preparation and issue of Appointments Letters for all new joiners, Conduct payroll processing activities, Clinical & Non-clinical vacancy positions fulfillment, Clinical Consultant Contracts Preparation & Renewals, Conduct Training needs analysis and training needs identification. Carry out budgeting activities for the planned training initiatives
- Monitor the processes of documentation, coordination and follow up for Performance Appraisals Forms and collating the ratings for midterm and final reviews, one-year completion, HR Policy Implementation to enhance customer service levels, Weekly Induction for New Joiners and Monthly Induction Programs, Source candidates through Job Portals, Advertisement, Head hunting and using varied innovative approaches to recruit talent. Execute and monitor the delivery of the training programs based on the identified training needs of the unit provided to Corporate to enhance individual capabilities, Carry out MIS report analysis and preparation of presentation
- Payroll processing of employees & Junior Doctors on retainer-ship. Initiation and issue of confirmation letters on time, Recruitment of Junior Doctors. Conduct appraisal for doctors, build network among Institutions, colleges & stakeholders for recruitment and procuring candidate database. Implementation of employee engagement and training programs, ensuring employee engagement and participation.
- Implement rewards and recognition policy based on pre-determined criteria to increase workforce engagement, MIS reports using approved metrics for the functions on regular basis in order to provide assessment results. Unauthorized absence and disciplinary issues closure, Candidate screening through interviews, tests and background checks, Ensure smooth functioning of day to day activities of the department

- Payroll query clarification related to LOP and leave for employees and Consultants, Creation of new employee codes, Obtain the necessary approvals, preparation of letters and performing the documentation work for Interns, Observers & project trainees. HR Policy Implementation to enhance customer service levels, providing manpower dashboard to finance, Ensure Internal Communication and notice board updates as per requirements, Prepare MIS reports and carry out attrition Analysis, OT analysis, exit analysis, absenteeism analysis, Ensuring Recruitment is as per approved Manpower Budget
- Completion of reference checks of all new joinees, maintain audit related documentation and non -conformance issues closure. Offer letter issue to candidate (clinical) and clarifying salary and benefits relating to the role.
- Full and Final Settlement processing of resigned employees, carry out Benefit Management activities such as Maintaining employee salary advance requests tracker, processing wedding gifts, Young Scholarship etc, Recruitment and selection of the candidate as per defined polices. Conduct orientation of employees on employee engagement initiatives as and when required

MEDICAL RECORDS DEPARTMENT

Assistant Support Services

Education- 12th

Experience- 2 Years

Job Description-

- To ensure all the MLC and Birth and death registry is properly filled in time, to coordinate for Pre employment checkup.
- Birth and death certificate entry
- Registry maintenance
- Pre Employment checkup follow up.
- OPD files retrieving and sent to the OPD
- Generation of monthly reports

Senior Team Member

Education-Any graduate

Experience- 2 years of experience

Job Description-

- To ensure all the report submitted to the respective governments departments. OPD files are retrieved and sent to the OPD in proper time.
- Issue of birth certificate to VAO office
- Preparation of duty Roster
- Appointments OPD files retrieving and sent to the front office

Officer

Education-Any graduate with diploma in MRD

Experience-5 years of experience

Job Description-

- To ensure smooth functioning of department by extending administrative support to HOD for day-to-day activities
- Digitization process of scanning, indexing and quality check and uploading and generation of reports
- Indexing of records
- Inventory management – In house register for patient files
- Digitization of records

BILLING

Team Member

Education- Graduate, preferably B Com

Experience-2 - 3 years of exp in the same field

Job Description-

- Process financial transactions related to customer payments from admission to discharge, including patient queries, cash remittance, co-ordination with the consultants
- Inpatient Billing
- Initial Patient handling to explain charges
- System data entry
- Document collection and verification (including for insurance) before admission
- Cash/ card/ other instrument payment collection
- Maintain registers for credit card, discharge etc. for reference
- Maintain internal billing records - collection and remittance reports
- Prepare provisional bills with break up for patients (estimates) both for interim and final discharge

Senior Team Member Incharge

Education- Graduate, preferably B Com/MBA finance

Experience- 14+ years, MBA with 2 - 4 years of experience

Job Description-

- Process financial transactions related to customer payments from admission to discharge, including patient queries, cash remittance, co-ordinate with the consultants, and review to rectify discrepancies as required and train new joinees
- Multiple procedure patient handling for admission
- System data entry/correction/ edit authorization
- IT department co-ordination for system issues resolution/ up gradation
- Escalation and unresolved query resolution from patient parties / internal departments
- Review for final bill preparation and generation
- Verification and rectification of bills
- Review of Balance receipts and payments as per SOP and managing accounts receivable reports
- Handling collections on unpaid accounts
- Participation and clarification for audit processes
- Process and System up gradation
- Verification of cash before / after deposit with Finance department
- Orientation program for new joinees & nursing personnel related to billing

CSSD

Executive

Education- BSc Microbiology + DMLT

Experience- 10 - 20 Years

Job Description-

- To ensure smooth functioning of the department by ensuring proper departmental protocol. To implement processes as per standards and to impart training to all the staff to the present standards. To manage costs and effective utilization of consumables.
- Independently oversee the operation of the department. Ensure smooth functioning and provides support to junior staff in all situations.
- Ensure maintenance checks and daily inspection of steam sterilizer, EO sterilizer, ultra sonic cleaner in accordance with the manufacturer recommendations
- Establish and implement comprehensive quality assurance system. Ensure that the protocol for quality and other departmental processes is properly maintained.
- Conduct daily monitoring of departmental processes.
- Coordinate with the engineering department to ensure proper utilities in accordance with the manufacturer recommendations
- Coordinate with the purchase department for procurement of quality products
- Adherence to SOP, quality and safety measures as per department protocol
- Orientation of new members, train junior staff in departmental procedures
- Coordinate with the ward in charge for their sterile consumable products
- Keep track of latest trends in technological inventions in CSSD.
- Lead and mentor team. Impart training for the new joinees and junior staff.

