



Special Learnings

Management with precision in hand hygiene program

Employee Engagement

1. Reward & recognition program
2. "DOR" program

Study of employee satisfaction in the department of Food & Beverages

Day to day activities of HR Department

1. Process of recruitment , selection and separation
2. Worked in the HMIS: Cloud based software : "YOU-R-HR"

Consultant Connect :scoring of performance of senior consultants based on certain parameters

Operational learnings

In depth study & personal observance of Safety protocols of Apollo

Functioning of various departments and gap identification.

AAPIE: Apollo Acculturation Program for Imbibing Excellence

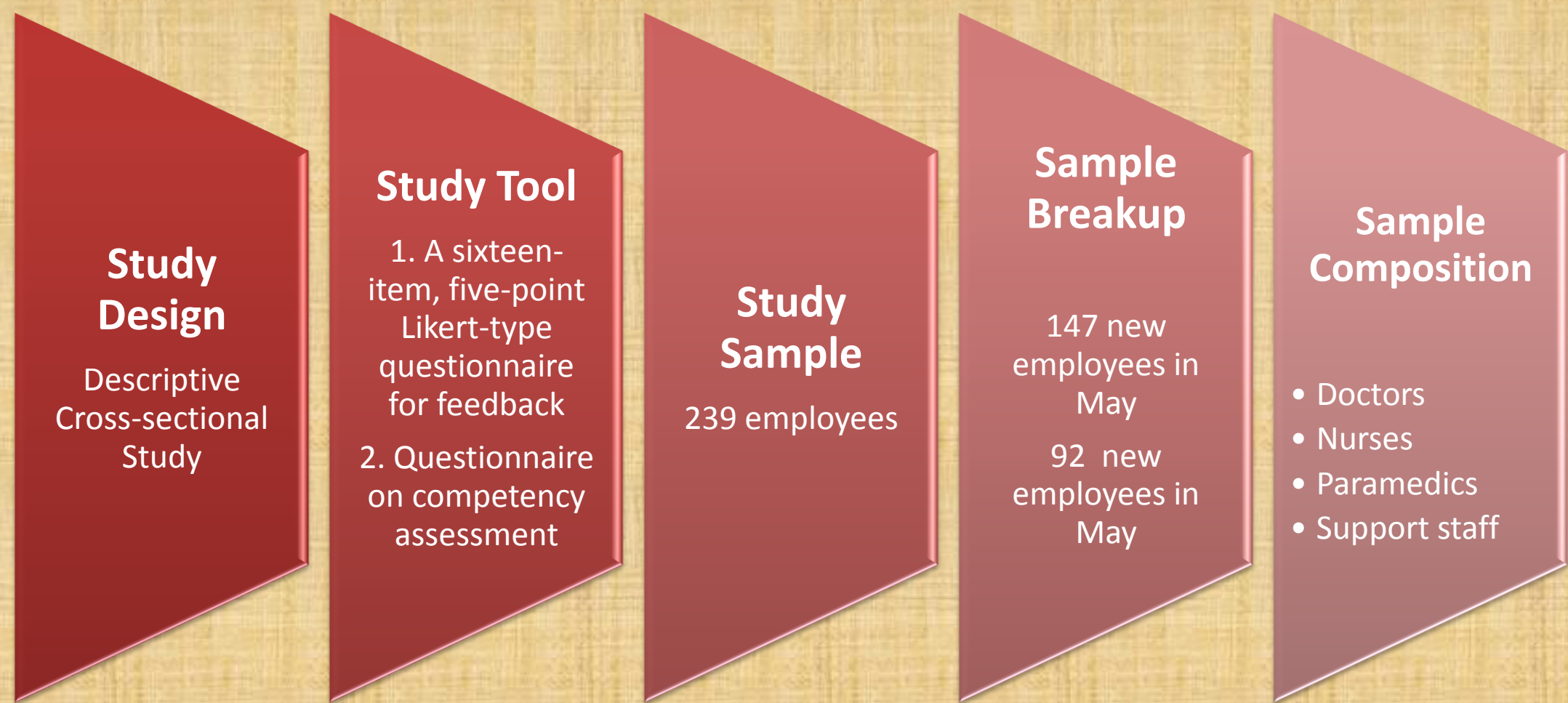
About AAPIE: Acculturation is the process of understanding the culture of the organization. In Apollo "Excellence" has been the defining edge, clinically as well as in all customer facing outcomes, Bridging the gap between new associates and senior management.

