

**Summer Training at
Cloud nine Hospitals (Bangalore)
(April 1–May 31, 2014)**

Induction Training for Nurses

**By
Pragna.U.Kumar**

**Under the guidance of
Dr. Vinod Kumar SV**

**MBA- Hospital & Health Management (MBA-HM)
2013-2015**



**The IIHMR University, Jaipur
2014**

**INSTITUTE OF HEALTH
MANAGEMENT RESEARCH**

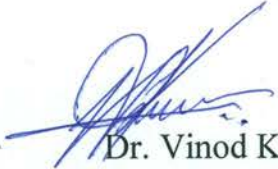
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CERTIFICATE

This is to certify that **Dr. Pragna.U.Kumar** has undergone her summer training in Cloudnine Hospitals, **Bangalore** from 1st April, 2014 to 31st May, 2014. The candidate herself carried out all the studies related to her summer training. Her approach to the study has been scientific and analytical. This summer training is in the partial fulfilment of the course requirement recommended for the award of Post Graduate Diploma in Hospital and Health Management with specialisation in Hospital Management.

I wish her success in all her future endeavours.

Col. (Dr.) Ashok Kaushik
Dean (Academic & Student Affairs)
IIHMR Jaipur


Dr. Vinod Kumar.S.V
Associate Professor and
Associate Dean
IIHMR Jaipur



Ref.No: KCIPL/Project/2014

2nd June, 2014

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Dr. .Pragna U Kumar bearing Register Number 1475, studying 3th Semester PGDHM in IIHMR had undertaken a Project at our Organisation under my guidance from 1st April 2014 to 30th May 2014. On "Induction Training".

She has completed his project successfully.

We wish him all success in future endeavors.

Thanking you,
With best wishes,
For
Cloudnine
(A unit of Kids Clinic India Pvt. Ltd.)

Abishek Chiripal S

Deputy Manager – People Department

ACKNOWLEDGMENT

I am immensely grateful to all those who have been involved in my project.

My project would not have been possible without the kind support and help of many individuals and organization.

I would like to extend my sincere thanks to my institute, Institute of Health Management and Research, Jaipur, from where I got this opportunity. I am highly indebted to Chief person's officer, Mr . Naga Siddarth, for his constant guidance and supervision.

My gratitude towards the management of **Cloud nine**, Bangalore, HR Manager Mrs Aabha, Nursing and Administrative staff for their kind cooperation and encouragement which helped me in this project.

I'm grateful to my guide, **Dr. Vinod kumar**, Professor and **Mrs .Tanjul.Saxena** Professor, IIHMR Jaipur, for their cooperation, help and wholehearted encouragement. Their assistance enabled me, to overcome many obstacles during the work of my project study.

I'm thankful to all those who directly or indirectly encouraged me to complete this project.

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ABBREVIATIONS

ALOS-Average length of stay

ANC- Ante Natal Care

CSSD - Central Sterilizing Supplies Department

EDD- Expected Date Of Delivery

GRE- Guest Relation Executive

IPD- In patient department

LDR- Labor Delivery Room

MTP- Medical Termination Of Pregnancy

NST- Non Stress Test

OBG- Obstetrics And Gynecology

OPD- Out Patient Department

OR- Operating Room

USG- Ultrasonography

OBSERVATIONAL LEARNING

1.1 INTRODUCTION



Cloud Nine is a single specialty hospital chain for Maternal and Kids Care. It was co-founded by Dr. Kishore Kumar, a world renowned Neonatologist in 2007.

Seeing the abundant, insanitary government hospitals and poorly operated private nursing homes in the nation, Dr. Kishore Kumar together with his team of three co-founders chose to focus on providing quality Maternal, Neonatal and Paediatric care. Thus came into being CLOUDNINE HOSPITALS- a venture of the KIDS CLINIC INDIA, PVT LTD owned by Dr. Kishore Kumar and Scrips N Scrolls India- a Company into property development and investments

Portfolio of services offered:

Pregnancy Care

Infertility Care

Gynaecological Care

Neonatal Care

Paediatric Care

New Born Intensive Care

High Risk Pregnancy Care

Vision: To be the kind of leader in the space of women and health that India has not witnessed yet, by providing premier quality healthcare to women and children.

Aim: Bridging the ever- widening gap between Indian and International standard care for mothers and babies.

Core philosophy: Maternity is wellness and not an illness

Values: Customer centricity

Respect for the employee

Bias for action

Customer Promise: “We will deliver an experience that makes our customers feel cared for and happy”

Investors: Matrix Partners, India

Sequoia Capital

Branches:

Cloudnine Hospitals: Jayanagar, Old Airport Road and Malleshwaram in Bangalore and T. Nagar in Chennai

Cloudnine Children’s Hospital: Jayanagar Bangalore

Cloudnine Fertility: J P Nagar, Bangalore

Cloudnine Clinic- Whitefield, Bangalore

10 new centres are planned to be opened in the next 2 years!

Other Brands of Cloudnine:

Sure Fertility: provides specialized Fertility Services for couples who have difficulty conceiving. The success rate is 42.3% (one of the best in the country)

- Stand-alone centre is at JP Nagar
- Separate Department: Sure Fertility as a separate department is present at all Units of Cloudnine.

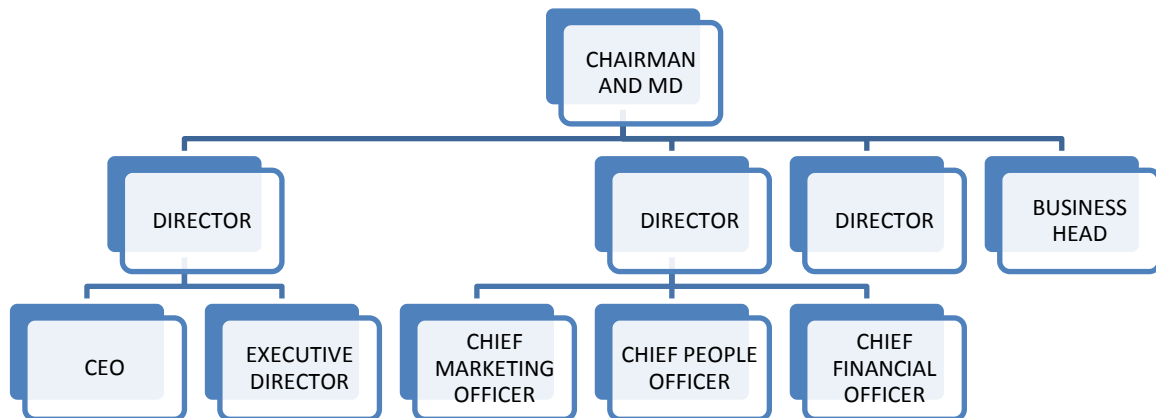
Cryonine: Cloudnine provides stem cell preservation facility under the brand Cryonine.

- For future requirement, interested parents can book to preserve the following for 21 years, and insured for a sum of Rs. 10 lakhs:
 1. Umbilical cord blood and tissue of their new born baby and

2. Menstrual blood of mother

- The above two are collected at all units of Cloudnine.

Management



Awards and Recognitions

1. Best Maternal and Infant Care Hospital- Maternity's Infant Awards, 2011
2. BIG Brands Research *Business and Service Excellence Awards- 2011, 2012*
3. Brand Academy *Service excellence Award- 2011*
4. National Quality Excellence Award *CEO of the year 2012*
5. The world's top 10 *Most Innovative Companies in India*, by Fastcompany
6. Named one of the 11 start up's to watch out for in 2012 by Forbes India
7. National Quality Excellence Award for *Best Customer Service- 2012*
8. Featured in Trailblazers of Bengaluru
9. Times Research Media *Healthcare Excellence Award- 2012 (BEST HOSPITAL OF THE YEAR FOR MATERNAL AND NEONATAL CARE IN BANGALORE)*
10. ET NOW- India MART *Leaders of Tomorrow Awards 2012*
11. *Benny Award for compensation and benefits in Healthcare- 2012*
12. *IPE Global HR Excellence Awards 2013*
13. All India Achiever's Conference *Brand Excellence Award 2012, 2013*
14. *Best PE/VC backed Health Care Company for 2014 by VCCIRCLE Award*

1.2 MODE OF DATA COLLECTION

Data was collected by method of observation and by shadowing some of the process as they occurred in the hospital.

I was allotted from 9 am to 5pm every day during the course of the internship to do the same.

I was asked to review all the job descriptions of the staff of the nursing care of the facility. I was also asked to have unstructured interviews with the nursing in charges of different departments. To take inputs from HR staff and the nursing super-intendant. To make a comprehensive induction training program for the newly employed nurses in different departments.

1.2 GENERAL FINDING

The general structure of the hospital basic architecture, different departments, facilities available and equipment is described below.

The structure of the hospital building is as follows:

Table 1

Building
Plot Size- 80ft*120ft
Covered Area- 5200 sq ft
Number of floors -5
No of Basements - 1
Parking space – Wallet type well organized
No. of lifts – 2 with Capacity of 8 people
No. of staircase -1
Ramp - 2 at entrance
No. of buildings – 1
other amenities - au bon pain café, hdfc atm, mom and me store

A brief description of the hospital in general:

Table 2

Hospital
Type- Super specialty hospital
No. of specialties-2 (obg and pediatrics)
Accreditations- none
No. of Beds -48
No .of Functional Beds- 48
Break up of Beds- executive and luxury

Bed occupancy- 95 to 100%	
ALOS of each procedure - • Normal delivery- 2 nights 3 days • C-Section -2 nights 3 days • MTP-1-2 nights	
Packages of each procedure - • Normal delivery 55,000 rs to 60,000 rs • C-Section 65,000 to 70000 rs	
Total Abdominal Hysterectomy	70000
Abdominal Hysterectomy with Salpingo Ophrectomy	70000
Vaginal Hysterectomy & Repair	80000
Laparoscopic Procedure for Ectopic Pregnancy	55000
Laparoscopic ovarian cystectomy (Complex)	50500
D &C or M T P	18000
Bartholin Cyst Excision Unilateral	16800
Cervical biopsy & Cautery / Endometrial Biopsy + cervical cauterization	24000
Colpoperineoraphy	75000
Laparoscopic ovarian cystectomy (Simple)	36000
LAVH	80000
Ovarian Cystectomy - Unilateral Lap	36000
Subtotal Hysterectomy	45600
Vaginal Biopsy	16800
Laparotomy for ovarian cancer	70000
OPD Visit- • Registration- 150 • Consultation -350-500	
Out sourced departments –laundry and biomed waste	

Description of different departments:

The OPD is as follows:

Table 3

OPD
Location-ground and mezzanine floor
Number of Consult chambers- • Ground(Pediatrics)-5 • Mezzanine(OBG)-5
OPD timings- 8am-7:30pm
No. of other rooms like procedure room- • Ground 2 • Mezzanin3
Approx. OPD covered area including circulation and ancillary area-2400 sq ft

Area of each room-100 sq ft
Waiting area and sub waiting area-1200 sq ft
Sitting capacity-50
Facilities- TV, Play area, Toilets and magazines
No. of front desks- 1 at the reception , 1 each in OBG and Pediatric OPD S
Appointment system - online/ telephone/ personal
Duty Rosters- 1 in each floor
Tariff -500 per consultation
OPD record keeping - online dwise system
Retrieval of Records – online
Recording of follow up records- EMRD
Daily/Weekly volumes – No. of OPD per day 500
Processes for 1. Appointment, Registration of new patient, Registration of old patient, Informing Consultants about appointments, Cash collection and deposit, refunds and Credit Billing Is as follows Admissions: Patient approaches counter 1 Old patient/ New patient- New patient registered and takes token If old patient give MPI number and phone number Select doctor and date, time- confirmation sms sent Come for consultation Get token for billing Billing Go to consultation chamber Called for consultation in turns Lab prescription/ Medicine Come back to billing desk and take token... collect receipt for payment Go to collection room Patient comes back to reception with bill- report dispatched at reception. The GRE signs it in book with time for proof of dispatch. If medicines, go to pharmacy directly. For walk ins, they are directly sent to consultation room and given slots if someone late. Charges 400-500 depending on doctor Registration is 150/-
2.Vaccination- similar to above. Previous day a message is sent to parents as a reminder to those who have the complete immunization process
3.Handling of serious patient- is done in triage
4.Counseling of the patient – is done by specific consultant after treatment
5.Referral patient- needs to follow same appointment procedure
6.Reference for Specialized investigation-na
MIS and computerization- d wise / qikwell
MOU signed – Outsourced
promotion activities- mama mia carnival
SOP's /Checklists- attached below

The radiology department:

Table 4

Diagnostic	
USG	
1.	Turn Around Time -30 mins
2.	No. of procedure per day -50 with 2 machines
3.	Consent form not provided

The blood bank:

Table 5

Blood Bank
Licenses-Outsourced to TTK
Equipment – Cold storage
Temperature maintained-2* to 6*c
Process flow Written prescription along with blood sample sent to blood bank If prescribed component available then given after cross matching If not patients attenders asked to go to one of the affiliated blood banks

The pathological laboratory:

Table 6

Pathology
Histopathology, Bio chemistry – facilities available
Hematology, Microbiology- facilities available
Equipment list- • Apollo Bacteriological incubator • Apollo Hot Air Oven • Lab Centrifuge • Refrigerator • Lab Med Microscope • COBAS Automated Analyzer- Glucose, LFT, KFT, Uric Acid, Calcium etc- BIOCHEMISTRY • Bio System BTD 350 Semi Automated Analyzer • Coagulation Profile • Hematology Cell Counter • Blood Group- Gel Card and Manual • Microbiology sent to malleshwaram- 3 days TAT
FLOWCHART: Prescribed Test Bill Collection Room Details Noted down

Sample Collected/ Urine Sample left in bathroom Brought down to Lab with Paper of details by House Keeping Staff or Collection room staff Processing of sample Details entered in OPD Book or IPD Book Typed in d wise software Sample results printed with MPI no. Date, Time and Referring Doctor. Checked by pathologist and Signed Noted in dispatch book Sent to OPD/ IPD with signature of collector at Reception or IPD 3 hours is minimum TAT If Outsourced- 24 hrs If Bacteriology- 3 days
Manpower - 1 Lab Incharge 8 Technicians 1 typist 24 hours- 3 shifts: 8-4, 12-8, 8-8 IP Collection- 15-20/day OP- 60/day Emergency- CRP, CBC- 2 hrs

The in-patient department:

Table 7

In-patient																																															
Type of Beds- - category-luxury and signature - floor wise- 3rd floor-executive-4 luxury-20 2nd floor luxury-24 nicu-12																																															
Break up of charges- 1. Normal delivery <table border="1"> <thead> <tr> <th>Item</th><th>Unit Rate</th><th>Qty</th><th>Total</th></tr> </thead> <tbody> <tr> <td>Room Rent</td><td>2000</td><td>3</td><td>6000</td></tr> <tr> <td>Nursing</td><td>2000</td><td>3</td><td>6000</td></tr> <tr> <td>Labour room charges</td><td>8000</td><td>1</td><td>8000</td></tr> <tr> <td>Obstetrician Fees</td><td>18000</td><td>1</td><td>18000</td></tr> <tr> <td>Duty Doctors Fees</td><td>1000</td><td>3</td><td>3000</td></tr> <tr> <td>Assistant Doctors Fees</td><td>2500</td><td>1</td><td>2500</td></tr> <tr> <td>Neonatalogist Fees (at birth)</td><td>2800</td><td>1</td><td>2800</td></tr> <tr> <td>NST per hour</td><td>500</td><td>2</td><td>1000</td></tr> <tr> <td>Physiotherapist Fees</td><td>600</td><td>1</td><td>600</td></tr> <tr> <td>Lactation Fees</td><td>600</td><td>1</td><td>600</td></tr> </tbody> </table>				Item	Unit Rate	Qty	Total	Room Rent	2000	3	6000	Nursing	2000	3	6000	Labour room charges	8000	1	8000	Obstetrician Fees	18000	1	18000	Duty Doctors Fees	1000	3	3000	Assistant Doctors Fees	2500	1	2500	Neonatalogist Fees (at birth)	2800	1	2800	NST per hour	500	2	1000	Physiotherapist Fees	600	1	600	Lactation Fees	600	1	600
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Dietician Consultation	600	1	600
Medical Record Maintenance	600	1	600
Admission Fee	600	1	600
Care at home	850	2	1700
Consultant visit charges per day (OBG)	1000	3	3000
Package Total	55000		