- Manage costs and fiscal responsibility for adherence to budget spend
- Support sister concerns and new facilities with respect to CSSD function

Senior Technical Supervisor

Education- CSSD technician certified + Graduate

Experience- 12-15 Years

Job Description-

- To supervise the wards for instrument care, sterilization activities, monitor decontamination, packing processes of medical and surgical equipment/instruments, and take overall responsibility for smooth functioning of sub area assigned
- Supervise all wards / ICUs/ Cardiac OT / other OT for proper instrument care and sterilization. Monitors the sterilization process.
- Indent for store requirements. Maintain sterilizing material inventory as per requirement.
- Monitor the decontamination and controls packaging process. Ensures protocol is followed by junior staff.
- Ensure packing all the cleaned items, sealing Ethylene Oxide items as per protocol. Monitors junior staff.
- Ensure auto cleaning process is carried out as per SOP. Monitors OT processes.
- Review and validate documentation.
- Adherence to SOP, quality and safety measures as per department protocol
- Maintain stock register, linen register, validates and forwards the report for authorization.
- Assign sterilization activities and responsibilities as per duty roster.

Technician

Education- Std. 10 / Std. 12 or CSSD technician certified

Experience- 5-8 Years

Job Description-

- To perform sterilization activities, such as reprocessing, segregation, decontamination and packing of medical and surgical equipment/instruments, monitor daily usage of consumables and generate reports
- Perform sterilization activities, ensures all surgical items and instruments are sterilized as per the rules and with the required procedure.
- Receive all contaminated surgical sets from the end user, and carries out decontamination process. Ensure protocol is followed by junior staff.
- Segregate instruments and other items. Ensure instruments are properly functioning.
- Pack all the cleaned items, seal Ethylene Oxide items as per protocol.

- Operate steam apparatus in all OTs (auto cleaning) and prepares drapes for Cardiac OT
- Carry out documentation of the quantity of consumables used on a daily basis and generates reports.
- Adherence to SOP, quality and safety measures as per department protocol

PHARMACY

Pharmacist

Education- B Pharma / D Pharma with registration in state pharmacy council

Experience- 0-3 years

Job Description-

- To ensure accurate dispensing of medications, stock maintenance, liaison with nursing and medical staff concerning prescriptions orders, drugs and pharmaceutical details, resident reactions, errors and complaints.
- Receive and interpret prescriptions from Customers
- Check medicine availability in the pharmacy.
- Select medicines as per the prescriptions, if unavailable arrange for medicine substitutes after getting doctors approval
- Check medicine quantity, batch and expiry
- Maintain inventory records
- Crosscheck with the prescriptions provided
- Advise patients regarding drug dosage as required
- Stock take and check for expiry every month, maintain adequate stock levels
- Order and receive medicines from vendor
- Ensure proper handling and storage of drugs in pharmacy
- Ensure all the activities in the pharmacy bulk store are carried out as per protocol
- Manage pharmacy counter

Supervisor

Education- B Pharma / D Pharma with registration in state pharmacy council/ B.com or any graduate for pharmacy

Experience- 8-12 years

Job Description-

- To ensure customer satisfaction (both internal and external), while maintaining a healthy operating margin in line with the hospital objectives. To operate the pharmacy in accordance with Good Dispensing practice.
- Plan, organize and supervise activities in the hospital pharmacy areas according to hospital policies and directives.
- Maintain departmental quality assurance program, safety & environment

- Ensure continuous supply of drugs and medicines and avoid out of stock situations in order to obtain maximum customer satisfaction
- Ensure medicine quantity, batch and expiry are properly checked
- Ensure proper maintenance of inventory records
- Be responsible for ordering pharmaceutical drugs & control of inventory in accordance with the annual budget and organizational objectives and policy
- Be responsible for cost control of drug purchases by negotiations and contracts.
- Be responsible for accurate dispensing of medications and also liaising with nursing and medical staff concerning prescriptions orders, drugs and pharmaceutical details, resident reactions, errors and complaints.
- Establish a Hospital Drug formulary in consultation with the PTC. Evaluate and review medications for addition to or deletion from the Formulary based on drug control reviews, Value analysis.
- Ensure physical verification and reports. maintain process to avoid pilferage and obsolescence.
- Maintain and updates the Item Master with accurate specifications, (VAT, PUOM and IUOM). Purchase unit of measurement, Issue unit of measurement.
- Ensure secure storage of narcotics and other controlled substances in accordance with statutory regulations.
- Develop SOPs and other departmental protocols. Ensure those are properly followed
- Be responsible for accreditations and formulate and implement organizational policies
- Be responsible for drugs under clinical trial and its storage
- oversee coordination and participation during NABH audits including documentation
- Review and Ensure Meeting of Quality standards at all pharmacy outlets
- Train and orient new/junior team members. Ensure proper training processes are carried out
- Assist the admin head in all administrative activities related to pharmacy department