- AIM:** Studying the need and imperative of training and induction program and the role of HR in the process.
- Objectives:**
To investigate the effectiveness of an induction program at Indraprastha Apollo Hospital.
1. Feedback Analysis of the program
2. Competency Assessment of the new recruits
- Research Question:**
What is the knowledge, attitude and perception of employees towards induction and training program?

Culture of Safety

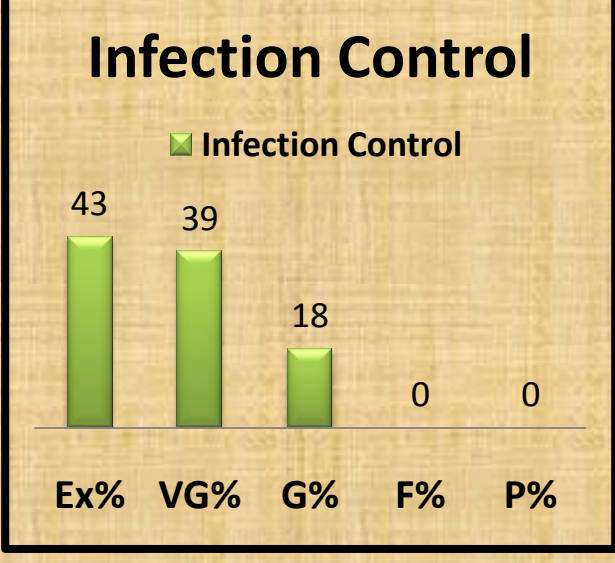
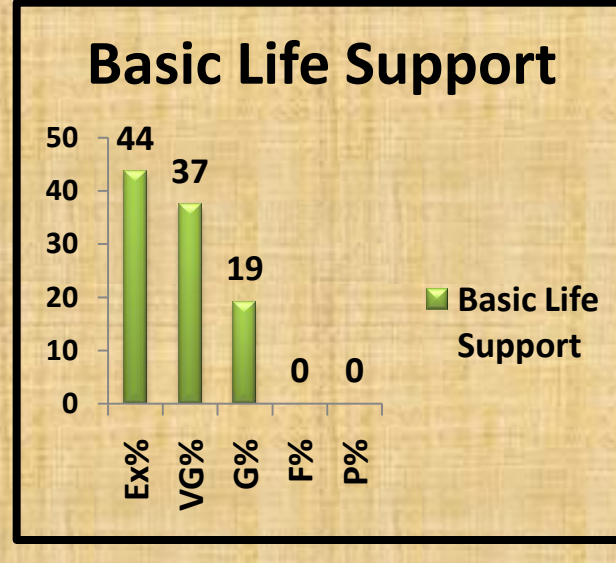
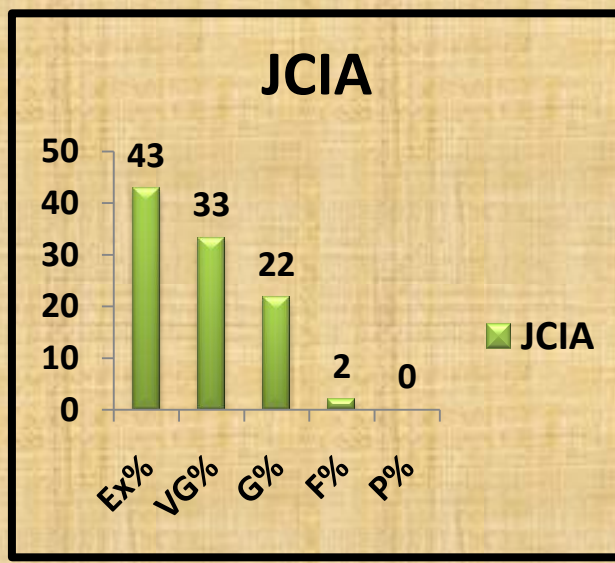
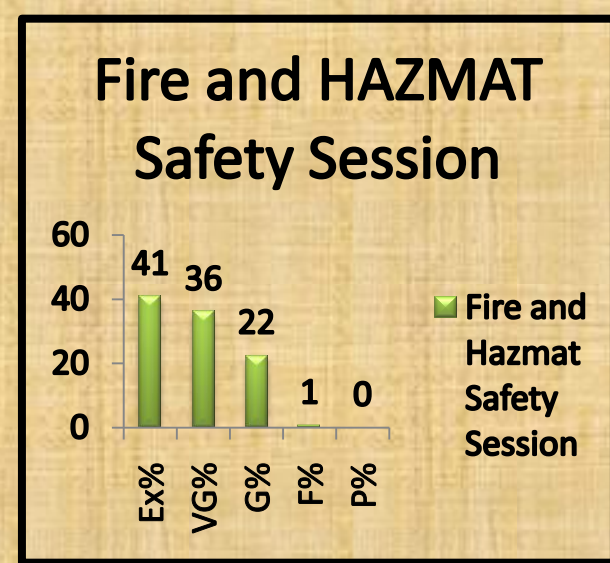
- AIM:** To study the overall safety aspect and get an insight of the opinions, knowledge, attitude, perception, awareness & practice of employees regarding patient safety issues
- Objectives:**
1. Assessment of feedback of staff suggestions regarding current safety practices and protocols that are being followed at Apollo and improvement in the systems and procedures by addressing the barriers.
2. To identify patient safety culture strengths and areas for improvement so that program can be implemented more effectively.:
- Research Questions:**
1. Is patient safety given a top priority at Apollo?
2. What is the feedback and perception of employees about the culture of safety?

