



SUMMER TRAINING OVERVIEW

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Indraprastha Apollo Hospitals, New Delhi is the First Hospital in India to be Internationally Accredited by Joint Commission International (JCI) consecutively for the fourth time. It is one of the best multi-specialty tertiary acute care hospitals with over 700 beds in India and the most sought after destination in SAARC region for healthcare delivery.



VISION

VISION Apollo
Apollo's vision for the next phase of development is to 'Touch a Billion Lives.



Mission Statement

Our Mission is to bring healthcare of International Standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity”.

PROJECT OBJECTIVE:To Enhance the Pre and On-Boarding Experience of the New Employee in the Organization

COMPILING & DESIGNING JOINING KIT

An Employee Handbook was prepared to give an insight to the new incumbent about the organizations policies, values, ethics & governance. Key deliverables of the role with meetings to be attended were separately highlighted.

Manual composed of:

- Welcome Letter
 - Mission statement
 - Organization culture & Company Overview
 - Apollo ethos & Values
 - Why Apollo is a Pioneer in healthcare?
 - Role Deliverables
 - Global Recognition
- Corporate Governance
 - Telephone Etiquettes
 - Image you present
 - Parking Rules
 - Compliments (Lunch coupons & parking ticket)

BOOT CAMP FOR SENIOR EXECUTIVES

A one day high octane boot camp was designed for senior executives exposing them to the sort of business expectations/ challenges/ambiguous situations they are going to face in a typical corporate institution.

- Conducting their psychometric analysis
- Case studies and questions
- Management games
- Real life situations for Brainstorming.
- Custom report to each participant

The objective of assessment will be through constant role-switching during the ‘Boot Camp’, along with the opportunity to practice varying skills, it would enable the managers to appreciate the complexities of being a true leader and give them a new-found respect towards the rest of the members of their team, both while at the ‘Boot Camp’ and upon return to work.

VELVET GLOVE FOR THE FAMILY(at the level of GM & above)

The objective of velvet glove is to strike a cord with the family of senior executives.

A set of options were collated which could be availed in keeping with the idea of

- Employee’s Positioning
- Capacity of the employer to pay
- Ramification on the existing staff
- #Gift hampers
- # Memberships of clubs & Libraries
- # Magazine subscriptions
- # Dinner coupons
- # Domestic Travel Packages



STRENGTHENING ANTECEDENT VERIFICATION PROCESS

*Designing the Process flow for Background verification of all regular & contract staff

A criminal history background information check is the review of any and all records containing any information collected and stored in the criminal record repository of government, involving a pending arrest or conviction record information . It is to be done by hiring an external agency.

-Step by step process flow matrix was proposed to ensure fool proof criminal verification.

* Compiling the necessary steps to ensure Fool Proof Process of Credentialing of Nurses & Technicians

- SOP were designed to review the credentials and current competence of health care practitioners applying to practice in the institution

DEVELOPING THE CONCEPT OF JOB CHAT

Objective- Its overall objective was to improve supervisor-subordinate relationship.

Action items-Job Chat form is created which is to be filled and submitted to the manager

- Each manager/HOD will meet all his team mates,individually,at least once in a year.
- The meeting should preferably take place in an Informal setting.
- Job Chats should be treated as a fun,informal,relaxed way of getting to know the staff better.

Job Chat Form– It comprised questions of job profiling, work progress, ambitions for the coming year, suggestions to improve patient service, investments towards up gradation of skills etc

TASK ANALYSIS RECORD FORM

- Task analysis record form was developed for Nursing, Housekeeping and security.
- It consolidates information regarding required tasks and skills thereby ultimately determining the precise training requirements.
- This tool shall supplement the Job description and Job specification.

Task List (Actionable s)	When & how often performed	Quantity & quality of performance	Conditions under which performed	Skills or knowledge required	Where best learned

*Sample task analysis record form