INFORMATION TECHNOLOGY

Senior Officer

Education-BE/MCA/BSc/MSc (Computer Science)

Experience- More than 6-8 Years, with 3-4 years Exp in health care domain, Techno functional experience

Job Description-

- To issue and receive goods from vendor, collect bills/invoices and delivery challan, handle over to concerned department and make entry of the same on SAP/System.
- Monitor the required stock for availability
- Gets the item arranged in the racks in a systematic order
- Raise purchase requisition as per the indent received
- Follow up with purchase department for release orders.
- Receive goods, invoices/delivery challan from the vendors and arranges the received goods in the respective racks
- Reorder level planning - Forecasts the consumption and plan the operational requirement
- Check the reorder level from different departments & highlights the concerns to immediate manager
- Attends and resolves escalated queries
- Highlights the concerns of the day-to-day issues to the concerned supervisor
- Records the number and the kinds of supplies. Disseminates the supply in its designated areas.
- Supervise and train the team members
- To check the items available in the stock and maintain as per agreed levels, issue the goods and manage the inventory
- Gets the item arranged in the racks in a systematic order
- Tally the materials/stocks periodically
- Contributes to the financial savings by identifying purchase cost and MRP cost comparative analysis
- Maintain all documentation/records for statutory quality compliances and Audit

MARKETING

Assistant Manager Marketing

Education- Post- Graduate, MBA Preferable

Experience-5 + Years of Experience in Business Development in any industry

Job Description-

- Develop and manage effective marketing strategies for department clusters (focus areas) including competition mapping, brand building, creation of internal sales process, and successful implementation of corporate initiatives
- Oversee Maintenance and development of customer and prospect database.
- Develop Tie Ups with hospitals and clinics for referrals. Provide support to junior staff in this process
- Conduct CME's, wellness activities for consultants. Monitor activities of junior staff in this process
- Ensure health check camps across target market are conducted.
- Support Research activity related to marketing plans and business agenda.
- Prepare, plan, develop, and implement complete action plans for marketing and sales objectives.
- Develop publishing material of the hospital namely: information booklets, leaflets, handbills, brochure, and other related materials, including content, design, creativity and proof – reading etc
- Implement brand plan and various Marketing strategies in accordance to corporate policy for hospital brand
- Run Cost benefit analysis for packages, suggest improvements in the respective focus areas.
- Evaluate market conditions, competitor data and implements marketing plan, and suggest for changes as needed in respective department with approval

Lead Officer - Corporates & TPA

Education- Post Graduate

Experience- 0-4 Years relevant work experience

Job Description-

- To generate targeted business from TPA and corporate clients in the respective area. To build long term relation-ships with them and ensure good quality of service
- To interact with TPAs and corporates and get insurance business development, as per business plans

- Build and maintain good rapport with TPAs, corporates & Insurance companies
- Maintain TPA and Corporate empanelment's
- Conduct promotional activities like health camps, health talks etc at corporates
- Ensure insurance related enquiries resolution within 24 hours
- Ensure insurance liasoning for Guarantee of Payments
- Liaising for collection of receivables

Lead Officer - Products

Education- Post Graduate

Experience- 0-4 Years of relevant experience

Job Description-

- Develop effective marketing strategies for products, advertising and promotional activities of the organization, to increase patient footfall & revenue generation and develop sales in accordance with agreed business plans in respective departments. (For products responsibility would vary with respect to revenue size and complexity based on seniority of role)
- Maintain and develop a customer and prospect database.
- Develop Tie Ups with hospitals and clinics for referrals
- Conduct CME's, wellness activities for consultants
- Conduct health check camps across target market.
- Contribute marketing and sales information and recommendations to strategic plans and reviews
- Prepare and complete action plans for marketing activities
- Develop publishing material of the hospital namely: information booklets, leaflets, handbills, brochure, and other related materials, including content, design, creativity and proof – reading etc

Senior Team Member – Referrals

Education- Graduate with Good Communication and Customer care skills

Experience- Fresher / 1-2 Yrs. Of experience

Job Description-

- To streamline all the referral & product related process and act as one point of contact for any referral patient to ensure smooth and satisfactory customer experience
- Responsible for Meeting sales and business targets
- Responsible for facilitators and other vendor contract renewals (corporate tie ups)
- Assist HOD in the smooth functioning of department

- Assist in coordination for conducting health check camps across target market.
- Be the single point of contact for any customer referral
- Ensure departmental protocol is followed and customer satisfaction is maximized.

FINANCE

Team Member

Education- Post Graduate

Experience- Fresher

Job Descriptions-

- To ensure the payment of all the expenditures occurred, by verifying and completing payable transactions, such as receiving the invoices, accounting and making the payment.
- Depositing cheques in the banks
- Perform vendor reconciliation ageing and advance settlement activities
- Arrange and file all the documents related to payables

Senior Team Member

Education- Graduate, preferably B Com

Experience- 3 - 6 years of exp in the same field

Job Description-

- To provide administrative and processing support for all Banking activities, Project expenditures and Fixed Asset maintenance. To ensure the payment of all the expenditures occurred, by verifying and completing payable transactions, such as receiving the invoices, accounting and making the payment.
- Receive vendor bills, verify the same and issue the payment to vendors on a timely basis
- Maintain accounts of collections. Allocate the amount received to the pending bills.
- Carry out billing, collection and reporting activities according to specific deadlines
- Releases retainer fees/ stipend to doctors/trainees
- Transfer funds to head office on behalf of payments
- Interact with Bank for clarification & Fund status
- Compiles the data in format to support audit requirements
- Processes reimbursements and claims
- Arrange and file all the documents related to treasury
- Prepares schedule as per audit format and timelines
- Participate in Audits