2. c- section

Item	Unit Rate	Qty	Total
Room Rent	2000	3	6000
Nursing	2000	3	6000
Operation theater charges	8000	1	8000
Obstetrician Fees	22000	1	22000
Assistant Doctors Fees	2800	1	2800
Neonatalogist Fees (at birth)	4000	1	4000
Anaesthetist Fees	4500	1	4500
NST per hour	500	2	1000
Duty Doctors Fees	1000	3	3000
Lactation fees	600	1	600
Physiotherapist Fees	600	1	600
Dietician Consultation	600	1	600
Medical Record Maintenance	600	1	600
Consultant visit charges per day (OBG)	1000	3	3000
Care at home	850	2	1700
Admission Fee	600	1	600
Package Total	65000		

Size of rooms-

- luxury-15ft*20ft
- Signature- 25ft*40ft

Nursing stations-

- Equipment at Nursing station- medication , bp apparatus, gloves, syringes
- Size- 6ft *10ft
- Storage- facility available in the form of cupboards, trays and trolleys-

Room amenities-fridge,tv, baby bassinet, couch side table, patient bed with remote controlled incline

Record keeping-EMIS

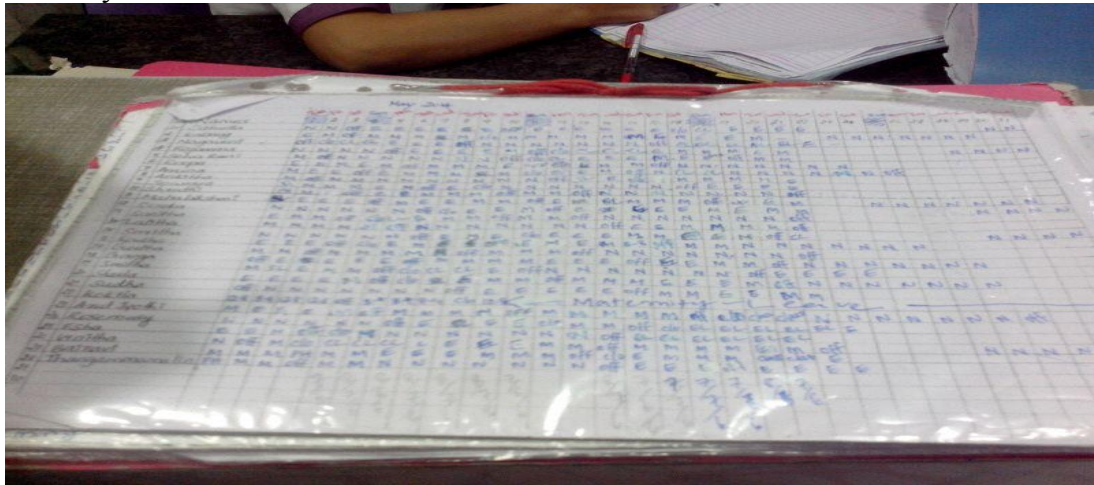
Specialty wise Beds- luxury and executive.

Manpower and Hierarchy-

- Consultant
- Duty doctors
- Medical superintendent
- Lead nurse specialist
- Specialist nursing care

- Senior nursing executive
- Junior nursing executive

Duty Rosters



Daily volumes- 2-8/day

Rough Designs

2nd Floor plan



3rd Floor Plan



Process Flow

Admission Intimation – By phone nearing to the edd,

Informing consultant- By phone

Rounds –

- Consultants- twice a day once in the morning and once in the evening
- Nursing- available 24*7 and even on emergency basis

Medicines for patient- provided by nursing care as prescribed by doctor

Investigation for patients-

- done by collecting blood in the respective rooms and sent to the lab
- Patient wheeled in stretcher/wheel chair for usg

Informing Diet and food services- done by resident dietician depending on cultural acceptability and present physical condition

Bed making-done twice every day by nursing staff

Cleaning- done twice a day by outsourced group d

Nurse call system – present next to bed easily accessible and loud and clear

Shifting to other areas- by wheel chair or stretcher or by walk depending on present condition

Discharge process:

Patient admitted

Bills updated everyday

On the day of discharge, Nurse hands over IP file to billing department

Clearance is got from Pharmacy and Cafeteria

All items in IP file are crosschecked on Computer (dwise system) and billed

Advance paid, Cashless facility (if any), discounts and Pharmacy returned items are deducted from the final bill

Final bill produced

Dispatched to room of the patient

Payment can be made in cash/ debit/ credit/ cheque

Turnaround time is 30 minutes/ patient

Billing- done electronically by floor manager with updates everyday

Getting supplies- done by lead specialist nurse with assistance from sub- ordinates daily

Preparing for OT- present in the ot complex with facilities for scrubbing,shaving , starting of iv line

Arranging Ambulance- provision for ambulance in hospital

Visiting hours and visitor policy- no visiting hours
--

- OT scheduling- on certain date requested by patient for c section or for complicated cases
- Shifting of patient- in stretcher
- Consent form available.
- Process for OPD patient- shifted directly on stretcher after taking grave risk consent
- Billing – of the procedure is done on the basis of room taken(luxury/ executive) and matireal used.
- About 40% is collected as advance
- Taking supplies is indented by lead specialist nurse and arranged accordingly by her juniors under her guidance.
- Handling of waste is out sourced.
- Repair of equipment is done by senior technical executive and equipment maintenance done on a regular basis.
- Sterilized supplies are brought from CSSD which are sterilized there and double packed
- Cleaning is done after every case and Fumigation id done on a regular basis after infected cases.
- Air conditioning and Humidity well maintained.
- HEPA filters are available.
- OT Lights and tables – each ot has 2 tables and each table has 2 ot lights.

The intensive care unit:

Table 9

ICU (Intensive Care Unit)
Location-1 st floor
Type – NICU with 12 baby warmers
Open type
Manpower and Hierarchy- • Visting neonatologist • Resident pediatrician • Duty doctor in charge • Senior nursing care
Duty Rosters- put up weekly
Weekly volumes-5-7 babies

The emergency services:

Table 10

Emergency Services
Available only for obstetric cases. shifted directly to labor room

The medical records department:

Table 11

Medical Record
Types of medical record- electronic system
Retention period – department wise- life long
Arrangement of medical record–MPIN(Master patient identification number)
Retrieval policy–only for doctors with ongoing process for patient portal

The human resources department:

Table 12

Human Resource
Total no. of employee– 110
Category of employee • Doctors • Nursing care • Technical assistance • Group d • GRE • Administrative staff • Security • Canteen staff • Electrical/plumbing
Recruitment process- referral by present employees, interviews, campus recruitment for nursing care and administrative staff
Job description Sample for nursing care provided below
Performance appraisal done yearly by means of re interviews
Retention policy available only for senior most doctors
Organisation Hierarchy – Kishore Kumar, Chairman and MD Mr. Ramachandra, Director Avnish Bajaj, Director Vidya Kumar, Director Akash Malik, CEO Rohit M. A., Executive Director Siddharth Naga, Chief People Officer Esha Tiwary, Chief Marketing Officer Sumit Agarwal, Chief Financial Officer D. Raja, Business Head, Cloudnine Fertility
Grievance handling by means of grievance boxes and exit interviews
Employee rewards / appreciation systems by awards such as employee of the month displayed on bulletin board and star performer badges
Exit Interview is always done to help solve grievances and help retain employees

The marketing strategy:

Table 13

MARKETING
Catchment area- Pregnant women, neonates and children
Promotional activities – mama mia carnival, mummy s day out word of mouth- by people who have given a rating of 8 or more
Health checkup- well women care packages AN workshop, MBA(Management of baby affairs) and baby showers
Advertisement – Hoardings, Newspapers – success stories , health tips- radio interview, Consultant interviews – IT companies and firms- feeding rooms , Facebook,
Consultant promotion- on the web site
Targets - No. of surgeries-300, patients per month-250 deliveries

The house keeping department:

Table 14

Housekeeping
Outsourced
Bio medical waste Management – outsourced
Laundry - Outsourced

The nutrition department:

Table 15

Dietary
Dietician – OPD on request only and IP Consultation included in the package
Diet and Nutrition assessment for IP done- on a day to day basis
Cafeteria facility for Staff and visitors on 4 th floor and at subsidized rate for staff, patients provided with food in their respective rooms.
Kitchen – Location on 4 th floor, area is around 500 sq ft, staff are about 15 in number

The general maintenance:

Table 16

Maintenance
Manpower - Electrician, Plumber, Gas technician
Outsourced
Generator - 5KVA
UPS –for the OT
RO water – Available on all floors
Water tanks -BWSSB and bore well Supply
Maintenance Log book updated daily

Medical gas storage area:

Table 17

Medical Gases
Manifold Room present in the basement
Colour coding done for all the gas cylinders and tubes

The pharmacy:

Table 18

Pharmacy
Purchase– company appointed distributors
Storing – both room temperature and cold storage available
Issuing all items- mostly by prescription and some over the counter general drugs
Narcotic drugs –morphine, pethidine
Licenses – retail
Inventory management- by pharmacy manager

Central sterile storage department:

Table 19

CSSD
Steam sterilizer
Flow chart- • Lr/ot- wid normal wash • Cssd wid water • Blood stain u v cleaner • Metal- steam • Plastic- eto • Double packing • Sterilized room • Ot/lr
Linen and bins of different ward
Steam sterilizer/ out sourced

CONCLUSION

A well-organized well maintained hospital catering to the needs of modern day single child family and providing luxurious accommodation to make birthing seem less of an illness and more of a wellness once in a life time experience.

LIMITATIONS

- It is not affordable to the middle class society.
- It does not provide emergency pediatric care for general patients it is only provided for neonates born in the premises.
- Number of rooms is very limited.
- Booking for room needs to be done very well in advance
- Waiting time in OPD is very long
- Waiting time for scanning procedures is very long
- Parking seems to be quite an issue in spite of provision for valet parking

RECOMMENDATIONS

- Increase the number of rooms which would also make it little more affordable and decrease the booking period.
- Facility for emergency pediatric care should be made feasible. Including this will give the parents the opportunity of being able to consult the same pediatrician in the same hospital whom they have consulted since the baby's birth
- A better organization of the OPD is important because long waiting period for pregnant woman would be tedious to them
- Waiting time for trimester scans should be reduced more importantly because a pregnant woman waiting with a full bladder would be very uncomfortable especially for those in the last trimester
- Increase in the amount of parking space is very essential

3. PROJECT REPORT

2.1 INTRODUCTION

INDUCTION TRAINING

The purpose of induction is to ensure the effective integration of new employees into the work place as well the usual orientation and a new starter needs to understand the organization, where their role sits within the setup and what is expected of them, as well as being quite clear regarding their terms and conditions of employment. A good induction programme should leave no room for confusion or lack of understanding; therefore induce a feeling of belonging. The employee should then integrate well into the system have high morale, achieve high productivity and therefore be able to work to full potential and in the process achieve job satisfaction,

NURSING CARE

Nursing care is a profession within the **health care** sector focused on the care of individuals, families, and communities so they may attain, maintain, or recover optimal health and **quality of life**.

Nurses develop a plan of care, working collaboratively with physicians, therapists, the patient, the patient's family and other team members, that focuses on treating illness to improve quality of life. Advanced practice nurses, such as clinical nurse specialists and nurse practitioners, diagnose health problems and prescribe medications and other therapies, depending on individual state regulations. Nurses may help coordinate the patient care performed by other members of a health care team such as therapists, medical practitioners and dietitians. Nurses provide care both interdependently, for example, with physicians, and independently as nursing professionals.

\

OUT PATIENT DEPARTMENT

An **outpatient** (or **out-patient**) is a patient who is not hospitalized for 24 hours or more but who visits a **hospital, clinic**, or associated facility for diagnosis or treatment. Treatment provided in this fashion is called **ambulatory care**. Sometimes surgery is performed without the need for a formal hospital admission or an overnight stay

LABOUR ROOM

A *birthing room* so equipped that a patient can remain in the same room through out the birthing experience and into the post partum period

OPERATING ROOM

A specially equipped room in a hospital where surgical procedures are performed.

CSSD

Central sterile and supplies department

It is a hospital's department that give constant effort to bring out safer sterilisers and make them more reliable. It is a specialized area responsible for collecting decontamination, assembling, packing, storing, sterilization and distribution of a multiplicity of goods and equipment to areas of the hospital that provide patient care

2.2 Rationale

According to research by Recruitment Solutions in April 2007, 47% of employee turnover occurs within the first 90 days of employment.

- With 60% of respondents highlighting induction improvements as a priority area for investment
- While other research points to 25% of new starters making the decision in their first week that they no longer want to work with the company.
- a poor induction process is to blame with many feeling overwhelmed, bored or confused.
- Further research by the [Aberdeen Group](#) in 2008, found that companies that were the best at inducting had:

100% improved their retention rate of new hires;
60% reduced their 'time-to-productivity' rates.

2.3 Research question

How to develop a comprehensive training module for new nursing employees?

2.4 Objectives

- To find out what are the expected duties and responsibilities of the newly employed nurses in different departments.
- To ensure their training is done on par with international nursing standard manuals and specific to their departments.
- To develop a comprehensive three week training check list for newly employed nurses in different departments.

2.5 Review of literature

- induction training for senior house officers in oral and maxillofacial surgery-S.Koshal
- REPORT ON INDUCTION PROCESSES FOR MEDICAL STAFF IN THE HPSS- Joan Hardy
- Orientation Programs that may Facilitate Newcomer Adjustment-Jinyan Fan, M. Ronald Buckley, Robert C. Litchfield
- Inservice education and training as experienced by in registered nurses-university of port Elizabeth
- Standards for pre nursing education- NMC
- Perinatal Patient Safety: Elective Labor Induction , Kathleen Rice Simpson PhD, RN, FAAN
- Structured induction course for ENT Junior trainees - Y Bajaj, I Rana, A Coatesworth
- Position statement on the education and training of health care assistants (HCAs) - The Royal College of Nursing (RCN)
- Planning nurse staffing: are we willing and able? - Ball J and Catton H (2011)
- The Nursing/Midwifery & Healthcare Support Worker Induction Programme - Clyde
- Practice Nurse Work-based Induction and Preceptorship Programme - Debbie Limb
- Introducing a programme for post registration induction and knowledge and essential skills development- Nursing Times.net
- Advancing staff development and progression in nursing - Am Narayanasamy, Mani Narayanasamy
- Standardised induction for trainee dental nurses

2.6 Data collection

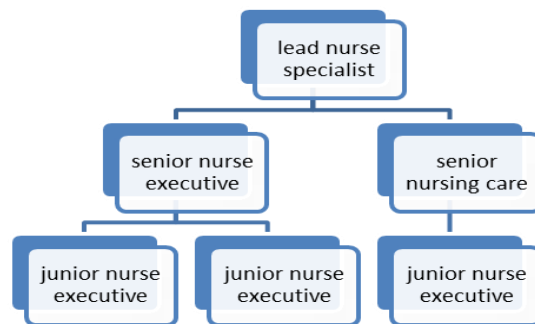
Data was collected in the form of semi structured interviews from the, nursing superintendent, nursing in charges of each department and other senior nursing staff in each department. The questionnaire on which the interview was based has been attached below.