METHODOLOGY

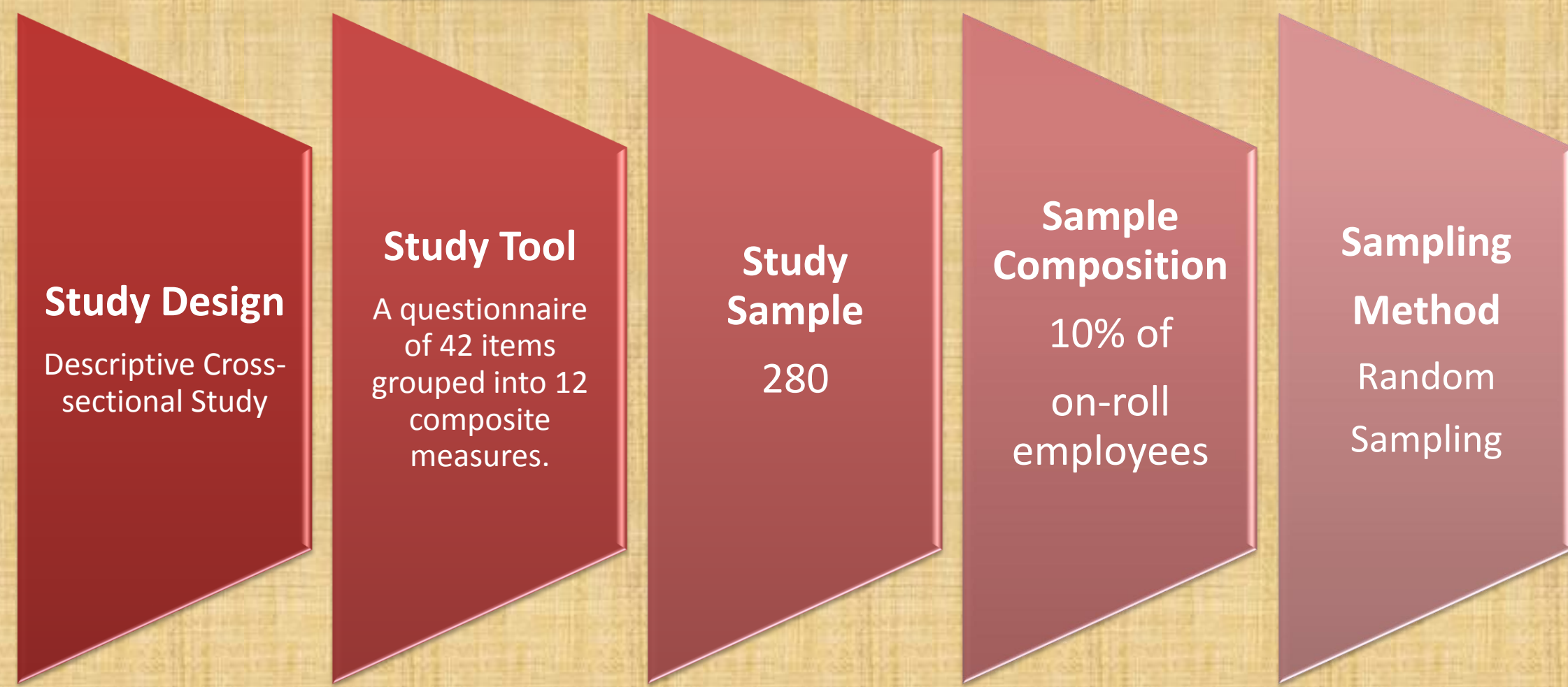


ANALYSIS:

In the first study questionnaire, the four important areas namely BLS, Infection Control, Fire & HAZMAT Safety, and JCI were highlighted and the feedback of the questions pertaining to these topics were evaluated.