Executive

Education- MBA in Finance

Experience- 4-5 years of relevant experience

Job Descriptions-

- To ensure accuracy of Financial Accounting System by checking, analyzing and verifying the data, ensuring contributions and sundry debtors are invoiced, and collected when due, for all aspects of staff payroll, and statutory and policy compliance
- Analyze financial data/ reports on a daily basis and submit the same to the management on a regular basis
- Analyze Budget Vs. Actual on monthly basis and share findings with seniors
- Ensure input of data including invoices & credit notes is timely.
- Ensure back charging required is performed on a regular monthly basis
- Ensure invoices are raised on time
- Provide the required information to purchase department for correction of Purchase order, work order and other quotations
- Verify all statutory payments including TDS and Service tax, ensure compliance to all legal/statutory and company
  requirements
- Perform Hospital Information System to SAP reconciliation regarding Treasury
- Check and prepare reports required for audits, participate in audits, provide clarifications on data and process
- Provide financial reports in accordance with published timetables
- Prepare status reports related to activities (e.g. bank reconciliation)
- Participate in new work initiatives in the department and organization (in analyzing and reporting)
- Participate in the budget preparation activity
- Prepare flash reports
- Prepare report for the internal/external audit purpose

Assistant Manager

Education- M. Com / MBA in Finance

Experience- 10 - 15 years of experience

Job Description-

- To establish and maintain financial and management procedures, ensure compliance with all regulatory requirements as relating, to Company Law, and ensure adequate financial resources for the organization

- Prepare cash flow and fund flow statement & allocate funds for the various requirements. Monitor actual expenditure spent department wise and having a control on the budget
- Monitor the receivable position and payable position and raise flag/ resolve issues
- Interact to close issues with Internal Auditors and Statutory Auditors
- Monitor regular filing of statutory reports and attends the queries
- Review and circulate MIS on a monthly basis
- Review to ensure integrity of general ledger
- Interact with the internal departments and resolves issues, if any
- Act as bank voucher signatory for and authorize expenditure up to limits as per department protocol
- Identify development opportunities consistent with the aims of the organization and the operating environment
- Maintain day-to-day financial control within budget heads
- Ensure that appropriate financial regulations and controls are in place and in use at all times
- Monitor regularly work done by the team
- Ensure, delegating as appropriate, that finance team in each service location is adequately managed, staffed and resourced

ABSTRACT: -

The aim of the study was to describe the process flow of Departments.

INTRODUCTION: -

For effective delivery of healthcare, a secure financial strategy with robust financial and manpower controls, a properly maintained technical infrastructure, clear lines of accountability, and good management and communication lines all need to be in place. Ideally there should be clearly defined written personnel procedures, good training systems, and written policies and guidelines for all staff functions. The facilities and functions described in this section need to be in place, and are as important as the quality of medical care given. The services and facilities discussed in this text are basic, not comprehensive; well- resourced countries may have many additional ones. If these services and facilities are in place, and are managed efficiently, supported and maintained, mainline healthcare delivery will be approachable.

A hospital has clinical and non-clinical Departments.

Support services are departments within our hospital which carry out much of the "behind the scenes" work. They help to support the work carried out by our frontline departments but are just as crucial. Without them, the hospital would simply not run.

The work carried out by these support services ranges from providing food to patients, to maintaining a clean and safe hospital, to providing support to our staff.

IMPORTANCE: -

Each and every department has its own place in a hospital. A smooth running of a hospital is not possible without a combined effort of all the departments. These departments not only deal with patients but also have the responsibility to take care of all other services also.

OBJECTIVES OF THE STUDY: -

To prepare the process flow of departments assigned and to figure out the discrepancies and giving recommendations for the same.

STUDY DESIGN: -

Descriptive and Exploratory study design is taken.

SAMPLE SIZE: - 50

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SOURCES OF DATA COLLECTION: -

Primary Source

The methods can be broadly classified as given below: -

- **Observation:**

In this method the individual performing the job are observed and relevant points are noted. This method is helpful in making detailed profile of the department and the job profile.

- **Interview method: -**

The interview of employees is a source of information and helped to obtain effective information in structured form.

DEPARTMENTS ASSIGNED: -

- Op Pharmacy
- Housekeeping
- CSSD
- Biomedical Engineering
- Linen and Laundry
- IT
- Blood Bank
- OPD
- Finance
- Credit Cell
- Marketing
- Nutrition
- Store and Purchase

OP PHARMACY

Objectives

- Indenting and receiving the material
- Storage (Stock) of material
- Issuing and dispensing
- To follow sound inventory practices
- Code approval for new medicines
- Following Statutory compliances according to NABH standards
- Providing Hassle-free, on time services to OPD

PROCESS FLOW OF OP PHARMACY

Steps	Activity	Involved by Staff Designation / Name of Equipment/ Patient	Avg. Time taken	Outcome	Issues and Problems
1.	Greeting the patient and collecting prescriptions from patients and asking patient for Quantity	Pharmacist	1 min	**Prescription forwarded to Pharmacy staff**	Patients are not coming in que
2	Finding the medicines in store area	Pharmacist	5-7 min	**Medicines collected**	No proper storage method implemented