The job descriptions of each designation were discussed with the HR department

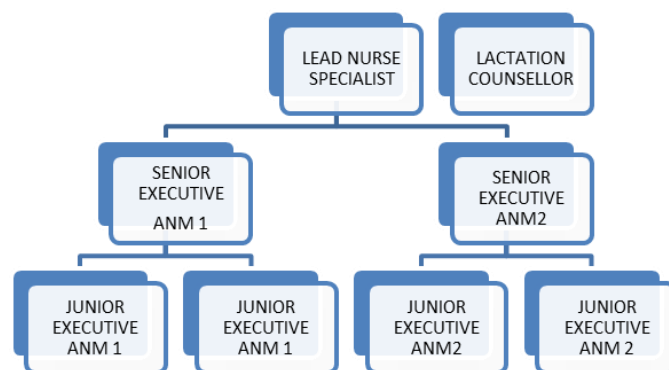
2.7 Findings

- Designations and reporting system in different departments

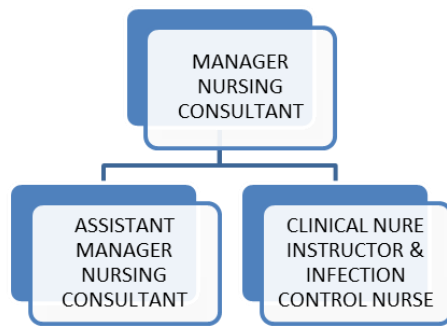
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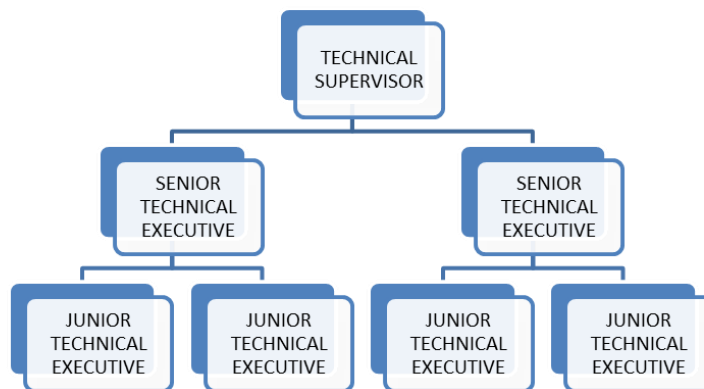
OPD



General nursing care



Technical supervision



LDR



- RESPONSIBILITIES

The nursing in-charges are responsible for maintenance of discipline and conduct in the department, to give overall guidance at times of need. Al

1 nurses are responsible for assisting the consultant in all procedures as and when required, maintenance of sterility of equipment's and giving guidance to juniors whenever needed.

- DUTY ROSTER

Duty roster is made under the guidance of nursing superintendent. Keeping in mind special requests for leave and festivals.

- PRESENT TEACHING PROGRAMME SCHEDULE

There is specific teaching program conducted only for new recruitments during the first month of their arrival. There is a 6 monthly training program for all nurses in general and day to day teaching by the senior nurses to their respective juniors.

- DUTIES AND RESPONSIBILITIES IN DIFFERENT DEPARTMENTS

All used equipment is taken to the CSSD and submitted by the allotted nurse for each day. Sterilized and double packed equipment every day morning. All patient information including vitals, medication given, procedures done and doctors instructions are recorded immediately and precisely in an organized manner by senior nurses or juniors under the supervision of the senior nurses. Patient relatives are informed from time to time when the patient is inside the OT/ LDR about the wellbeing of the patient condition and the progress of surgery by senior nurses, in the OPD Patient relatives are informed about the findings of the procedure in case not present in the examination room and any other instruction asked to be conveyed to them about the doctor regarding nutrition, exercise, lactation or vaccination.

PROCEDURES DONE BY NURSES

In the OR the nurse is not in charge of any procedure only minor suturing in case of too many patients and is done by senior nurses only.

The nurses are expected to mainly monitor the vitals and the progress of the delivery and sterilization in the LDR.

The nurses are expected to record all vitals and conducting of MTP by oral pill method and monitoring during the procedure in the OPD.

ASSISTANCE TO BE GIVEN TO CONSULTANTS

All procedures including those of c section, MTP, dilatation and curettage and other gynecological procedures in the OR.

In the OPD the nurses assist the doctor is making the patient comfortable, keeping the patient ready for examination before doctor enters examination room and assisting in OPD procedures

In the LDR the nurses assist the doctor during the actually process of the delivery as and when needed in handing over of instruments, draping positioning etc...

- MEDICAL RECORD

All medical records are submitted weekly to the medical records department and are made available only to doctors

- EMERGENCY PROTOCOL

Protocol for all emergencies is to first inform doctors, maintain vitals till doctors arrival, follow doctor s instructions in case of delay and be trained in CPR

2.7 RECOMMENDATIONS

The following 3 week comprehensive training check list for a training program of three weeks for all the different departments

It was made keeping in mind job descriptions, international nursing modules and what is expected of them by seniors here in this hospital

The format followed was that of assigning 3 kinds of tasks

- Observing- where they are expected just to observe the procedure .
- Assisting in- The employees are expected to assist a senior in the procedure
- Monitored by- The employees are expected to do the procedure under a senior s supervision

The training module is made in the form of a check list where after each task done the person is expected to put his name , date and signature

The format is as follows. The checklists for different nursing categories are attached in the annexure.

- **Department :**
- **Reporting to :**
- **Qualification :**
- **Experience:**

1st Week

Observation	Name	Signature	Date
Assistance	Name	Signature	Date

2nd Week

Observation	Name	Signature	Date

Assistance	Name	signature	Date

3rd Week

Assistance	Name	Signature	Date
Monitored By	Name	Signature	Date

2.8 CONCLUSION

In this project I have collected data by use of the questionnaire provided and using several renowned nursing training modules, I have, I have made a 3 week induction training programme which will help the hospital provide training to the newly inducted nurses in different apartments comprehensively and efficiently.

ANNEXURE

1) Interview Schedule

Name:

Designation: INCHARGE

Department: Nursing Department

What are the designations of the people working under you?

What is the reporting structure in your department?

What are your roles and responsibilities in the department?

What are the roles and responsibilities of the people working under you?

What is your procedure to make the duty roster?

What is the schedule of the teaching program?

What is the procedure for sterilizing used equipment and collecting them from CSSD?

What is the procedure for recording patient information and medication information?

What is the procedure for giving patient relatives information about the patient?

What are the medical procedures that nurses are in charge of and what training is given to them for the same?

What procedures are they supposed to give the consultant assistance for?

What is the procedure for medical records?

What is the procedure in case of emergencies

2) SOP'S OF DIFFERENT DEPARTMENTS

SOP FOR OPD

1. IDENTIFICATION OF CUSTOMER ON ENTRY

TYPE OF CASES

- ☐ The Coordinator should greet & receive the Customer.
- ☐ Inquire about Customer's requirements and identify the Customer.

Type of Customer	Department/ Category	Procedure
1. New	i. Pediatrics	a) If the Customer is aware of the Doctor & has an appointment: ☐ Direct Customer to Main Reception for Registration & Billing. b) If the Customer is not aware of the Doctor ☐ Inform the Customer on the following: ☐ Choices of Doctors. ☐ Expected Waiting time. ☐ Direct Customer to Main Reception for Registration & Billing.
	ii. OBG (Consultation & Scan)	☐ Provide the Customer with the following: ☐ Enquiry Form. ☐ Brochure. a) If the Customer is aware of the Doctor & has an appointment: ☐ Direct Customer to Main Reception for Registration & Billing. ☐ Request the Customer to meet the PRO. b) Not Aware of Doctor: ☐ Direct Customer to the PRO for more information.
2. Existing	i. Pediatrics	☐ Direct Customer to Main Reception for Billing.
	ii. OBG (Consultation)	☐ Direct Customer to Main Reception for Billing.
	iii. OBG (Scan)	☐ Direct Customer to OBG OPD.
3. Walkin (Existing Customer)		☐ Inform the Customer about the following: ☐ Available Consultants in case Customer's Consultant is not available. (In case of OBG, choice of alternative Consultant should not be offered to the Customer). ☐ Expected waiting period. ☐ Direct Customer to Main Reception for Billing.
4. Emergency	Pediatric & OBG	☐ Direct Customer to Emergency Room/ On Call Doctor. ☐ Escort the Customer to Nurse on duty.

		☐ Make sure Customer is attended to ASAP by the Doctor.
5. Laboratory	i. New	☐ Provide Customer with Registration Form. ☐ Direct Customer to Main Reception for Registration & Billing.
	ii. Existing	☐ Direct Customer to Main Reception for Billing.
6. Planned Admission		☐ Check with IP GRE on the following: ☐ Room Availability. ☐ Accompany Customer to the respective floor. ☐ Handover Customer to the IP GRE on the respective floor.

2. NEW OUT PATIENT CUSTOMERS – REGISTRATION & BILLING

- ☐ Greet & Receive Customer at Main Reception.
- ☐ Provide New Customer with Registration Form to fill.
- ☐ Ensure that the registration process is explained to the Customer.
- ☐ Cross-check if the Customer has filled in all mandatory requirements like:
 - ☐ Email ID
 - ☐ Phone no.
 - ☐ EDD (OB only)
- ☐ If the Customer has missed any of the mandatory requirements, then request him/her to fill it and return it.
- ☐ Enter data to register the Customer.
- ☐ Generate UHID.
- ☐ Prepare Receipt and Collect Registration & Consultation Fee. (cash/ card only).
- ☐ Exception: Ultra Sound Scan billing and collection at Scan Dept only.
- ☐ Checklist of items to be handed over to Customer:
 - ☐ Receipt.
 - ☐ New File.
 - ☐ UHID (ID No.)– which should be highlighted on the receipt with a highlighter.
 - ☐ Cloudnine Brochure.
- ☐ Guide Customer to the respective department.
 - ☐ Paediatrics/ Neonatology
 - ☐ OBG
 - ☐ Ultrasound Scan
 - ☐ Specimen Collection Centre
 - ☐ Physiotherapy
 - ☐ Dietician
- ☐ Procedure if Customer is registered in another unit of Cloudnine:
 - ☐ Follow the same process as above.
 - ☐ Discount the Registration Amount.
- ☐ NOTE 1: Maintain Queue at all times.
- ☐ NOTE 2: Attend to one Customer at a time.
- ☐ NOTE 3: In case of a minor, capture the relationship of the person filling the form (next to kin) with the Customer.
- ☐ NOTE 4: The GRE should concentrate on the Customer in front of her and avoid unnecessary & lengthy phone calls.
- ☐ Documents to kept at Main Reception:

- ☐ Details of Consultants (of all centres separately) containing:
 - ☐ Name
 - ☐ Phone no.
 - ☐ Email Address
 - ☐ Department
 - ☐ Visiting hours
- ☐ List of Phone Extension Nos. for all Departments
- ☐ Cloudnine Brochure.
- ☐ Visiting Card of Cloudnine.
- ☐ List of services/facilities available (must keep for all centres separately).
- ☐ FAQs for GREs
- ☐ GRE Attendance book.
- ☐ GRE Roster for the whole month.
- ☐ GRE Message Book to give handover to next shift GRE.
- ☐ Cash Register and Accounts Register,
- ☐ Query
- ☐ Register (details of queries handled by GRE during duty hours.)

3. **EXISTING OUT PATIENT CUSTOMERS – REVISIT BILLING**

- ☐ Greet & Receive Customer at Front Office with a SMILE.
- ☐ Request for UHID.
- ☐ Prepare receipt and Collect Consultation Fee &/ fee for required services. (cash/ card only)
 - ☐ Exception: Ultra Sound Scan billing and collection at Scan Dept.
- ☐ Checklist of items to be handed over to Customer:
 - ☐ Receipt.
- ☐ Ask Customer if there are any changes that need to be made in the Patient's profile.
 - ☐ If Yes, then provide Customer with Update form.
 - ☐ Make sure to update Customer's profile during spare time that day itself.
- ☐ Guide Customer to the respective department.
 - ☐ Paediatrics/ Neonatology
 - ☐ OBG
 - ☐ Ultrasound Scan
 - ☐ Specimen Collection Centre.
 - ☐ Physiotherapy
 - ☐ Dietician
- ☐ NOTE 1: Maintain Queue at all times.
- ☐ NOTE 2: Attend to one Customer at a time.

4. **EXISTING OUT PATIENT CUSTOMER – WALKIN**

- ☐ Inform the Customer of the following:
 - ☐ The Customer will be seen during the Consultant's time slots only.
 - ☐ No specific time to be given.
 - ☐ Inform them about the approx. waiting period for their chosen Consultant.
 - ☐ If the Customers does not wish to wait that long, then offer them the choice of other Consultants, where the waiting time will be less comparatively.
- ☐ Exception: In case of OBG, choice of alternative Consultant should not be offered to the Customer.
- ☐ Complete the Billing Process accordingly.
- ☐ Direct the Customer to the respective OPD.

- ☐ Inform the Customer that the Nurse and GRE at the OPD will coordinate with them.

5. EMERGENCY

- ☐ Send Customer to Emergency Dept. Immediately.
- ☐ Contact & inform respective ROD (Registrar on Duty) about the Customer.
- ☐ Ask attenders to do the billing process.
- ☐ Make sure the Customer is attended to within 10 mins.
- ☐ Maintain a Register with the following details:
 - ☐ Time when ROD (Registrar on Duty) is informed of the Emergency.
 - ☐ Time when ROD (Registrar on Duty) has attended the Customer.
- ☐ ROD (Registrar on Duty) examines Customer.
- ☐ After examination, the ROD (Registrar on Duty) will consult the concerned Consultant to do the needful.
- ☐ It is the decision of ROD (Registrar on Duty) to shift the Customer to the OPD area for examination.
- ☐ After examination and treatment, the nurse should take the attender to complete the billing formalities.
- ☐ New Customer: ROD (Registrar on Duty) refers the Customer to a Consultant for consultation.
- ☐ Customer shifted to IP area only under the Consultant's order.
- ☐ Pregnant Customer may be shifted to LDR if necessary.
- ☐ Neonatal emergencies are seen by the Neonatologist on priority basis.
- ☐ Wheel chair is stationed near entrance to transport such Customers.
- ☐ In case of bleeding/rupture of membranes: Main reception GRE to immediately contact ROD (Registrar on Duty) and shift Customer to the LDR.
- ☐ Regular Rounds: The PRO and Incharges should constantly visit the Emergency Dept. every 15-30 minutes, to ensure that all the Customers are being attended to.

6. EAR PIERCING

- ☐ General Rule: Appointment specifying above procedure is mandatory.
- ☐ However in case of Walkin:
 - ☐ Check with Consultant, if they do not mind seeing the Walkin Customer.
 - ☐ If Consultant agrees, then inform the Customer accordingly.
 - ☐ The Consultant will decide on the order of the Patients to be seen by him/her.

7. VACCINATION

- ☐ General Rule: Appointment specifying above procedure is mandatory.
- ☐ However in case of Walkin:
 - ☐ Check with Consultant, if they do not mind seeing the Walkin Customer.
 - ☐ If Consultant agrees, then inform the Customer accordingly.
 - ☐ The Consultant will decide on the order of the Patients to be seen by him/her.

8. OUT PATIENT CUSTOMER – REFUND

- ☐ Reasons for refund:
1. On Doctor's Request:

- ☐ Doctor will write and sign on a sheet of paper requesting for refund.
- 2. In case of long queue:
 - a) When the Customer wishes to leave.
 - b) When the Customer wishes to change the Consultant.
- 3. In case of wrong ID/Name/Consultant.
 - ☐ Procedure to be followed:
 - ☐ Patient will give receipt to the GRE
 - ☐ The GRE will hand over the receipt to the PRO for authorization.
 - ☐ Once authorized, the receipt will be cancelled
 - ☐ The receipt is then given to the Accounts Department.
 - ☐ If cash refund given, then Customer's signature and mobile no. has to be taken.
 - ☐ Cheque Refund: >Rs. 1000/- and within 4 working days.