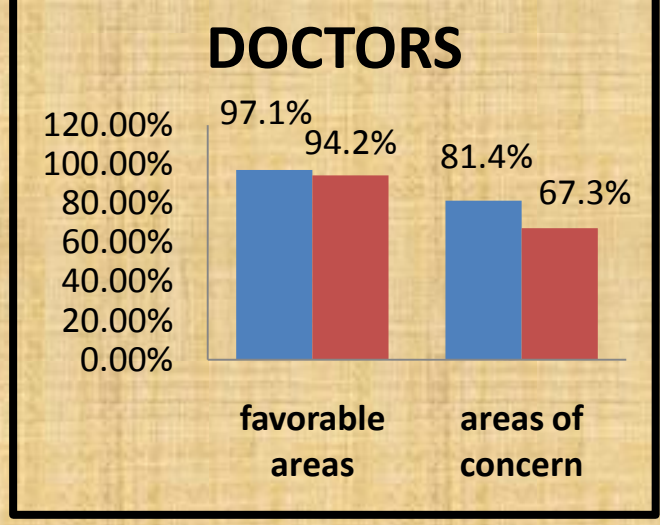
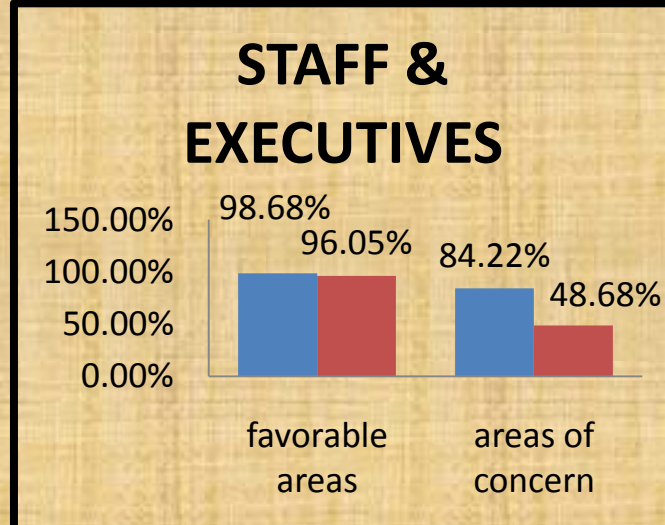
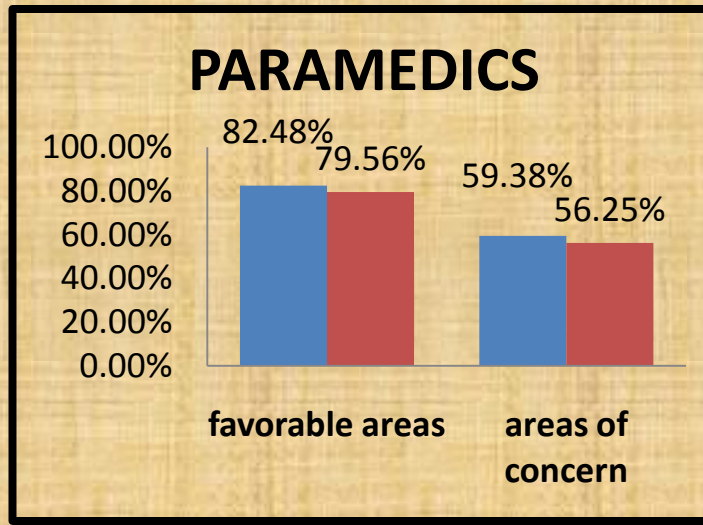
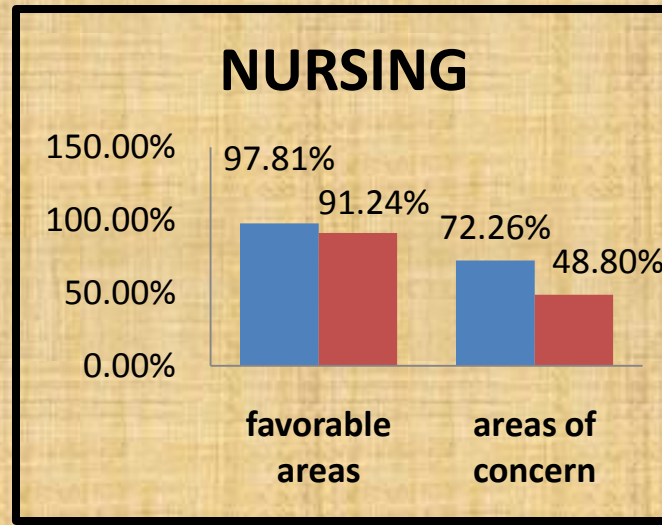