3	Verification of medicines both quantity and whether exact same brand written on	Pharmacist	1 min	**Medicines verified**	Many times exact brands not available
4	In case if prescribed medicine is not available then ask the doctor for Substitute medicine	Pharmacist	5-7 min	**Substitute Arranged**	Doctors many time not pick up the call
5	Entry into the system - CRN	Pharmacist	1 min	**Medicine entered into system**	System slow down sometimes
6	Billing of the medicines	Pharmacist	1 min	**Billing done**	
7	Receiving the money	Pharmacist	1 min	**Money received**	
8	Giving suggestions to patient regarding how to consume the medicines	Pharmacist	1 min	**Guidance given to patient and patient left the counter**	

Minimum time that is taken in the Process- 15 min

Maximum time that is taken in the process- 25 min

HOUSEKEEPING

Objectives

- To ensure prompt cleanly hygienic and infection free hospital environment
- To manage assets to ensure for aesthetically beautiful hygienically cleaned functional environment

Process Flow of Housekeeping Department

Steps	Activity	Involved by Staff Designation/ Name of Equipment/ Patient	Avg. Time taken	Outcome	Issues and Problems
1.	Morning 8 am supervisor allots staff a department or area	**Executive**	**10 min**	**Staff reached hospital**	Staff absenteeism
2	Staff goes to allotted dept	**Staff**		**Staff gets dept. for work**	
3	Area/dept. wise checklist is prepared already	**Executive**	**2min**	**Staff gets oriented about work**	
4	According to checklist staff first collects the requirements	**Staff**	**15 min**	**Staff ready for work**	

5	Staff starts the work as mentioned in functions	**Staff**	**1 min**	**Daily function resumed**	
6	Every 2 hourly area supervisor goes to dept and monitor the activities	**Staff**	**Every 2 hourly**	**Checklist is filled**	
7	2 hourly checklist maintained with supervisor signature	**Supervisor**	**3 min**	**Signed by supervisor**	

CENTRAL STERILE SERVICES DEPARTMENT

The central sterile services department (CSSD) is the services responsible for receiving, storing, processing, distributing and controlling the professional supplies and equipment's (both sterile and non-sterile) for all user unit of hospital for the care and safety of patients under strict quality control.

AIMS

To provide the safe and sterile supplies to all user unit of hospital.

OBJECTIVES

- To provide efficient, economic and uniform source of sterile supply for the care and treatment of sick.
- To assist purchase department for decision making and selection of goods.
- To assist management of hospital in standardization of goods.
- Cleaning, Packaging, Labeling and dating of material.

- To supply equipments to highly specialized units.
- To educate students, Nurse and ancillary persons.
- To save nursing time at nursing station.
- To participate effectively in hospital infection control committee.
- Applied research for improvement techniques.

Process Flow of CSSD Department

STEPS	ACTIVITIES	TIMING
1.	Collecting equipments from receiving area	5 Minutes
2.	Sticker Labeling	10 – 15 Minutes
3.	1st Load (35 packets)	2 hours
4.	Sterilization and Autoclave	1hour 40 minutes- 2 hours
5.	Utility store (Area left for sterilized item)	5 minutes
6.	Department wise segregation	10 – 15 Minutes
7.	Equipment left for heat	30 Minutes

Total Time Required

Autoclave – (45 – 50) minutes

Ethylene Tri Oxide Sterilizer (11 – 12) Hours

BIOMEDICAL ENGINEERING

Biomedical engineering is a discipline that advances knowledge in engineering, biology and medicine and improves human health through cross disciplinary activities that integrate the engineering sciences with the biomedical sciences and clinical practices.

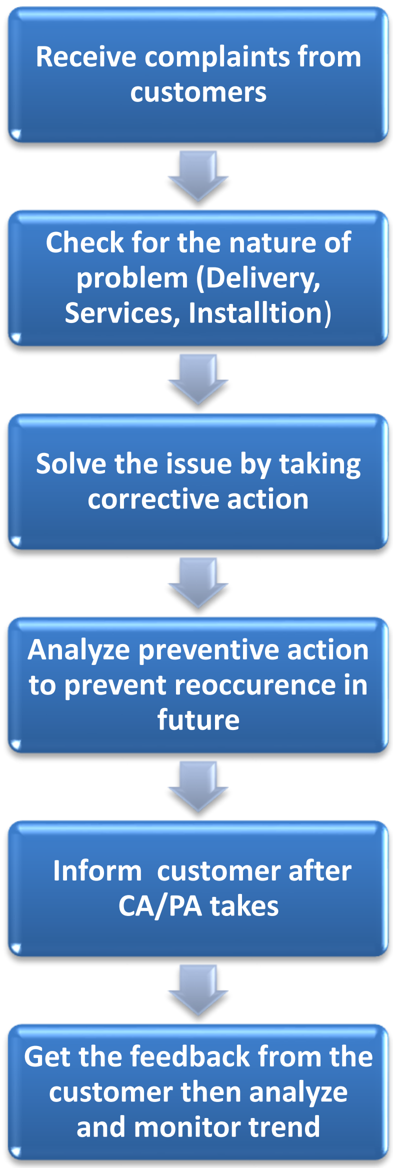
A skilled team biomedical engineer’s service is available at the hospital. The team provides an efficient support in maintaining the various equipment’s in the hospital in a good working condition. The department functions round the clock to render emergency service support on breakdown/ failure of equipment’s.