9. **OPD PROCEDURE (PEDIATRIC & OBG)**

- ☐ Greet Customer by name.
- ☐ Make the following inquiries:
 - ☐ Ask Customer for specific reason for visit. (Eg. Routine Consultation/Vaccination/Ear Piercing, etc.)
 - ☐ Ask for Consultant's name.
 - ☐ Update in the appointment list.
- ☐ Items taken from Customer for verification and returned:
 - ☐ Receipt for consultation.
- ☐ Direct Customer to nursing station to get the following vitals checked: [OAR]
 - ☐ Pediatrics:
 - ☐ Height
 - ☐ Weight
 - ☐ OBG:
 - ☐ BP
 - ☐ Weight
- ☐ Maintain appointment sheet/file and arrange according to appointment.
- ☐ Update Customer of approximate Waiting Period.
- ☐ Ask Customer to be seated.
- ☐ Coordinate the Customers who have appointments as well as the Walkins.
- ☐ After Consultation, inquire if Customer requires a follow-up appointment and request the Customer to fix appointment by calling the Telephone Console on the designated phone number given to them.
- ☐ Patient Management
 - ☐ The GRE should manage the Slots for consultation.
 - ☐ Maintain the file as per the queue.
 - ☐ The GRE should monitor the Walkin Customers make them feel COMFORTABLE.
 - ☐ Provide all required information to the Customer.
 - ☐ Ensure that all the appointment slots are confirmed before a day of consultation through phone
 - ☐ Ensure that all Customers meet the Consultant as per their appointment.
 - ☐ If an appointment is cancelled & the slot is available, then the slot should be given to the Customer who is 1st in the queue.

- ☐ Coordinate with the OPD nurses for managing Appointment Scheduled.
- ☐ Checklist of things to be done before start of the day:
 - ☐ Ensure that the overall cleanliness of OPD (all rooms and waiting area) is maintained as below:
 - ☐ Floor is mopped and dried constantly.
 - ☐ Tables and Chairs are in place and cleaned by the housekeeping.
 - ☐ Ensure that the doctor gets the Consultation Room as per his/her timings.
 - ☐ Ensure that the Scheduled Appointment Roster placed in the Consultation Cabins and OPD Reception.
- ☐ Inform the OPD Incharge (PRO) in the following circumstances:
 - ☐ Doctor's updates on change in timings.
 - ☐ Third Trimester Customers who visit for appointment. (OBG only)
 - ☐ Any difficulty faced.
- ☐ Checklist of Documents to be maintained:
 - ☐ List of Scheduled appointments of each Consultant.
 - ☐ List of Walkin Customers.
 - ☐ Review & update Consultant's visiting slot every month.
 - ☐ Copy of Official letters issued. (Medical Letter/ Certificate).
 - ☐ Feedback forms (now taken on Tablets).
- ☐ Review & update Consultant's visiting slot every month.
- ☐ Immunization of babies: the Customer has to take prior appointment with the Consultant.
- ☐ Customer must purchase vaccines, on the Consultants prescription from the Pharmacy.
- ☐ Neo Natal emergencies are seen by the Consultant on priority basis without appointment (during OPD hours also).
- ☐ During non OPD hours, emergency cases are attended by ROD (Registrar on Duty) of the centre.

10. TYPES OF CONSULTANTS

There are three types of Consultants associated with the Centre:

- ☐ In House Consultants (OBG & Pediatrics): Those who consult only at Cloudnine. All new patients need to be directed only to them.
- ☐ Visiting Consultants (OBG): Those who do not consult at Cloudnine. They avail only admission facility in the centre; no outpatients are seen by them.
- ☐ Specialist Consultants: Those who are associated with Cloudnine. They are called in to provide their specialist opinion and operate if necessary.

Specialists available:

<u>Pediatrics</u>	<u>OBG</u>	<u>General</u>
☐ Pediatrician	☐ Gynecologist/OBG	☐ General Physician
☐ Pediatric Surgeon	☐ Foetal Medicine	☐ Diabetologists
☐ Neonatologist	☐ Sonologist	☐ Physiotherapist
☐ Developmental Pediatrician	☐ Infertility Specialist	☐ Dietician
		☐ Orthopediatrician

		☐ Speech Therapist
		☐ Endocrinologist
		☐ Cardiologist
		☐ Dermatologist
		☐ Psychologist

11. **CONSULTANT LED CARE**

- ☐ Individual care for Customer by the Consultant.
- ☐ Consultation & Deliveries are personally attended by the same Consultant whether it is day or night and not by junior Doctors.

12. **CHANGE OF CONSULTANT**

- ☐ Customer should consult the same Consultant throughout their pregnancy unless they request for change.
- ☐ If there is a request for change of consultant, then the GRE should find out the reason for the change.
- ☐ Take written request in the form of a letter from the Customer.
- ☐ Forward written request to higher the PRO for authorization.
- ☐ Once authorized make necessary change.
- ☐ When Consultant is on leave – Find out procedure for replacement from PRO.

13. **APPOINTMENT FOR CONSULTANT AND OTHER SERVICES (by GRE)**

- ☐ Customers can book appointments via
 - ☐ Telephone
 - ☐ E-mail
 - ☐ SMS
- ☐ Procedure when Customer Books Appointment personally with GRE:
 - ☐ Open appointment page on system.
 - ☐ Start giving appointments in the beginning of the slot.
 - ☐ Ensure that all appointments are back to back.
 - ☐ Do not ask Customer what time they want the appointment.
 - ☐ Offer the first available slot to the Customer.
 - ☐ Only if it is not suitable to the Customer, then offer alternative time slot.
 - ☐ Block the appointment.
 - ☐ Repeat date and time before & after blocking appointment.
 - ☐ Inform Customer that in case of cancellation, to inform the Hospital beforehand.
 - ☐ Walkin: Inform patient that it is a walkin & also the expected waiting period.
- ☐ GRE should never refuse an emergency

14. **OUT PATIENT CUSTOMER – INVESTIGATION FOR NEW AND EXISTING CUSTOMERS**

A) **ULTRA SOUND SCAN**

- ☐ Greet Customer by name.
- ☐ Check appointment time.
- ☐ Inquire about the type of scan and inform Customer of the following:
- ☐ Types of Pregnancy Scan and Requirements:

1. Early Pregnancy Scan:
 - ☐ Performed between 4 – 10 weeks.
 - ☐ Ask Patient to empty bladder before the scan.
 2. NT Scan: (Nuchal Translucency)
 - ☐ Performed between 11 – 14 weeks.
 - ☐ Ask Patient to eat/drink (chocolate/juice/fruit) 30 minutes before the scan.
 3. Anomaly Scan:
 - ☐ Performed during 20 – 24 weeks.
 - ☐ Ask Patient to eat a snack (chocolate/juice/fruit) 30 minutes before scan,
 5. Growth Scan:
 - ☐ Patient is not required to keep bladder full
 6. BPP Scan: (Bio Physical Profile)
 - ☐ Performed between 27 – 40 weeks.
 - ☐ NOTE: Patients are not required to keep bladder full for pregnancy scan, unless Doctor specifies.
 - ☐ Procedure for all scans:
 - ☐ Procedure followed by OGB GRE
 - ☐ The OGB GRE will inquire whether patient requires 2D / 4D Scan. (as per Doctor's prescription)
 - ☐ Provide consent form for the Customer to fill.
 - ☐ Make note of the following in the consent form:
1. Appointment time.
 2. Whether the Customer is on time &/ time when Customer arrives.
 - ☐ Make sure Customer fills & signs the form after understanding the same.
 - ☐ Complete Registration (if New Customer).
 - ☐ Arrange for Customer's file (if New Customer)
 - ☐ Inform Scan GRE of Customer's Arrival and Handover Customer's File.
 - ☐ Inform the Customer of her turn beforehand.
 - ☐ Request Customer to be seated.
-
- ☐ Procedure followed by the Scan GRE
 - ☐ The Scan GRE will call Customer when her turn comes.
 - ☐ She will then prepare the report dictated by Sonologist after scan is completed.
 - ☐ Get report signed by Sonologist
 - ☐ It takes 10-15 minutes to prepare the report.
 - ☐ Report is issued only once.
 - ☐ For Duplicate Report: due permission must be sought from the respective Doctor.
-
- ☐ Procedure for billing and handover of report
 - ☐ The Scan GRE will handover report & DVD to the OBG GRE
 - ☐ Direct Customer to OBG Billing Counter for billing.
 - ☐ The OBG GRE will prepare the receipt accordingly and handover the report and DVD once the receipt is payed.

B) LAB INVESTIGATION (see Annexure 1)

- ☐ New Customer needs to fill registration form at front office and handover lab investigation form given by doctor to the GRE at the Main Reception.
 - ☐ Check lab investigation form thoroughly. (Annexure 1)
 - ☐ Complete registration process.
 - ☐ Prepare receipt and check twice whether all the tests in the lab investigation form are

- entered and billed correctly.
 - ☐ Inform the Customer of the charges before saving the bill.
 - ☐ Collect Registration Fees and Lab Investigation charges.
 - ☐ Issue receipt along with lab investigation form to the Customer.
- ☐ For Existing Customer UHID number is sufficient.
 - ☐ Check lab investigation form thoroughly.
 - ☐ Prepare receipt and check twice that all the tests in the lab investigation form are entered and billed correctly.
 - ☐ Inform the Customer of the charges before saving the bill.
 - ☐ Collect Lab Investigation charges.
 - ☐ Issue receipt along with lab investigation form to the Customer.
- ☐ In case of doubt: Call Specimen Collection Centre and find out details before billing
- ☐ Guide Customer to Specimen Collection Centre for investigation.
- ☐ GRE should take the receipt from the Customer.
- ☐ GRE should make note of the following in a Register:
 - ☐ Time of arrival of Customer.
 - ☐ Receipt Number.
- ☐ GRE should inform the Customer of his/her turn beforehand.
- ☐ GRE should ask Customer to be seated.
- ☐ GRE should send Customer into Collection Room when their turn comes.
- ☐ Procedure followed by Technician:
 - ☐ Check Doctor's Requisition and receipt.
 - ☐ Draw samples as required in the sample collection room.
 - ☐ Inform the Customer of a tentative time to collect the report.
 - ☐ The Lab Technician should prepare the report and forward it to the Main Reception GRE.
- ☐ Procedure for Collection of report from Main Reception GRE:
 - ☐ The GRE must maintain a Register of all the reports collected and handed over.
 - ☐ He/she should maintain signatures of person handing over and collecting the record.
- ☐ Procedure for following up on report collected by the GRE:
 - ☐ If Customer does not have an appointment
 - ☐ Nurse will show the report to the Consultant.
 - ☐ The Consultant will inform via nurse whether the report is Normal or Not.
 - ☐ If not normal:
 - ☐ The Customer is asked to pay consultation charges at the Main Reception for Consultation.
 - ☐ The Customer is treated as a walk-in and called in as per Consultant's specification.
 - ☐ If Customer has an appointment:
 - ☐ Follow OPD Procedure for Pediatrics/ OBG accordingly

15. BED BOOKING FOR DELIVERY

A) Consulting PRO

- ☐ Customer should block room atleast 2-3 months prior to delivery.
 - ☐ GRE should greet such Customers when they approach the Main Reception.
 - ☐ Congratulate the Customer on the pregnancy.
 - ☐ Direct Customer to be seated and wait for PRO for bed booking.
 - ☐ If New Customer: Provide Cloudnine Brochure.
 - ☐ The PRO should meet the Customer.
 - ☐ The PRO greets Customer with a SMILE and Congratulates the Customer on her Pregnancy.
 - ☐ Inquire about the following:
 - ☐ How many weeks old far along is her pregnancy?
 - ☐ Has she identified the Doctor she wishes to consult?
 - ☐ If Yes, inform about facilities.
 - ☐ If No, inform about Doctors.
 - ☐ Explains the different available packages to the Customer in detail.
 - ☐ The PRO needs to identify the category of the Customer's Consultant in order to select the package.
 - ☐ Consultants on the basis of qualification & experience are categorized as:
 1. Silver
 2. Gold
 3. Platinum
 - ☐ Inform the Customers that Cloudnine provides the following payment options:
 - a. Cash:
- i. Luxury Room Package Rates:

<u>Type of Delivery</u>	<u>Silver</u>	<u>Gold</u>	<u>Platinum</u>
Normal Delivery	Rs.50,000/-	Rs.55,000/-	Rs.60000/-.
LSCS	Rs.60,000/-	Rs.65,000/-	Rs.70000/-.

ii. Signature Suite Package Rates

<u>Category of Signature Suite</u>	<u>Features</u>
Rs. 1,30,000/- Package	For Customers who avail of OPD services.
Rs. 1,20,000/- Package	For Customers who do not avail of any OPD services.

Make separate detailed chart

b. Insurance:

Procedure if they have insurance facility:

i. Particulars of Customer's Insurance Provider

- ☐ PPN: Customers who are tied up with Nationalized Insurance Cos falls under PPN Package. They are:

1. National Insurance Co.
2. Oriental Insurance Co.
3. New India Assurance Co.
4. United India Insurance Co.

- ☐ Non-PPN: Customers holding insurance with private sector insurance companies are charged at Non PPN Package rates.

<u>Type of Delivery</u>	<u>PPN Package</u>	<u>Non PPN Package</u>
Normal Delivery	Rs.40,000/-	Rs.45,000/-
LSCS	Rs.50,000/-	Rs.55,000/-

ii. Particulars of Customer's TPA?

There are 6 TPAs (Third Party Administrator/ Insurance Company) enlisted with Cloudnine:

1. TTK Health Care TPA
2. Mediassist India TPA
3. Family Health Plan Limited
4. United Health Care
5. Future Generali Insurance
6. HDFC Ergo

iii. Update: The PRO and Incharges should regularly update themselves about all the Insurance tie-ups with Cloudnine.

c. Reimbursement

- ☐ Procedure for TPAs not empanelled with Cloudnine:

- ☐ Encourage the Customer to :
- ☐ Pay the bill &
- ☐ Go in for reimbursement via his/ her TPA.
- ☐ Assure the Customer that he/she will be provided with all the supporting documents.

- ☐ Take the Customers on a Hospital Tour. (refer to Annexure 2)

- ☐ Explain about the Parent Craft Services provided by Cloudnine: (refer to Annexure 3)

- ☐ Antenatal Workshop
- ☐ Prenatal and Postnatal Classes
- ☐ MBA
- ☐ Lactation Classes
- ☐ Yoga Classes
- ☐ Lamaze Classes
- ☐ Dietician Consultations

- ☐ Inquire whether the Customer would be interested in Stem Cell Banking.

- ☐ If Yes, then direct Customer to Cryonine team.
- ☐ Documents to be maintained with PRO: (not including documents handed over after bed booking)
 - ☐ Schedule & Booking maintenance for Parent Craft Classes and other services.
 - ☐ Facility Tour Checklist.
 - ☐ Package Handouts.
 - ☐ Insurance Tie up list.
 - ☐ Record of Cryonine Passovers.
- ☐ FAQs
- ☐ In case both partners have separate cashless insurance then:
 - ☐ Only one person can go for cashless facility.
 - ☐ The other can try for reimbursement based on their policy.
- ☐ Will the new born be covered by insurance?
 - ☐ Please check with your insurance provider.
- ☐ If Customer prefers a particular Pediatrician for the baby at birth?
 - ☐ General Rule: As per the duty roster, the Pediatrician will be available.
 - ☐ But a week before delivery, please check with PRO if the Doctor is available.