METHODOLOGY

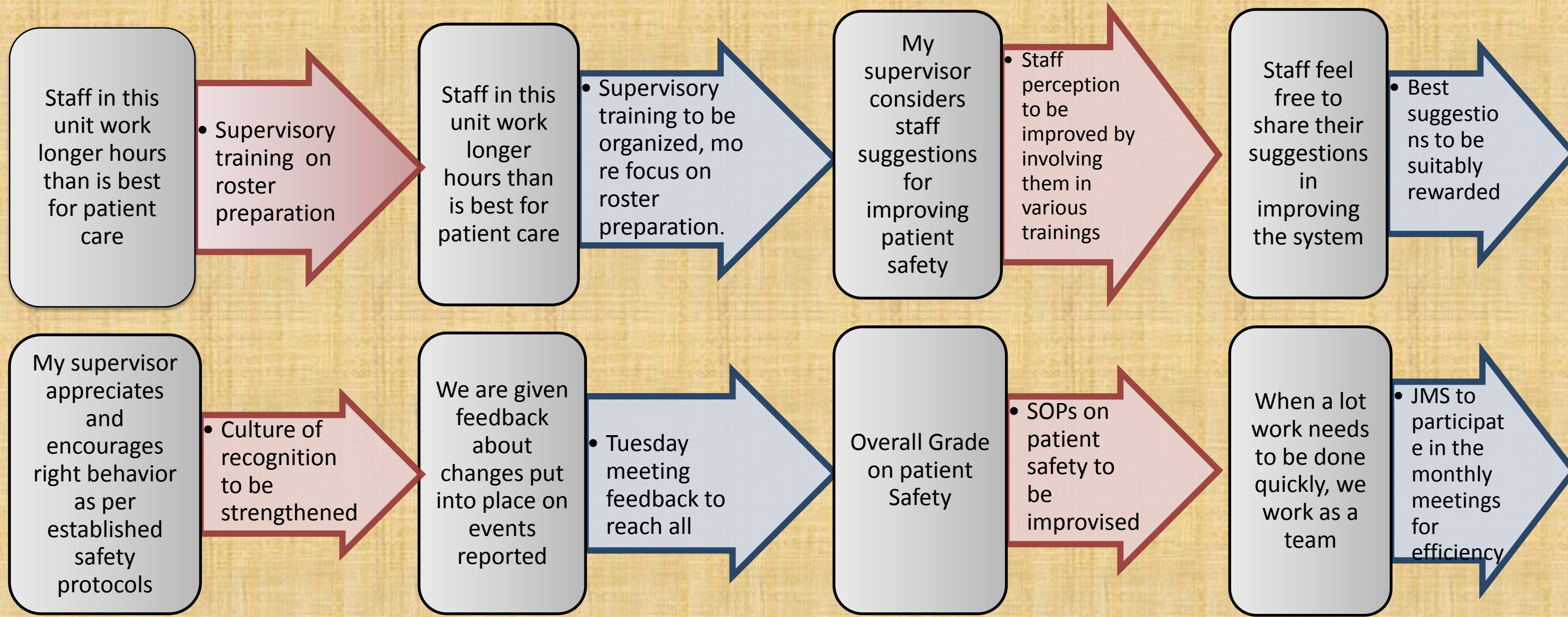


ANALYSIS:

Two key areas of concern were identified for each category and recommendations were given accordingly.



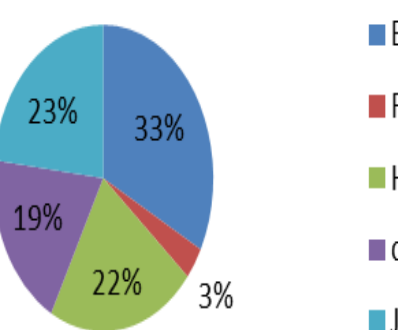
Key concern areas & their recommendations



ANALYSIS:

In the second study questionnaire, the wrong responses in all the four categories namely BLS, Infection Control, Fire & HAZMAT Safety, and JCI were evaluated and analyzed.

Analysis of wrong responses



Maximum wrong responses generated were in the category "BLS" (Basic Life Support).

This indicates that training needs to be improved in this regard and some newer method or modification is required to make this topic better understand to the new recruits since this is a very crucial topic with regard to a hospital.