The department ensures quality functioning of all category of equipment’s in the multi specialties of the hospital. The biomedical engineering department plays an important role in aiding smooth and complete patient care.

OBJECTIVES

- Purchase of equipment’s, writing specifications for all the new equipment’s and machinery.
- Evaluating the equipment and machinery
- Inspection of incoming equipment and machinery and doing pre-acceptance checks and payment.
- Maintaining records
- Setting standards and ensuring their compliance.
- Arranging for training programs for personnel in clinical engineering as well as the end users.
- Advising and providing expertise to the medical staff and administration.
- Maintaining equipment inventory for all existing and incoming equipments

PROCESS FLOW FOR HANDLING OF CUSTOMER COMPLAINTS



LINEN AND LAUNDARY

Linen is a general term used to denote clothing items. It includes the entire textile used in hospitals including Mattress, bed cover, pillow cover, bed sheets, towel, blanket, doctor's coat etc.

Cotton and gauge piece is most preferred and frequently used material as it is cheaper and more comfortable.

OBJECTIVES

- To ensure Availability of linen in hospital at all time.
- To provide Prompt clean and infection free linen to patient activities.
- To maintain adequate stock of linens according to hospital requirement.

PROCESS FLOW FOR LINEN AND LAUNDARY

Steps	Activity	Involved by Staff Designation / Name of Equipment/ Patient	Avg. Time taken	Outcome	Issues and Problems
1.	Collection of soiled linen from dept.	**GDA**	**1 hour**	**Linen collected**	
2	Segregation of linen	**GDA**	**30 min**	**Linen segregated**	
3	55-60 kg linen at a time in washer	**Dept staff**	**30 min**	**Washing started, 3 cycles of 30 min each**	Machine maintenance not on time
4	Steam Drying -40-45 kg at a time	**Dept staff**	**25 min**	**Linen dried**	

5	Separation of linen	**Dept Staff**	**30 min**	**Linen separated according to code**	
6	Ironing the linen	**Dept staff and GDA**	**3 hours**	**Linen ironing done**	
7	Storage of separate linen into racks according to dept. Codes	**Dept staff and GDA**	**1 hour**	**Linen stored into racks**	
8	Verification of count and distribution of linen from laundry to other departments	**Dept staff**	**After 3 pm**		Sometimes contaminated bed sheets are used

IT DEPARTMENT

OBJECTIVES

- To support internal end user in achieving their business goals.
- Implement IT Policies and Procedures.
- To enable smooth functioning to HIS and other software applications.
- To Maintain and hardware and all IT Assets.

PROCESS FLOW OF IT DEPARTMENT

Task- 1	**Complaint received from various departments**				
Step No	Activity	Involved by Staff Designation/ Equipment	Time Taken (mins)	Outcome	Issues Identified
1	Complaint received by IT team via call or email	Supervisor	1 to 2	Complain documente d	No records for complaint via shift cell
2	Complain number generated	Maintenance Staff	1		
3	Nature, type and location of complaint is noted	Maintenance Staff	1		
4	Complaint is arranged as per severity	Maintenance Staff	2	Priority listed	
Task- 2	Complaint Allocation				
1	Checked for the availability of Maintenance staff	Supervisor	2-3 mins		Plumber works double shift.
2	Complaint allotted to the available staff as per severity	Supervisor	5	Technician assigned	
3	Engineer takes the complaint	Technician	2		Already working on a prior complain
4	Service engineer starts working on the issue	Technician	10-30 mins		

Task- 3	Spare parts replacement				
1	Spare parts replaced if availability	Technician	5 to 10		
2	If the issue is severe then required part is purchased immediately	Technician	1- 2 hrs	Part purchased	
3	Indent generated for the required spare part	Technician	30 mins		
4	Approval taken from Unit & Finance head	Asst Manager	2-24 hrs		
5	PO generated by purchase	Purchase staff	24 hrs		
Task- 4	Issue resolution				
1	Received spare parts from vendor	Purchase staff	7- 15 days		Vendor dependency
2	Service Engineer fixes the fault	Service engineer	5-10 mins	Issue resolved	

BLOOD BANK

OBJECTIVES

- Conducting the test by keeping the patient safety at High importance
- Maintain the good quality practice in the departments
- Providing the tested blood within the defined time frame.

PROCESS FLOW OF BLOOD BANK

Step No.	Activity / Tasks	Time Taken	Activity done by	Issue/ Problem Identified	Remarks
1	Volunteer Donor Enter the department	At 10:58 am	Donor	sometime need to wait due to absence of technician in the donor room area	Because sometimes they are working on other procedures like blood grouping, cross matching etc.
2	Received by Department nurse	At 10:58 am	Nurse		
3	Technician makes them understand the process	2 minutes	Technician	Detailed explanation regarding the blood donation not done properly by technicians.	
4	Technician fills the form	5 minutes	Technician	in few cases not filled completely even sometimes not in legible writing	
5	HB and blood grouping done	6 minutes	Technician		To confirm that donor is valid for donation.