B. Bed Booking Charges

- ☐ Luxury Room Package: Customer needs to pay Rs.6,000/- as an advance at the Main Reception.
- ☐ Signature Suite Package: Customer needs to pay Rs.10,000/- as an advance at the Main Reception.
- ☐ This amount will be adjusted with the final receipt at the time of discharge.
- ☐ Checklist of items to be handed over by PRO to the Customer after completion of bed booking:
 - ☐ Brochure of particular package.
 - ☐ Advance receipt.
 - ☐ Pre-authorization Form (For Insurance Customers only)
 - ☐ Checklist of things to bring at time of Admission.
 - ☐ Check-in and Check-out timings.
 - ☐ Receipt for Antenatal Workshop: The following should be documented on the back of the receipt:
 - ☐ Month when the workshop will be conducted.
 - ☐ Timings of the workshop.
 - ☐ Signature of PRO.
 - ☐ Date when PRO places his/her signature.
- ☐ Emergency Deliveries between 10pm – 6am: Rs. 4500/- per case will be charged.
- ☐ Planned Deliveries on Sundays and Public Holidays: Additional 50% of the package rate will be charged.
- ☐ Planned Deliveries for Auspicious reasons at odd hours: Additional 50% of the package rate will be charged. Applies only when required.

16. **CANCELLATION OF BED BOOKING**

- ☐ The Customer must submit a letter requesting for cancellation and stating the reason, along with:
- ☐ Original Copy of bed booking receipt.
- ☐ Xerox copy of Customer's ID Proof.
- ☐ Signature of Consultant on the letter giving his/her consent for cancellation.
- ☐ Refund cheque will be issued in the name of the person requesting cancellation as per ID proof only.
- ☐ Time Taken for refund: 7 working days.

17. **UPGRADING - BED BOOKING (before admission)**

- ☐ The Customer must meet the PRO at least 1 week before date of admission if she wishes to upgrade her room.
- ☐ Once confirmed by the PRO, the Customer should pay the remainder advance booking charges at the Main Reception. (Rs. 4000/-)

18. **STEM CELL BANKING**

Background Details:

- ☐ Cloud nine provides stem cell preservation facility under the brand **CRYO NINE**.
- ☐ Our partner is **Life Cell**, having the storage facility at Chennai.
- ☐ For future requirement interested parents can book to preserve:
 - ☐ Umbilical cord blood and tissue of their new born baby and
 - ☐ Menstrual blood of mother
- ☐ It is stored for 21 years.
- ☐ Lumpsum/ instalment payment facility is available.

Procedure followed:

- ☐ Life Cell deputs their executives to counsel and book the storage order from the Customer.
- ☐ The executives are stationed at Cloudnine during the office hours.
- ☐ Once a Customer books for the storage, a sticker is stuck to the Customer's file for identification.
- ☐ Customers who have not booked for such facility will be contacted by the Life Cell executives on their admission to disseminate the information and possible booking.
- ☐ Receipts are issued by the Life Cell executive for all payments made to Cryonine.

19. **PHARMACY**

- ☐ Customers can purchase medicines and vaccines against Doctor's prescription.
- ☐ OP Customers: Medicines are sold on cash basis.
- ☐ IP Customers:
 - ☐ Medicines are supplied by the pharmacy and charged in their IP bill.

- ☐ Payment is made to the pharmacy through internal transfer.
- ☐ Home Delivery of medicines is available only for Customers within 5 kms. radius of the Hospital.

20. **OUT PATIENT BILLING - CASH COLLECTION & HANDOVER**

- ☐ The OPD cash counter functions 24 hrs.
- ☐ Payments are collected from the Customers by cash or credit/debit card only.
- ☐ No cheque payment is accepted.
- ☐ The duty timings are: 8 am – 4 pm, 12 noon – 8 pm and 8 pm – 8 am.

Collection Timing	Handing Over		Time of Handing Over	Note
	From	To		
8 am – 4 pm	I Shift GRE	Accounts Dept.	After completion of duty	Handed over in sealed envelope with denomination.
4 pm – 8 pm	II Shift GRE	Night Shift GRE	After completion of duty	Handed over in sealed envelope with denomination.
8 pm – 12 midnight	Night Shift GRE	I Shift GRE	After completion of duty	1. Night Shift GRE collects cash and closes the batch for the day. 2. Handed over in sealed envelope with denomination.
12 midnight – 8 am	Night Shift GRE	I Shift GRE	After completion of duty	Handed over in sealed envelope with denomination.

Procedure for Handing Over From GRE To GRE

- ☐ Handing over GRE must maintain a book for keeping following details:
 1. All denominations in cash must be given in detail with total.
 2. Total amount collected via Credit Card Receipts.
 3. Total number of Credit Card Receipts
- ☐ Handing over GRE must place all the money in a sealed envelope.
- ☐ Checklist of items to be handed over to Taking Over GRE
 1. All the cash in a sealed envelope.
 2. All Credit Card receipts.
- ☐ Taking GRE must sign in the book before taking all the above items from other GRE.

Procedure for Handing Over From GRE To Accounts Department Personnel

- ☐ Handing over GRE must maintain a book for keeping following details:
 1. All denominations in cash must be given in detail with total.
 2. Total amount collected via Credit Card Receipts.
 3. Total number of Credit Card Receipts.
- ☐ Handing over GRE must place all the money in a sealed envelope.
- ☐ Checklist of items to be handed over to Accounts Department:
 1. All the cash in a sealed envelope.
 2. All Credit Card receipts.
- ☐ Accounts Dept. Personnel must acknowledge & sign in the book after taking all the above items from other GRE.

21. PREPARATION OF ON CALL CONSULTANTS DUTY ROASTER (refer to Annexure 4)

- ☐ Responsibility of: Director of Medical Service.
- ☐ Frequency: Monthly.

22. TELEPHONE CONSOLE

- ☐ The major functions of this department are:
 1. Receiving incoming calls
 2. Connecting outgoing calls
 3. Blocking/booking appointments
 4. Rescheduling appointments
- i) Procedure when Customer wants to be connected to the Consultant
 - ☐ Check with the OPD – whether the Consultant is busy.
 - ☐ If the Customer has consulted any Consultant in the past 15 days, then only will the call be transferred.
 - ☐ If Not Available – take down Customer’s contact no. and pass it on to the doctor.
 - ☐ If Available – connect the call to the Consultant.
 - ☐ If Consultant not available: Connect to ROD (Registrar on Duty).
- ii) Incoming calls to the staff members
 - ☐ Filter calls
 - ☐ Pass on message to the staff member.
- iii) Customer Complaint Calls
 - ☐ Connect to the PRO or IP Incharge.
 - ☐ They will address the complaint.
- iv) Incoming Scan/Lab/Pharmacy Enquiry
 - ☐ Transfer to the concerned department.
- v) Booking Appointment
 - ☐ Greet the Customer.
 - ☐ Ask whether appointment is for Pediatric/ OBG
 - ☐ Open appointment page on system.
 - ☐ Start giving appointments in the beginning of the slot.
 - ☐ Ensure that all appointments are back to back.
 - ☐ Do not ask Customer what time they want the appointment.
 - ☐ Offer the first available slot to the Customer.
 - ☐ Only if it is not suitable to the Customer, offer alternative time slot.
 - ☐ Block the appointment.
 - ☐ Repeat date and time before & after blocking appointment.
 - ☐ Inform Customer that in case of cancellation, to inform the Hospital beforehand.
 - ☐ Walkin: Inform patient that it is a walkin & also the approx. waiting period.

- ☐ Emergency Customers should never refuse an emergency

- vi) General queries regarding Pediatric/ OBG OPD
 - ☐ Transfer to the concerned department.

- vii) Queries regarding IP Billing
 - ☐ Transfer the following calls to IP Dept./ IP in charge.
 - ☐ All Billing queries.
 - ☐ Any Admission or Discharge related query.
 - ☐ Any Inpatient related query.

- viii) Queries, which are transferred to PRO
 - ☐ Package Queries.
 - ☐ Bed Booking Queries.
 - ☐ Parent Craft Classes Queries.
 - ☐ All other services provided by Cloudnine.

- ix) Call of Ambulance:
 - ☐ Connect to the concerned GRE as Main Reception who is authorized to organize Ambulance facility.

- x) General Applicabilty while transferring:
 - ☐ Always transfer calls to the dept. concerned.
 - ☐ Before transferring the call: Inform the Caller that the call is being transferred.
 - ☐ Announce caller to the person receiving the call, with a brief introduction.

- xi) Checklist of item for a phone message:
 - ☐ Caller's name and Company name (if applicable).
 - ☐ Caller's phone number.
 - ☐ Time and date of call.
 - ☐ The person to whom the call is made.
 - ☐ If a follow up or return call is needed.
 - ☐ Message, if needed to be passed on.

- xii) Documents to be maintained by Telephone Console Department:
 - ☐ Phone register – To record of phone no's which are not being to transfer to particular person who needs to be called back.
 - ☐ Enquiry register – To record details of enquiries getting through calls.
 - ☐ List of all Consultants from all branches including:
 - ☐ Name
 - ☐ Mobile Number.
 - ☐ Visiting days and timings.
 - ☐ List of all Employess (department-wise) including:
 - ☐ Name.
 - ☐ Designation.

- ☐ Mobile Number.
- ☐ Email Address.
- ☐ Telephone extension.
- ☐ Authorization chart for passing on the mobile numbers / email addresses.
- ☐ List of Drivers Names list and their duty roster with their mobile numbers.
- ☐ Daily updated list of appointment in case of enquiry or can manage through software directly.
- ☐ Blood Bank Details.

23. ISSUE OF DUPLICATE OP BILLS

- ☐ Bills are issued for OP services against payment.
- ☐ Request for duplicate bills are strictly not entertained.
- ☐ Under Extreme Circumstances:
- ☐ It is issued against a written request letter with reasons for asking duplicate bill.
- ☐ It should be authorized by the PRO.
- ☐ A fee (Rs.100/-) is levied to issue duplicate bills to discourage Customers.

24. ISSUING OF BIRTH CERTIFICATE, PHOTO & GUTHRIE REPORT

- ☐ Collect following information from Customer:
 - ☐ Name of Mother
 - ☐ Name of Father
 - ☐ Date of Birth of Baby
- ☐ Ask Customer to be seated.
- ☐ If ready: Provide it immediately
- ☐ In case of delay:
 - ☐ Check with concerned dept. if there is a delay.
 - ☐ Take the Customer's contact details.
 - ☐ Inform the Customer that the concerned person will get back to them when the certificate/photo/report is prepared.

25. ISSUING OF MEDICAL CERTIFICATE

- ☐ Customers requiring Medical Certificate need to meet the Consultant.
- ☐ The Consultant will send a draft of the certificate to the OPD GRE.
- ☐ The OPD GRE will type and present it to the Consultant for signature.
- ☐ The original is given to the Customer.
- ☐ A copy is retained in the office.
- ☐ Charges levied: Rs.100/-

26. CHANGE OF NAME FOR NEW BORN BABIES IN HOSPITAL RECORDS

- ☐ The Customer should give a written application with a copy of BBMP Birth Certificate

to PRO.

- ☐ The PRO should scrutinize the material given.
- ☐ The PRO should instruct the GRE to effect the change of name.

27.AMBULANCE PROCEDURE

- ☐ Reception will get the call from patients requesting for the Ambulance
- ☐ The following details should be first taken from the patient's attender:
 - ☐ Name of the Customer.
 - ☐ Contact No. of Customer.
 - ☐ Address of Customer
 - ☐ Kind of Emergency
 - ☐ Name of Consulting Doctor.
- ☐ Customer should be informed that he/she will get a call from the Doctor.
- ☐ The GRE will give the patient details to ROD (Registrar on Duty) (doctor need not repeat the same above questions).
- ☐ The Doctor will be requested to contact the Customer and enquire about the emergency requirement.
- ☐ The Doctor needs to decide on the accompanying staff (Nurse / doctor/both) requirement.
- ☐ Doctor will co-ordinate with the concerned nursing in charge.
- ☐ The Nurse and Driver should make sure all basic requirements are in the Ambulance
- ☐ The GRE should intimate the Customer about the following:
 - ☐ Time of leaving the Hospital.
 - ☐ Approximate time of arrival at Customer's given address.
- ☐ The Ambulance Driver should provide a call sheet to the Security mentioning:
 - ☐ Starting kilometre.
 - ☐ Destination point.
- ☐ The Security must ensure that a wheel chair is present at the entrance.
- ☐ As soon as Ambulance picks up the patient, the ambulance driver should call the GRE/ Doctor as required for the necessary arrangements.
- ☐ After attending to the Customer, the Registrar will update the Consultant about the patient condition.
- ☐ Accompanying nurse will provide all the details to the OP billing department.

Ambulance Billing:

- ☐ Distance is calculated on the basis of to and fro distance travelled.
 - ☐ 0-5 kms - Rs. 1000
 - ☐ 5-10kms - Rs. 1500
 - ☐ 10-20kms - Rs. 2000
 - ☐ More than 20kms - Rs.50 per km
- ☐ Charges need to be levied if the following equipment is used
 - ☐ Oxygen / infusion pump/ syringe pump / Incubator / Suction pump etc.
- ☐ The assistance of ROD (Registrar on Duty) /Nurses or any maintenance person should be charged accordingly

- ☐ The Medicine usage will be charged according to the MRP list.
- ☐ The MRP List is given to the Nurses.
- ☐ The Nurse will maintain the register according to usage of the medicine and stock level and bill it accordingly.

28. RESPONSIBILITIES OF PRO, INCHARGES AND GRES REGARDING WORK ENVIRONMENT

- ☐ Awareness of Surroundings: They at all times keep an eye on the surroundings.
- ☐ Cleanliness: Ensure that the area in which they operate is clean at all times by coordinating with the Housekeeping Dept. to do so.
- ☐ Music: Ensure that music is playing at all times.
- ☐ Furniture: Ensure that all furniture is placed at the designated positions.
- ☐ Repair Work: Ensure that a hazard sign is placed, where repair work is going on.

ANNEXURE 1

TYPES OF LAB TESTS

First Trimester Lab Tests (1 - 12 Weeks)

Blood and Urine Tests

These tests are used to help identify conditions that can affect the mothers health and that of baby during pregnancy. At the first prenatal visit, the following tests have to be done.

Test	Check For
CBC (complete blood count)	Anaemia (low iron in blood)
Blood Type RH antibodies	Blood type, RH status, blood group anti bodies
Hepatitis Antigen	Hepatitis B
Serology	Syphilis (STD)
Rubella Antibody	Immunity to German measles
Urine	Infection and kidney diseases
HIV antibody	Virus that causes AIDS

Second Trimester Lab Test- 13 to 27 weeks

CATEGORY	NAME	PURPOSE
1. Routine Tests	Urine Screen	For sugar and protein
	Urine Culture	To detect bacteria
	Glucose Tolerance Test (GTT)	
2. Selective Tests	Double Marker or quad marker screen	
	Amino centesis	
	Cordo centesis and Ultrasound imaging test	

Third Trimester Lab Tests 28- 42 weeks

1. Group B streptococcus screening
2. Electronic Fetal heart Monitoring
3. Non Stress test
4. Contraction Stress Test
5. Biophysical profile and ultrasound test

ANNEXURE 2
HOSPITAL TOUR
JAYANAGAR

Starting Point: Reception area.

Ground Floor.(Special Services) Au Bon Pain Healthiest Café in the USA Order from the room Pharmacy Specializes in women & children necessities Can avail home delivery Blues N Pinks (Mezzanine Floor)	Ground Floor.(Medical Services) Aerobics Room Talk about different classes Handle about 6 couples for max. attention Scan Room 4d machine by GE Life like images on DVD Out Patient Department
First / Third Floor. Start with number of rooms in the hospital. Nursing Station Nurses / GREs' are available here Any grievances or queries Room Interiors is given the soft feel Diffused Lighting AC – No Cold Spots, Air Flow Luggage space TV Wi-Fi	Second Floor. Start with the facilities in the second floor and the waiting area description LDR Automatic Birthing bed - Hillrom All equipments are hidden Baby emergency attention Husbands have to be inside OT Complex 2 OTs' / Doctors' lounge / Adult ICU & Recovery / Sterile Stores
Suites. Wooden Floor / Large Bed / Attendant Space / Private Area / Plasma TV, Microwave, Separate Entrance/Bathroom	Cafeteria. Multiple Cuisines – Healthy Juices Facility for attendants to entertain guests

TRAINING MODULES FOR DIFFERENT DEPARTMENTS

1) NURSING CARE OR

1.1 Induction: Lead nurse specialist - OR

- **Department:** Nursing
- **Reporting to :** Lead NurseSpecialist
- **Qualification:** Registered B.Sc./General Nurse and Midwife
- **Job Experience:** 7 years and above

1st Week

Observation	Name	Signature	Date
The Performance of regular store indents from pharmacy and stores department for replenishing the consumed items.			
The Supervision of daily inventory checks before every shift commences.			
Maintains cordial conduct among the Staffs working in the unit for easy flow of Information			
Allots perioperative/ scrub/circulating nurse for the posted surgeries. Assigns on call duties and updates dashboard. Reviews daily proposed OR schedule.			
Supervises and guides staffs to perform procedures as per the policies and protocols			
Coordinates inter/intra hospital transfers with the Manager Nursing Consultant			
Assistance	Name	Signature	Date
In Coordinating with Housekeeping department for providing good customer care			
Coordinating and communicating with the maintenance			

department regarding breakage or malfunctioning of any equipment and get it repaired or replaced			
Coordinating and communicating with biomedical department for maintaining the biomedical equipments to the best of usage.			
In Maintaining records of the usage of equipments, costly consumable and non-consumable items in the floor			
In Mentoring the Nurse Executives for handling specialized equipments like multipara monitor, infusion pumps, syringe pumps, defibrillator, central oxygen, nitrous oxide, foot suction, cauterizing machine etc.			
In the waste disposal of the floor as per Infection Control Policy.			

2nd Week

Observation	Name	Signature	Date
The Supervision of supply of sterile equipments from CSSD. Including the submitting of used equipments and retrieval of sterile equipments.			
The Maintenance of records in the floor i.e. Surgery book, MTP register, lending and borrowing register, CSSD register, inventory book, etc.			
The managerial information to be given to the staff.			
Monitoring and channelizing in-house and out-house processes for easy continuity of care			
The assistance to be given to lactating mothers and take classes in the absence of the Lactation Counselor			

Assistance	Name	Signature	Date
The Performance of regular store indents from pharmacy and stores department for replenishing the consumed items			
The Supervision of daily inventory checks before every shift commences.			
Ascertain surgical suite allocation is based on surgeon requirements, equipment needs and functionality.			
Maintains cordial conduct among the Staffs working in the unit for easy flow of Information			
Coordinates inter/intra hospital transfers with the Manager Nursing Consultant			
Supervises and guides staffs to perform procedures as per the policies and protocols			
Allots perioperative/ scrub/circulating nurse for the posted surgeries. Assigns on call duties and updates dashboard. Reviews daily proposed OR schedule			

3rd Week

Observation	Name	Signature	Date
Responds to life saving situations based upon nursing standards and protocols			

Assistance	Name	Signature	Date
The Performance of regular store indents from pharmacy and stores department for replenishing the consumed items.			
Ascertain surgical suite allocation is based on surgeon requirements, equipment needs and functionality			
Maintains cordial conduct among the Staffs working in the unit for easy flow of Information			

Coordinates inter/intra hospital transfers with the Manager Nursing Consultant			
Supervises and guides staffs to perform procedures as per the policies and protocols			
Allots perioperative/ scrub/circulating nurse for the posted surgeries. Assigns on call duties and updates dashboard. Reviews daily proposed OR schedule.			
The Supervision of daily inventory checks before every shift commences.			

Monitored By	Name	Signature	Date
The Performance of regular store indents from pharmacy and stores department for replenishing the consumed items.			
The Supervision of daily inventory checks before every shift commences.			
Allots perioperative/ scrub/circulating nurse for the posted surgeries. Assigns on call duties and updates dashboard. Reviews daily proposed OR schedule.			
Ascertain surgical suite allocation is based on surgeon requirements, equipment needs and functionality.			
Maintains cordial conduct among the Staffs working in the unit for easy flow of Information			
Coordinates inter/intra hospital transfers with the Manager Nursing Consultant			
Supervises and guides staffs to perform procedures as per the policies and protocols			

1.2 Specialist nursing care-or (NICU)

- **Department:** Nursing
- **Reporting to :** Lead NurseSpecialist
- **Qualification:** Registered B.Sc./General Nurse and Midwife
- **Job Experience:** 5 years and above

1st Week

Observation	Name	Signature	Date
Takes inventory of the consumable materials and instruments.			
Handling of specialized equipments like neonate monitor, warmer etc.			
Monitors and adjusts and maintenance specialized equipments			
Initiates corrective action whenever information from monitoring equipment shows adverse symptomatology			
Assistance	Name	Signature	Date
In Analyzing lab results and reports as required to the concerned authority for faster treatment			
In Supervising waste disposal of the floor as per Infection Control Policy.			

2nd Week

Observation	Name	Signature	Date
Preparation of NICU for all emergency and scheduled procedures and updates dashboard.			
Reports adverse reactions to medications or treatments.			
Collection of samples (urine/blood) to the lab.			
Monitoring of vital signs of the neonate (cyanosis, temperature, breathing etc)			
Preparing, administering and recording of prescribed medications by the consultants			
Recording of all care information concisely, accurately and completely, in a timely manner, in the appropriate format of sick neonates.			
Assistance	Name	Signature	Date

In Providing education, information and emotional support to the neonate's family and caregivers based on the disease condition.			
Collecting sterilized equipment from CSSD			
Sending all used equipment to CSSD			

3rd Week

Observation	Name	Signature	Date
Responds to life saving situations based upon nursing standards and protocols.			
Assistance	Name	Signature	Date
Preparation of NICU for all emergency and scheduled procedures and updates dashboard.			
Recording of all care information concisely, accurately and completely, in a timely manner, in the appropriate format of sick neonates Preparing, administering and recording of prescribed medications by the consultants			
Reports adverse reactions to medications or treatments.			
Collection of samples (urine/blood) to the lab.			
Monitoring of vital signs of the neonate (cyanosis, temperature, breathing etc)			
Monitored By	Name	Signature	Date
Takes inventory of the consumable materials and instruments.			
Handling of specialized equipments like neonate monitor, warmer etc.			
Monitors and adjusts and maintenance specialized equipments			
Initiates corrective action whenever information from monitoring equipment shows adverse symptomatology			

1.3 Induction: Senior Nurse Executive-OR

- **Department:** Nursing
- **Reporting to:** Lead Nurse Specialist
- **Qualification:** Registered B. Sc / General Nurse and Midwife
- **Experience:** 3-4 years

1st Week

Observation	Name	Signature	Date
Noting down unusual reactions of the patient during or post surgery and reporting them to the concerned surgeon.			
Inventories of all items pre and post surgery.			
Handling of patient documentation			
Observing and checking all equipments in the operating room for their proper functioning			
Mentoring of junior nursing staffs			
Taking extra care during scrubbing in case of any notifiable disease			
Maintaining and practicing asepsis in the operating room			
Checking the checklist for the surgical process like for the instruments to be used, number of them used and disposed off, other items like cotton, gauges, oxygen mask, gloves, anesthesia tubes, etc.			
Maintaining of cleanliness and initiating scrubbing and other basic hygiene technique in the operation room.			

Assistance	Name	Signature	Date
Assisting in positioning and care of the patient			
Assisting in positioning and care of the patient			
Assisting in handling and care of specimens			
Practicing asepsis in the operating room			

Handling of patient documentation			
Maintaining extra caution and care during scrubbing and cleaning in case of any notifiable disease			

Monitored By	Name	Signature	Date
Handling of patient documentation			
Scrubbing and maintaining basic cleanliness of the operation room			
Checking for the checklist for the surgical process like the instruments to be used, number of these instruments used and disposed off, other items like cotton, gauge, oxygen mask, gloves, anesthesia tubes etc			
Preparing the operation room before surgery			

2nd Week

Observation	Name	Signature	Date
Selection, Handling of instruments used during surgeries and supplying of instruments to the surgeon during the process			
Providing appropriate care to the patients keeping in mind about the age, culture, present illness status.			
Performing the inventory of instruments and articles.			
Checking the maintenance of the equipments in the operation room			
Monitoring and adjusting specialized biomedical equipments in the operation room			
Performing the Life saving procedures in case of emergency.			
Reporting the malfunctioning or breakdown of the equipment in the operation room to the senior authority.			

Preparing and administering prescribed medications to the patients.			
Recording of any adverse reaction of the medication on the patient and reporting them to the concerned doctor as soon as possible.			
Keeping a check on the High risk medication and the LASA medication while they are administered			

Assistance	Name	Signature	Date
Monitoring of the patients' physical and psychological.			
Assisting the concerned doctor in analysis of the lab reports for catalyzing the treatment procedure			
Checking the checklist for the surgical process like for the instruments to be used, number of them used and disposed off, other items like cotton, gauges, oxygen mask, gloves, anesthesia tubes, etc			
Performing CPR, neonatal resuscitation and other life saving procedures when required during emergency			
Preparing of the operating room for the pre scheduled surgeries and also for the emergencies.			

Monitored By	Name	Signature	Date
Administering high risk medications and LASA drugs.			
Collecting store indents in absence of Lead Nurse.			
Performing the life saving procedure.			
Maintenance of the biomedical equipments in the Operating Room			
Assist in performing audit of the instruments and other equipments in the OR			

3rd Week

Assistance	Name	Signature	Date
Collecting store indents in absence of Lead Nurse.			
Collecting store indents in absence of Lead Nurse			
Performing the life saving procedures.			
Maintenance of the biomedical equipments in the Operating Room			
Assist in performing audit of the instruments and other equipments in the OR.			
Performing CPR, neonatal resuscitation and other life saving procedures when required during emergency			
.Monitoring of the patients' physical and psychological status.			
Performing the life saving procedures			
Checking the checklist for the surgical process like for the instruments to be used, number of them used and disposed off, other items like cotton, gauges, oxygen mask, gloves, anesthesia tubes, etc			
Preparing of the operating room for the pre scheduled surgeries and also for the emergencies			
Assisting the concerned doctor in analysis of the lab reports for catalyzing the treatment procedure			
Monitored By	Name	Signature	Date
Checking the checklist for the surgical process like for the instruments to be used, number of them used and disposed off, other items like cotton, gauges, oxygen mask, gloves, anesthesia tubes, etc			
Inventories of all items pre and post surgery			
Noting down unusual reactions of the patient during or post			

surgery and reporting them to the concerned surgeon			
Taking extra care during scrubbing in case of any notifiable disease.			
Maintaining of cleanliness and initiating scrubbing and other basic hygiene technique in the operation room.			
Monitoring of the patients' physical and psychological status.			
Assisting the concerned doctor in analysis of the lab reports for catalyzing the treatment procedure.			
Checking the checklist for the surgical process like for the instruments to be used, number of them used and disposed off, other items like cotton, gauges, oxygen mask, gloves, anesthesia tubes, etc			
Preparing of the operating room for the pre scheduled surgeries and also for the emergencies			
Collecting store indents in absence of Lead Nurse			
Performing the life saving procedures			

1.4 Induction: Junior Nurse Executive-OR

- **Department:** Nursing
- **Reporting to:** Lead Nurse Specialist
- **Qualification:** Registered B. Sc/ General Nurse and Midwife
- **Experience:** 1-2 years

1st Week

Observation	Name	Signature	Date
Maintaining of cleanliness and initiating scrubbing and other basic hygiene technique in the operation room.			
Taking extra care during scrubbing in case of any notifiable disease.			
Noting down unusual reactions of the patient during or post surgery and reporting them to the concerned surgeon.			
Inventories of all items pre and post surgery			

Handling of patient documentation			
Observing and checking all equipments in the operating room for their proper functioning.			
Maintaining and practicing asepsis in the operating room			
Checking the checklist for the surgical process like for the instruments to be used, number of them used and disposed off, other items like cotton, gauges, oxygen mask, gloves, anesthesia tubes, etc			

Assistance	Name	Signature	Date
Practicing asepsis in the operating room.			
Handling of patient documentation			
Maintaining extra caution and care during scrubbing and cleaning in case of any notifiable disease			
Maintaining cleanliness and other hygiene process in the operating room			
Assisting in positioning, and care of the patient			
Assisting in handling and care of specimens.			

Monitored By	Name	Signature	Date
Preparing the operation room before surgery.			
Checking for the checklist for the surgical process like the instruments to be used, number of these instruments used and disposed off, other items like cotton, gauge, oxygen mask, gloves, anesthesia tubes etc.			
Handling of patient documentation			
Scrubbing and maintaining basic cleanliness of the operation room			

2nd Week

Observation	Name	Signature	Date
Providing appropriate care to the patients keeping in mind			

about the age, culture, present illness status.			
Performing the inventory of instruments and articles.			
Checking the maintenance of the equipments in the operation room			
Monitoring and adjusting specialized biomedical equipments in the operation room.			
Performing the Life saving procedures in case of emergency.			
Reporting the malfunctioning or breakdown of the equipment in the operation room to the senior authority.			
Preparing and administering prescribed medications to the patients.			
Recording of any adverse reaction of the medication on the patient and reporting them to the concerned doctor as soon as possible			
Keeping a check on the High risk medication and the LASA medication while they are administered			
Selection, Handling of instruments used during surgeries and supplying of instruments to the surgeon during the process			

Assistance	Name	Signature	Date
Checking the checklist for the surgical process like for the instruments to be used, number of them used and disposed off, other items like cotton, gauges, oxygen mask, gloves, anesthesia tubes, etc			
Performing CPR, neonatal resuscitation and other life saving procedures when required during emergency.			
Preparing of the operating room for the pre scheduled surgeries and also for the emergencies.			
Monitoring of the patients' physical and psychological status.			
Assisting the concerned doctor in analysis of the lab reports for catalyzing the treatment procedure			

Monitored By	Name	Signature	Date
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Maintaining of cleanliness and initiating scrubbing and other basic hygiene technique in the operation room.			
Taking extra care during scrubbing in case of any notifiable disease.			
Noting down unusual reactions of the patient during or post surgery and reporting them to the concerned surgeon.			
Checking the maintenance of the equipments in the operation room			
Monitoring and adjusting specialized biomedical equipments in the operation room.			
Administering high risk medications and LASA drugs			

3rd Week

Assistance	Name	Signature	Date
Maintaining of cleanliness and initiating scrubbing and other basic hygiene technique in the operation room.			
Performing the life saving procedures			
Taking extra care during scrubbing in case of any notifiable disease.			
Noting down unusual reactions of the patient during or post surgery and reporting them to the concerned surgeon			
Inventories of all items pre and post surgery			
Collecting store indents in absence of Lead Nurse			
Performing the life saving procedures			
Collecting store indents in absence of Lead Nurse.			
Maintenance of the biomedical equipments in the Operating Room			
Assist in performing audit of the instruments and other equipments in the OR.			
Administering, Prescribing and Monitoring of the prescribed			

medicines			
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Monitored By	Name	Signature	Date
Checking the checklist for the surgical process like for the instruments to be used, number of them used and disposed off, other items like cotton, gauges, oxygen mask, gloves, anesthesia tubes, etc			
Preparing of the operating room for the pre scheduled surgeries and also for the emergencies			
Monitoring of the patients' physical and psychological status			
Assisting the concerned doctor in analysis of the lab reports for catalyzing the treatment procedure			
Checking the checklist for the surgical process like for the instruments to be used, number of them used and disposed off, other items like cotton, gauges, oxygen mask, gloves, anesthesia tubes, etc Monitoring of the patients' physical and psychological status.			
Assisting the concerned doctor in analysis of the lab reports for catalyzing the treatment procedure			
Checking the checklist for the surgical process like for the instruments to be used, number of them used and disposed off, other items like cotton, gauges, oxygen mask, gloves, anesthesia tubes, etc			
Preparing of the operating room for the pre scheduled surgeries and also for the emergencies			
Collecting store indents in absence of Lead Nurse			
Performing the life saving procedures.			