6	After the confirmation of valid blood donation entries done by nurse in donor Register	4 minutes	Nurse	Sometime not in clear writing	
7	Donor asked to lie down for procedure	2 minutes	Donor		
8	Tubing done to start the blood donation procedure	2 minutes	Technician		
9	Procedure completed	10 minutes	Machine	during the procedure observation need to be done by any qualified person mostly by nurse but sometimes they are unavailable and only GDA available in the Donor room	during that time techinicians do their other work in lab realted to other blood bags.
10	donor asked to rest after the procedure got over	30 minutes	donor		
11	tubes sealed	1 min	Technician		
12	Instruction given after the procedure	3 min	Technician		
13	Donors refreshments called	1 min	by nursing staff		
14	Refreshments received	15 mins	donor		
15	donor leaves department	3 min	Donor		
16	sample sent to component room	30 minutes	Technician		

- Minimum time that should be taken according to Red Cross society for blood donation- 1 hr 15 minutes
- Average Time taking here- 1 hr 40 min- 2 hr

OPD (ADMISSIONS)

OBJECTIVES

- Improving patient's satisfaction and relationship management
- Providing information about admissions and counseling of patients
- Giving estimates about the charges of components of services
- Registration and bed allocations

PROCESS FLOW OF OPD

Steps	Activity	Involved by Staff Designation/ Name of Equipment/ Patient	Avg. Time taken
1.	Patient Registration	Admission coordinator	2 min
2	Documentation	Admission coordinator	13 min
3	Information to Nursing Station	Admission coordinator	2 min
4	Information to patient	Admission coordinator	4 min
5	Cash received & Documents Signed	Patient	4 min
6	GDA Took patient to the ward	GDA	5 min
7	GDA handover patient file to the ward	GDA/Nursing Staff	2 min

Minimum time that should be taken- 15-20 minutes

Time that should be taken- 30 minutes

CREDIT CELL

OBJECTIVES

- To review and Submit the files of all credit patients (ECHS, ESIC, CGHS, Railways, CRPF, TPA and corporate) to the firms and companies.
- To answer and solve the queries coming in submission of department.
- To prevent the deductions happening in the process of credit file submission

PROCESS FLOW OF CREDIT CELL

Steps	Activity	Involved by Staff Designation/ Name of Equipment/ Patient	Avg. Time taken	Outcome	Issues and Problems
1.	File forwarded from billing to Med verve	Billing staff	7 days	File received by credit cell	Initial delay by the billing dept to send the file.
2	Pooling and collation	Upload and dispatch officer	within 24 hours of receiving file	Organized file and verification done	System slow down sometimes
3	Scanning of file and reports	Upload and dispatch officer	within 24 hours of receiving file	File ready to upload	Missing reports
4	Docs. uploaded on med verve portal	Implementation specialist	within 24 hours of receiving file	Documents Sent for CQC	

FINANCE

OBJECTIVES

- To record all financial transactions of the Hospital
- To maintain all statutory financial records of the Hospital
- To prepare monthly Income & Expenditure statement
- To get the accounts audited and certified by the statutory auditor

PROCESS FLOW OF FINANCE DEPARTMENT

Step No	Activity	Involved by Staff Designation/ Name of Equipment/ Patient	Avg Time Taken (mins)	Issues Identified	Remark
1	Indent/ PO from various departments directed to finance dept	Respective Heads			
2	GRN is generated against the Purchase order	Stores officer			
3	Bill is checked for PO copy, GRN, Authorised copy, security stamp, store stamp, approval from concerned manager	Stores officer			
4	Bill is booked for accounting	Officer	1-2 days	Takes large time in receiving from other departments	
5	Checked for the vendors outstanding edgewise	Officer	1 day		
6	Tax deductions on service bill vat tax, tds	Officer	2-3 mins per bill		
7	Monthly report generated after calculations	Officer	1-2 days		

8	Tax paid before due dates	Officer	Half day
9	Edge wise report generated and payment is released accordingly	Officer	Weekly
10	Reconciliation done	Officer	Weekly /Daily/Monthly

MARKETING

OBJECTIVES

- Main objective is to get patients to the hospital by all possible means
- Develop business strategies to make profits for the organization
- Branding of hospitals
- Relation building with corporate and firms
- Arranging camps and formulating health packages

PROCESS FLOW OF MARKETING DEPARTMENT

Task- 1	**Registration**				
Step No	Activity	Time Taken	Work Done by	Issues Identified	Remarks
1	Patient at OPD/IPD registration counter waiting in queue	5- 10 mins	FE Executive	Peak hours: 15-20 mins for registration	
2	Patient guided to OPD counter or Admission	5 mins	FE Executive		
3	Patient counseling in case of Admission	5 mins	Officer		
4	Patient taken to ward	10-15 mins	GDA	Availability of GDA staff	
5	Patient admitted	10	Nursing In charge		
Task- 2	Patient Discharge				
1	Discharge Scheduled by doctor	5 min	Nursing staff		
2	Documentation	2 - 3 hrs	Nursing staff/ RMO		
3	Discharge summary	1.5 hrs	Co-coordinator	Non -Clinical staff	
4	File sent to billing and bill prepared	30 mins	Billing co-coordinator	Disputes in bill. Incomplete reports	
5	File sent to TPA	3-4 hrs	TPA co-coordinator	TPA Approval	

Task 3	File uploaded in web portal				
1	Patients documents are scanned	10-15 min	Med work Co-coordinator		
2	Med-work team upload the soft copy in ECHS portal	15-60 mins	Med work Co-coordinator	Time depends on the size of the file	
Task 4	Physical Copy Submission				
1	File sent to concerned ECHS/CHGS/Railway Office	1-2 hrs	Med work Co-coordinator	1 Officer appointed for file dispatch	
2	Approval from Competent Authority	6 days to 6 months	Med work Co-coordinator	Approval takes time depending on the query raised	
Task 5	Claim Settlement				
1	Query is resolved by the concerned team of the hospital	1 day to 1 month	Query Co-Ordinator		
2	Payment Approval				