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2) NURSING CARE OF OPD

2.1 Induction: Lead nurse specialist- OPD

- **Department:** Nursing
- **Reporting to :** Medical superintendent
- **Qualification:** Registered B.Sc./General Nurse and Midwife
- **Job Experience:** 7 years and above

1st Week

Observation	Name	Signature	Date
The technique to keep a check on staff activities and motivate them.			
Supervision of the daily inventory check of all equipment needed and other material			
Allotment of nurse to consultant ratio depending on the number of patient appointments and number of nurses on duty			
Monitoring and channelizes admission process			

Assistance	Name	Signature	Date
Facilitation of In-house and out-house investigations for easy continuity of care			

Monitors Setting up of doctor s chamber before his/ her arrival with equipment to check vitals (e.g. BP apparatus, stethoscope, small cuff in case of pediatric opd, instruments for PV examination and so on.)			
Performing a indent list for consumed items from both pharmacy and store			
Supervises waste disposal of the floor as per Infection Control Policy.			

2nd Week

Observation	Name	Signature	Date
Collection feedback of the customers before start of the shift so as to solve problems that have occurred in the previous shift			
Supervision and guidance of staff to perform procedures as per the policies and protocol			
Mentors Nurse Executives in providing education, information and emotional support to the patient's family and caregivers by correlating the disease condition to the symptoms presented.			
Educates lactating mothers in the absence of the Lactation Counselor			
Maintains records in the OPD i.e. lending and borrowing register, CSSD register, procedure book, inventory book, MTP package register etc.			

Assistance	Name	Signature	Date
Coordinating with Housekeeping department for providing good customer care			
Coordinates and communicates with biomedical department for maintaining the biomedical equipments to the best of usage.			

Coordinate and communicate with the maintenance department regarding breakage or malfunctioning of any equipments and get it repaired or replaced			
Supervises supply of sterile equipments from CSSD			

3rd Week

Observation	Name	Signature	Date
The Performance of life saving measures as and when required			

Assistance	Name	Signature	Date
Educates lactating mothers in the absence of the Lactation Counselor			
Maintains records in the OPD i.e. lending and borrowing register, CSSD register, procedure book, inventory book, MTP package register etc.			

Monitored By	Name	Signature	Date
Setting up of doctor s chamber before his/ her arrival with equipment to check vitals (e.g.: BP apparatus, stethoscope, small cuff in case of pediatric opd, instruments for PV examination and so on.)			
Supervises waste disposal of the floor as per Infection Control Policy			
Performing a indent list for consumed items from both pharmacy and store			

2.2 InductionSenior Executive Auxiliary Nurse Midwife-I

- **Department :** Nursing
- **Reporting to :** Lead Nurse specialist (OPD)
- **Qualification :** ANM
- **Experience:** 7 years –onwards.

1st Week

Observation	Name	Signature	Date
Consulting and coordinating with GRE for hassle free functioning of OPD			
Check inventory			
Check for the expired medication and monitoring of the replenishment of the fresh stock			
Check the height, weight, temperature, pulse, respiration, blood pressure of the expecting or the post partum mother			
Check the length, weight, temperature, pulse, respiration, head circumference, chest circumference, and mid arm circumference of the baby.			
Performing NST			

Life saving procedures during emergency.			
Assistance	Name	Signature	Date
Assisting the consultant for the procedures like dressing, HSG, Pap smear, vaccination, suture removal, minor dressing.			
Cleaning of the instruments before sending them to CSSD for sterilization			
Dispatching of the specimen to the laboratory for further processing and analysis of the specimen.			
Maintaining the supply of the sterile equipments from CSSD			

2nd Week

Observation	Name	Signature	Date
Check the height, weight, temperature, pulse, respiration, blood pressure of the expecting or the post partum mother			
Check for the proper maintenance of the OPD registers.			
Coordination with the junior nursing staff and the GRE for the proper functioning of the OPD.			
Assistance	Name	signature	Date
Check the inventory. Check the height, weight, temperature, pulse, respiration, blood pressure of the expecting or the post partum mother			

Check the length, weight, temperature, pulse, respiration, head circumference, chest circumference, and mid arm circumference of the baby			
Performing NST			

3rd Week

Assistance	Name	Signature	Date
Maintaining the legal documents (consent form) for the MTP procedures.			
Coordinating and guiding the junior nurses.			
Providing emotional support and information to the patient party or family members.			
Perform Life saving techniques whenever required			
Monitored By	Name	Signature	Date
Performs waste disposal			
Mentors and assists the Junior Executive staff in carrying out daily routine activities			
Maintains cleanliness of the unit in an orderly manner			
Cleaning of the instruments before sending them to CSSD for sterilization.			
Assisting the consultant for the procedures like dressing, HSG, Pap smear, vaccination, suture removal, minor dressing.			
Acts as a Shift In charge in the absence of the			

department Lead Nurse Specialist and reports to the Assistant Manager Nursing.			
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2.3 Induction: Junior Executive-Auxiliary Nurse Midwife-I

- **Department-** NURSING
- **Reporting-** Lead Nurse Specialist (OPD)
- **Qualification-**ANM
- **Experience-** 3 to 4 years.

1st Week

Observation	Name	Signature	Date
Maintaining the basic hygiene, cleanliness, scrubbing of the OPD unit.			
Maintaining the OPD registers like new patient registration, procedure book			
Consulting and coordinating with GRE for proper functioning and avoiding chaos in OPD.			
Arranging of the consultation room for the consultant before his/her arrival			
Dealing with patient's family providing them information about the care to be taken of the patient, for providing them emotional support.			
Keeping check on the problems (if any) at d OPD and note the complaints and report them to senior nurse			

Assistance	Name	Signature	Date
Guide and assist the patients during OPD consultation			
Assist the patients during all other procedures including checking for the blood pressure, weight etc.			

Actively managing the waste disposal process.			
Maintaining proper hygiene and scrubbing of the OPD unit			

Monitored By	Name	Signature	Date
Maintaining OPD registers.			
Guiding and assisting patients at OPD and other procedures.			
Coordinating with the GRE for proper functioning of the unit.			

2nd Week

Observation	Name	Signature	Date
Checking of the inventory.			
Assisting the consultant in the process of dressing, suture removal, Pap smear, vaccination, HSG			
In case of emergency, shifting the patient to the triage room.			
Assisting the patients in the admission procedure if advised and coordinating with the ward nurse for passing the case history of the concerned patient.			
Recording the height, weight, temperature, pulse, respiration, B.P, of the expecting or post partum mothers.			

Assistance	Name	Signature	Date
Maintaining records and legal documents for MTP procedure and making file for them.			

Maintaining the bio medical equipment, check for its efficient working, in case of malfunctioning reporting to the concerned authority.			
Keep a check on the supply of sterile equipments required in the OPD unit.			
Sending the specimen to the lab			

Monitored By	Name	Signature	Date
Checking of inventory.			
After consultation sending the specimen to the lab.			
Recording of all the information at OPD correctly, and timely			
Maintaining the OPD registers legal documents etc.			
Checking of the near expiry medications and replace them with fresh stocks.			

3rd Week

Observation	Name	Signature	Date
Providing Life saving procedures like CPR etc.			

Assistance	Name	Signature	Date
Performing NST			
Assisting the consultant during the process of suture removal, dressing, HSG, Pap smear etc.			
Sending the specimen to lab			

Performing life saving actions like CPR, neonatal resuscitations and others when required			
Maintaining legal documents for MTP procedures.			
Checking of the inventory			

Monitored By	Name	Signature	Date
Consulting and coordinating with GRE for proper functioning and avoiding chaos in OPD.			
Recording the height, weight, temperature, pulse, respiration, B.P, of the expecting or post partum mothers.			

2.4 SENIOR EXECUTIVE-AUXILIARY NURSE MIDWIFE II

- **Department :** Nursing
- **Reporting to :** Lead Nurse specialist (OPD)
- **Qualification :** ANM
- **Experience:** 7 years –onwards.

1st Week

Observation	Name	Signature	Date
Arrangement consultation room before the arrival of the consultant.			
Anticipation of procedure requirements based on knowledge of plan of treatment and on condition of the customer			
Receiving of indented items in the absence of the Lead Nurse Specialist from the pharmacy and stores for replenishing the consumed items			

Assistance	Name	Signature	Date

In Checking inventory before every shift as per the responsibility allotted by Lead Nurse Specialist.			
In Consulting and coordinates with Guest Relation Executives for maintaining flow of information in OPD.			
In Assisting the Customer and Junior Executive during OPD consultation, procedures performed till the departure.			
In Assisting the Customer for getting admitted if advised and directs the customer for admission and handover the case history to Ward Nurse for completion of Admission process. If it is an emergency condition shifts the patient to Triage and helps the customer to continue with the admission process			
In Dispatching the specimen to the laboratory for analysis after completion of the procedure and maintains records.			
In Performing waste disposal as per Infection Control Policy.			

2nd Week

Observation	Name	Signature	Date
Collection of pertinent information from the Expecting/postpartum Mother past history , present complaints and so on			
Recording of height, weight, temperature, pulse, respiration, B.P.; from the infant i.e. length, weight, temperature, pulse, respiration, head circumference, chest circumference, mid arm circumference.			
Performance of NST and informs the Consultant as and when asked for			
Assistance of the Consultants for procedures like dressing, suture removal, HSG, IUI, Pap smear, vaccination and later cleans the instruments before sending for sterilization or performs after care.			
Maintenance of Legal documents (Consent form) for MTP procedure and file them while taking consent for the MTP procedure			

Assistance	Name	Signature	Date
In Mentoring Junior Executive in providing education, information and emotional support to the patient's family and caregivers by correlating the disease condition to the symptoms presented			
In Maintaining supply of sterile equipment from CSSD for procedures performed in the assigned areas, by keeping in view the expiry.			
In Coordinating and communicating with the maintenance department if any complaints are received in the OPD.			
In Taking responsibility in maintaining the biomedical equipments to the best of usage. Performs regular checks, cleaning and informs the senior if it is malfunctioning			

3rd Week

Observation	Name	Signature	Date
Performs life saving measures as and when required.			

Assistance	Name	Signature	Date
Maintain registers in the OPD e.g. lending and borrowing books, CSSD register, procedure book, inventory book, MTP package register etc.			
Maintenance of Legal documents (Consent form) for MTP procedure and file them while taking consent for the MTP procedure			

Monitored By	Name	Signature	Date
Collection of pertinent information from the Expecting/postpartum Mother regarding past history , present complaints and so on Assistance of the Consultants for procedures like dressing, suture removal, HSG, IUI, Pap smear, vaccination and later cleans the			

instruments before sending for sterilization or performs after care.			
Recording of height, weight, temperature, pulse, respiration, B.P.; from the infant i.e. length, weight, temperature, pulse, respiration, head circumference, chest circumference, mid arm circumference			
Performance of NST and informs the Consultant as and when asked for.			
Inform to Lead Nurse Specialist regarding any complaints in the OPD. Takes initiative in rectifying the complaints in her absence and informing the concerned line of authority.			

2.5 Induction: Junior Executive-Auxiliary Nurse Midwife II

- **Department:** Nursing
- **Reporting to :** lead nurse specialist
- **Qualification:** Registered B.Sc./General Nurse and Midwife
- **Job Experience:** 3 years and above

1st Week

Observation	Name	Signature	Date
Checking of inventory before every shift.			
Arrangement of consultation room before the arrival of the consultant.			
Anticipation of procedure requirements based on knowledge of plan of treatment and on condition of the customer.			
Assistance of the Customer during OPD consultation, procedures performed till the departure.			

Assistance of the Customer for getting admitted if advised and direct the customer for admission and complete other related procedures like handing over of patient to staff nurse			
Protocol in case of emergency condition shifts the patient to Triage and helps the customer to continue with the admission process.			

Assistance	Name	Signature	Date
TheDispatch of specimen to the laboratory for analysis after completion of the procedure and maintains records.			
The maintenance of the supply of sterile equipment from CSSD for procedures performed in the assigned areas, by keeping in view the expiry.			
In maintaining the biomedical equipments to the best of usage. Performs regular checks, cleaning and informs the senior if it is malfunctioning			

2nd Week

Observation	Name	Signature	Date
Collection of pertinent information from the Expecting/postpartum Mother such as past history and present illness.			
Checking of height, weight, temperature, pulse, respiration, B.P.; from the infant i.e. length, weight, temperature, pulse, respiration, head circumference, chest circumference, mid arm circumference			

The maintenance of legal documents for MTP procedure and file them, after taking consent by the consultants for the MTP procedure			
Performance of NST and informing of the report to the Consultant			
Assistance to the Consultants for procedures like dressing, suture removal, HSG, IUI, Pap smear, vaccination and later cleans the instruments before sending for sterilization or performs after care.			
Maintain registers in the OPD e.g. lending and borrowing books, CSSD register, procedure book, inventory book, MTP package register etc.			

Assistance	Name	Signature	Date
Checking of inventory before every shift			
Records all care information concisely, accurately and completely, in a timely manner, in the appropriate format and on the appropriate forms as per the protocol of the hospital.			
Assists the Senior Executive staff in carrying out daily routine activities			
Anticipation of procedure requirements based on knowledge of plan of treatment and on condition of the customer			
Arrangement of consultation room before the arrival of the consultant			

3rd Week

Observation	Name	Signature	Date

The Performance of life saving measures as and when required			
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Assistance	Name	Signature	Date
Checking of height, weight, temperature, pulse, respiration, B.P.; from the infant i.e. length, weight, temperature, pulse, respiration, head circumference, chest circumference, mid arm circumference			
The handing over of MTP kit and procedures to be done after including observation of patient			
Performance of NST and informing of the report to the Consultant.			
Assistance to the Consultants for procedures like dressing, suture removal, HSG, IUI, Pap smear, vaccination and later cleans the instruments before sending for sterilization or performs after care.			

Monitored By	Name	Signature	Date
The handing over of MTP kit and procedures to be done after including observation of patient			
The Maintenance of legal documents for MTP procedure and file them, after taking consent by the consultants for the MTP procedure.			
Maintain registers in the OPD e.g. lending and borrowing books, CSSD register, procedure book, inventory book, MTP package register etc.			

2.6 Induction: Lactation Counselor

- **Department:** Nursing care
- **Reporting to:** Manager Nursing Consultant
- **Qualification:** B.Sc Nursing and Certified Lactation Counselor
- **Experience:** 7 years onwards.

1st Week

Observation	Name	Signature	Date
Providing basic information about breast feeding to the mothers in person			
Guiding the patients about the positioning during the breast feeding			
Providing information about the importance of breast feeding to the patients and the family members.			
Organizing the programs like baby showers, breast feeding classes etc.			
Imparting knowledge and training to the mothers and family members regarding dealing with infants with abnormalities like cleft palate, cleft lip, and breast feeding these babies.			
Assistance	Name	Signature	Date
Coordinating with the consultants, patients and the family members and also the staff members regarding the process of breast feeding.			
Promotion of breast feeding via creating posters, in person imparting knowledge about the importance of the process.			
Updating the patient and the family members about the recent advances in the standard of care.			
Providing information about the diet of the mother, the nutrition, exercises to promote good health.			

2nd Week

Observation	Name	Signature	Date
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Helping the mother initiate breastfeeding or pumping			
Creating plan for infant feeding			
Attending the mothers who face problem during breast feeding			
Positioning of the infant during the process			
Assistance	Name	Signature	Date
Giving one on one consultation to the patients			
Discuss and develop a plan for each mother and her family.			
Educating the mother about the correct process of breast feeding or pumping.			
Providing antepartum, intrapartum, and post partum care and information on breastfeeding, breast care to the patients and family members.			