Segment - TPA/Corporate

Step No	Activity	Time Taken	Work Done by	Issues Identified	Remarks
Task 1	Empanelment and lead generation				
1	Empanelment contact generated via data base or online	2-4 hrs	Officer		
2	shorting of firms	2-3 hrs	Officer		
Task 2	Firm Connect				
1	Contacted concerned personnel	1-2 days	Officer	Connecting	

	of the company/firm for empanelment			the right person	
2	Given the information about the services offered	15-20 mins	Officer		
Task 3	Response from the firm				
1	Company replies after undergoing all necessary documents	7-8 days		Company take huge time to respond	
2	Legal documentation process followed	1 week	Manager /Officer		
3	MOU signed	1 week	Manager /Officer		
4	Firm/Organization Empanelled				

Segment - Cash

Step No	Activity	Time Taken	Work Done by	Issues Identified	Remarks
Task 1	Target Area Allotment				
1	Marketing personnel is allotted particular area of business to generate leads	10-15 mins	Manager	No information of GP from hospital database	
Task 2	Lead Generation				
1	Generates lead via contacting pharmacy/ diagnostics centers /Lab	2-3 hrs	Officer		
2	Meeting with the doctor personally	2 hrs	Officer	Waiting time to meet the doctor	
3	Convince the doctors	30 mins	Officer	Bargain on doctors share	
Task 3	Patients inflow to the hospital				

1	GP intimates the marketing team about patient's arrival	5 mins		
2	Marketing team informs the front end	5 mins	Officer	
3	Patient treated	5-6 hrs	Doctor	
4	Bill generation	30 mins	Billing Officer	
Task 4	Doctors payment			
1	Doctor is paid per 3 months	15-20 mins	Officer - Finance	5- 10 % share on bill excluding consumables and Implants only if the doctors gives a business more than 15 lakhs

NUTRITION

OBJECTIVES

- To ensure that all patients admitted to the hospital are served safe and nutritious food appropriate to their clinical condition. The nutrition team addresses all the dietary needs of the patients. Outside food is not permitted for the admitted patient.
- Nutritional screening, Nutritional Assessment and Reassessment will be done for all patients who are admitted.
- To ensure implementation of NABH standards in nutritional care

PROCESS FLOW OF NUTRITION DEPARTMENT

Steps	Activity	Involved by Staff Designation/ Name of Equipment/ Patient	Avg. Time taken	Issues and Problems
1	Dietician's patient round starts with the RT-feed/diet chart	Dietician	1hrs	Overcooked Food Burnt Chapatti Even If the Patient Is Admitted Early Than Also The Food Is Served According To The Schedule. No Priority Criteria for The Patient Needs. Food Tickets Not Given on Time of New Admission geyser, Refrigerator, Exhaust Not Working
2	Every Ward & ICU Rounds. Checking Diet charts& Checking Patient Files	Dietician	1hrs	
3	Takes GDA with her and sends diabetic diet char T	Dietician, GDA	2	
4	Calls nurses for any diet change if required	Dietician	3	
5	Tickets filling for lunch	Dietician	10	
6	Checking the diet tickets for correct diet	Dietician	2	

STORE AND PURCHASE

OBJECTIVES

- Purchase of Materials and goods, consumables, housekeeping material, CAPEX items, OPEX items.
- Issue of material to department after indenting.
- Management of Printing of material required in department.
- Asset transfer to departments.
- Regular audits of department.

Process Flow of purchase department

Steps	Activity	Involved by	Avg. Time taken	Outcome	Issues and Problems
1.	Demand of material	Indent staff	20min	Demand Generated	Uneven Proportion and timing of demands
2	Authorization of demand from purchase manager	HOD	24 hours	Demand Authorized	
3	Purchase order	PO staff	20 min	P O generated	System errors sometime , No fixed schedule
4	P O sent to vendor	PO staff	3 hours	P O sent	
5	Delivery by vendor	Vendor	5 days	Delivery of medicines	Delay in delivering

6	Issuing gate pass	Security staff	10 min	Gate pass issued	
7	GRN	GRN staff	24 hours	GRN generated	Only in daytime GRN made
8	Bill submission to finance department	GRN staff	24 hours	Bills submitted	
9	Storage into rack	Indent and GRN staff	2 hours	Material stored into racks	No alphabetical order, no proper method of storage

BILLING

Objectives

- Interim bill preparations
- Final bill preparations for the discharge patients
- Completion of credit files
- Submissions of IP files to credit cell
- Maintaining the record of submitted and pending files

Process Flow

Steps	Activity	Average time taken	Issues
1	Ip billing starts. Admission and bed charges are picked automatically	10:00 AM	Patients stickers are not placed, increases the chances of billing error because of hand written name and IP number
2	Daily billing sheets arrives and bills are updated as per the entries in billing activity sheet	5 mins	Date of Operation not entered
3	Updating of OT and cath procedures billing	10 mins	IT errors
4	Posting the IP packages in IP bill as per applicability of different categories	15 mins	
5	Keeping record of all received billing activity sheets , OT and Cathlab	10 mins	
6	Updating the other charges or misc billing entries	5 mins	No proper and timely mail communication

Minimum time should be taken = 45minutes

Time that is being taken= 50 minutes