3rd Week

Observation	Name	Signature	Date
Documentation of patient and family education and progress of the baby and mother			
Assess the quality of the training services provided to the patients			
Maintaining basic hygiene techniques during the process of breastfeeding and evaluation of equipments related to breast feeding and their sterilization			

Performing interview or a short interactive session with the mothers regarding medical and obstetrical issues			
Psychologically dealing with the patients and comforting them			
Dealing with any other issue which may affect the health care plan			
Assistance	Name	Signature	Date
Giving one on one consultation to the patients			
Discuss and develop a plan for each mother and her family			
Creating plan for infant feeding			
Attending the mothers who face problem during breast feeding			
Providing antepartum, intrapartum, and post partum care and information on breastfeeding, breast care to the patients and family members			
Provide information about the importance of breast feeding to the patients and the family members.			
Coordinating with the consultants, patients and the family members and also the staff members regarding the process of breast feeding			
Promotion of breast feeding via creating posters, in person imparting knowledge about the importance of the process.			
Monitored By	Name	Signature	Date
Maintaining, updating and recording of the registers and file, and also journals, articles etc having latest information about lactation process.			

Assessment of the patient and family regarding providing of the breastfeeding to baby and helping them to learn about the process.			
Giving emotional support to the patients			
Giving one on one consultation to the patients			
Discuss and develop a plan for each mother and her family.			
Organizing the existing programs like Baby shower, breastfeeding classes etc.			
Imparting knowledge and training to the mothers and the family members regarding dealing with the infants with abnormalities like cleft palate, cleft lip, and breast feeding these babies.			

3) GENERAL NURSING CARE

3.1 Induction: Manager Nursing Consultant

- **Department:** Nursing
- **Reporting to:** Chief Nursing Officer And Zonal Head
- **Qualification:** B.Sc/M.Sc Nursing
- **Experience:** 10 years-onwards

1st Week

Observation	Name	Signature	Date
Observe and get clarity about the mission, vision and values of the organization.			
Observing the practices, the policies and the standards for the patient care and nursing			

department			
Conducting of problem solving and policy forming conferences for nursing and patient care.			
Assisting	Name	Signature	Date
Performing employee performance improvement activities.			
Organizing medical staff and administrative meetings.			
Organizing of orientation and educative programs and sessions for advancement of employees.			

2nd Week

Observation	Name	Signature	Date
Observing and knowing in details about the infection control policies, patient care protocols, and brief knowledge about the responsibilities of the nursing staffs at various levels.			
Maintaining coordination with the GRE, Nursing staffs at various level, the CSSD technicians for avoiding chaos at the nursing stations and the various departments.			
Participating and			

initiating to develop nursing/patient care services in the coordination of the employee selection process, work assignments, performance evaluations and staff development.			
Assistance	Name	Signature	Date
Observe and get clarity about the mission, vision and values of the organization.			
Observing the practices, the policies and the standards for the patient care and nursing department			
Conducting of problem solving and policy forming conferences for nursing and patient care.			

3rd Week

Observation	Name	Signature	Date
Maintaining continuing quality assessment and improvement analysis and evaluation of patient care delivery			
Maintaining cordial relation with the patients			

and the family members.			
Organizing medical staff and administrative meetings			
Observing the practices, the policies and the standards for the patient care and nursing department			
Assistance	Name	Signature	Date
Conducting of problem solving and policy forming conferences for nursing and patient care.			
Performing employee performance improvement activities.			
Organizing medical staff and administrative meetings			
Monitored By	Name	Signature	Date
Participating and initiating to develop nursing/patient care services in the coordination of the employee selection process, work assignments, performance evaluations and staff development			
Maintaining continuing quality assessment and improvement analysis and evaluation of patient			

care delivery			
Maintaining cordial relation with the patients and the family members.			
Organizing medical staff and administrative meetings			

3.2 Induction: Assistant Manager Nursing Care

- **Department:** Nursing care
- **Reporting to:** Manager Nursing Consultant
- **Qualification:** GNM/B.SC
- **Experience:** 9 years onwards.

1st Week

Observation	Name	Signature	Date
Assisting of the lactating mother in absence of the lactation counselor.			
Performing the Life saving procedures during the time of emergency.			
Preparing the duty nursing stand shift rosters for the nursing staffs.			
Functioning of the nursing unit to get an idea about the existing nursing staffs and the new staffs.			
Screening and interviewing process of new employees			
Conducting the orientation of new employees.			
Assistance	Name	Signature	Date
Assisting the manager nursing consultant in the decision making process.			

Assisting with dealing of the staff issues and problems.			
Providing information about the care and treatment to patients and family members, and coordinating with the GRE to address patient problems and resolve patient complaints.			
Involving in the life saving measures during emergency.			

2nd Week

Observation	Name	Signature	Date
The daily operations of the nursing units, smooth and effective functioning of the nursing unit			
Helping prioritize tasks for other nursing staff in absence of the nursing consultant.			
The process of recruiting, hiring and training of the nursing staffs			
Coordinating and leading regular staff training sessions, and conducting weekly staff meetings.			
Discuss and develop training seminars, coordinating internships for new nursing staffs.			
Assistance	Name	Signature	Date
Assisting in the screening and interviewing of the new staffs			
Assisting of the lactating mother in absence of the lactation counselor.			
Performing the Life saving procedures during the time of emergency			
Preparing the duty nursing stand shift rosters for the nursing staffs.			

Functioning of the nursing unit to get an idea about the existing nursing staffs and the new staffs.			
Screening and interviewing process of new employees			
Conducting the orientation of new employees.			

3rd Week

Observation	Name	signature	date
Administer performance appraisals to junior members of the nursing staff			
Communicating any new policies or changes to existing procedure.			
Conducting rounds of acutely ill patients like patients with severe PIH, eclampsia etc.			
Performing inter-floor job rotation of staffs department and responsibility wise			
Conducting annual performance review			
Assistance	Name	Signature	Date
Helping prioritize tasks for other nursing staff in absence of the nursing consultant.			
Administer performance appraisals to junior members of the nursing staff.			
Conducting rounds of acutely ill patients like patients with severe PIH, eclampsia etc.			
Conducting annual performance review			
Discuss and develop training seminars, coordinating internships for new nursing staffs			
Monitored By	Name	Signature	Date

Assisting in the screening and interviewing of the new staffs			
The daily operations of the nursing units, smooth and effective functioning of the nursing unit.			
Conducting annual performance review			
Keeping a check on the floor registers.			
Recording the number of walk ins, out patients, in patients per day floor wise.			
Checking functioning of the nursing unit Prioritizing tasks for other nursing staff in absence of the nursing consultant.			
The process of recruiting, hiring and training of the nursing staffs.			
Communicating any new policies or changes to existing procedure			
Conducting the orientation of new employees.			

3.3 Induction: Clinical Nurse Instructor + Infection Control Nurse (CNI + ICN)

- **Department :** Nursing
- **Reporting To:** Nursing Coordinator
- **Qualification:** B.Sc/M.Sc Nursing
- **Experience:** 5 or 3 years and above

1st Week

Observation	Name	Signature	Date
Maintaining a safe and clean work environment.			
Coordinating and assessing educational development and clinical competency of the nursing and infection control staff			

Evaluating staff progress and maintaining records of classroom and clinical experience.			
Assistance	Name	Signature	Date
Solving complex patient care issues.			
Assistance in mentoring other staff in solving patient care issues.			
Assisting in professional nursing educational issues			

2nd Week

Observation	Name	Signature	Date
Providing consultation to internal customers like staff and employees and external customers like patients, their families.			
Obtaining reviews from the staff, the patients and their family members.			
Conducting quality and interdepartmental meetings wherever required.			
Assistance	Name	Signature	Date
Analyzing the reviews from staff, patients and their family members.			
Conduct staff recruitment and placement activities.			
Operating of the medical equipments			
Mentoring of new staff and conducting induction session for them			

3rd Week

Observation	Name	Signature	Date
Providing consultation to the staff, employees, patients and their family members			
Coordinating and assessing educational development and clinical competency of the nursing and infection control staff			
Evaluating staff progress and maintaining records of classroom and clinical experience.			
Assistance	Name	Signature	Date
Making sure that the hospital standards for infection control are updated and conveyed properly to the new staff and other employees.			
Conducting induction and orientation for new staff			
Conducting staff meetings, and interaction session			
Monitored By	Name	Signature	Date
Providing consultation to the staffs, employees, patients and their family members			
Evaluating staff progress and maintaining records of classroom and clinical experience.			
Obtaining reviews from the staffs, the patients and their family members.			
Conducting quality and interdepartmental meetings wherever required			
Solving complex patient care issues.			
Conduct staff recruitment and placement activities			

4) TECHNICAL SUPERVISION OR

4.1 Induction: Technical Supervisor OR

- **Department:** Nursing Care
- **Reporting to:** Manager Nursing Consultant
- **Qualification:** B.Sc. Nursing
- **Experience:** 7 years onward

1st Week

Observation	Name	Signature	Date
Making arrangements for fogging and cleaning and scrubbing of the floor.			
Maintaining of duty roster in coordination with the available staff and the patient inflow			
Checking for the grooming of the staff.			
Checking for the near to expiry medicines and replace them with fresh stock			
Maintaining records of consumable and non consumable items used floor wise.			
Conducting meetings and orientations with the other co and junior staff.			
Maintenance and checking of the equipments and specialized instruments used in the OR like infusion pumps, syringe pumps, defibrillator, nitrous oxide, cauterizing machines.			
Assistance	Name	Signature	Date
Keeping check on the staff activities.			
Motivating the staff			
Maintaining cordial relation among the staffs to avoid chaos at work.			
Solving the disputes if any among the staffs.			
Making arrangements for fogging and cleaning and scrubbing of the floor			

Maintaining of duty roster in coordination with the available staffs and the patient inflow.			

2nd Week

Observation	Name	Signature	Date
To allot surgical suites according to the surgeon's requirement, equipments and functions			
Conduct appraisals of the staffs			
Performing of store indents for pharmacy and other store departments			
Supervising of waste disposal procedure			
Coordinating with the biomedical department for maintaining the biomedical equipments.			
Supervising the supply of sterile equipments from CSSD.			
Coordinating and communicating with the maintenance department regarding breakage or malfunctioning of any equipment.			
Assistance	Name	Signature	Date
Maintaining records like duty roster, surgery book, lending and borrowing register.			
Conducting meetings and orientations with the other co and junior staffs.			
Maintenance and checking of the equipments and specialized instruments used in the OR like infusion pumps, syringe pumps, defibrillator, nitrous oxide, cauterizing machines.			
Conducting orientations for the staffs.			

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3rd Week

Assistance	Name	Signature	Date
Check for near expiry medications and replenish it with fresh stocks			
Solving of interdepartmental and customer related issues.			
Coordinating for inter/intra hospital transfers with the manager nursing consultant.			
Supervising of daily inventory checks.			
Monitored By	Name	Signature	Date
Collecting feedback from the staffs			
Mentors junior executives in setting up, checking, connecting and adjusting surgical equipments prior to the surgeries			
Providing technical assistance to surgeons, scrub nurse, circulating nurse and anesthetists.			
Mentoring technical executives for handling specialized equipments like infusion pumps, syringe pumps, defibrillator.			

4.2Induction: Senior technical executive-OR

- **Department:** Nursing
- **Reporting to :**Lead Nurse Specialist
- **Qualification:** Registered Bsc./General Nurse and Midwife
- **Job Experience:** 4-6 years

1st Week

Observation	Name	Signature	Date
The system for the allotment of surgeries.			
Taking inventory of the area instruments and medical supplies			
Initiating Surgical Safety Checklist before surgery.			
Recording of all care information concisely, accurately and completely, in a timely manner, in the appropriate format			
Assistance	Name	Signature	Date
In Analyzing lab results and reports as required to the concerned authority for faster treatment			
In maintaining the equipments to the best of usage and reports to higher authority if breakdown happens.			
In Preparation, administration and recording of prescribed medications			
Reporting of adverse reactions to medications or treatments as per hospital policy (High risk High Alert /LASA medication, Narcotic policy and Verbal order policy).			

2nd Week

Observation	Name	Signature	Date
Preparation of operating rooms and patients prior to surgery.			
Meeting the patient prior to surgery in the operating area and checking whether they have			

any conditions that can cause problems under anesthesia			
Monitoring the patients and their vital signs before, during and after the procedures.			
Providing technical assistance to surgeons, scrub nurse, circulating nurse and anesthetists.			
Assists treating consultant during examination, treatment and procedures			
Assistance	Name	Signature	Date
In Positioning patients for surgical and anesthetic treatments. In setting up, checking, connecting and adjusting surgical equipments prior to the surgery based on the surgeon requirements, equipment needs and functionality and assisting junior executive with the same.			
In Cleaning and restocking the operating room,			
Arranging of sterile instruments, supplies and equipments as per the requirement of the surgery			

3rd Week

Observation	Name	Signature	Date
The basic life support care and post-operative care.			
Assists treating consultant in life-saving situations			
Assistance	Name	Signature	Date
Preparation of operating rooms and patients			

prior to surgery.			
Meeting the patient prior to surgery in the operating area and checking whether they have any conditions that can cause problems under anesthesia.			
Monitoring the patients and their vital signs before, during and after the procedures.			
Providing technical assistance to surgeons, scrub nurse, circulating nurse and anesthetists.			
Assists treating consultant during examination, treatment and procedures			
Monitored	Name	Signature	Date
In Positioning patients for surgical and anesthetic treatments.			
In setting up, checking, connecting and adjusting surgical equipments prior to the surgery based on the surgeon requirements, equipment needs and functionality and assisting junior executive with the same.			
In Cleaning and restocking the operating room			
Arranging of sterile instruments, supplies and equipments as per the requirement of the surgery			

4.3 Induction: Junior Technical Executive-OR

- **Department:** Nursing
- **Reporting to :**Lead Nurse Specialist
- **Qualification:** Registered Bsc./General Nurse and Midwife
- **Job Experience:** 1-3 years

1st Week

Observation	Name	Signature	Date
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The system for the allotment of surgeries			
Taking inventory of the area instruments and medical supplies			
Initiating Surgical Safety Checklist before surgery.			
Recording of all care information concisely, accurately and completely, in a timely manner, in the appropriate format			
Assistance	Name	Signature	Date
In Analyzing lab results and reports as required to the concerned authority for faster treatment			
In maintaining the equipments to the best of usage and reports to higher authority if breakdown happens			
In Preparation, administration and recording of prescribed medications.			
Reporting of adverse reactions to medications or treatments as per hospital policy (High risk High Alert /LASA medication, Narcotic policy and Verbal order policy).			

2nd Week

Observation	Name	Signature	Date
Preparation of operating rooms and patients prior to surgery.			
Meeting the patient prior to surgery in the operating area and checking whether they have any conditions that can cause problems under anesthesia.			
Monitoring the patients and their vital signs before, during and after the procedures.			

Providing technical assistance to surgeons, scrub nurse, circulating nurse and anesthetists.			
Assists treating consultant during examination, treatment and procedures			
Assistance	Name	Signature	Date
In positioning patients for surgical and anesthetic treatments.			
In setting up, checking, connecting and adjusting surgical equipments prior to the surgery based on the surgeon requirements, equipment needs and functionality. In Cleaning and restocking the operating room,			
Arranging of sterile instruments, supplies and equipments as per the requirement of the surgery			

3rd Week

Observation	Name	Signature	Date
The basic life support care and post-operative care.			
Assists treating consultant in life-saving situations			
Assistance	Name	Signature	Date
Preparation of operating rooms and patients prior to surgery			
Meeting the patient prior to surgery in the operating area and checking whether they have any conditions that can cause problems under anesthesia.			
Monitoring the patients and their vital signs before, during and after the procedures.			
Providing technical assistance to surgeons, scrub nurse, circulating nurse and anesthetists.			

Assists treating consultant during examination, treatment and procedures			
Monitored By	Name	Signature	Date
In Positioning patients for surgical and anesthetic treatments.			
In setting up, checking, connecting and adjusting surgical equipments prior to the surgery based on the surgeon requirements, equipment needs and functionality and assisting junior executive with the same.			
In Cleaning and restocking the operating room.			
Arranging of sterile instruments, supplies and equipments as per the requirement of the surgery			

5) NURSING CARE OF LDR

5.1 Induction: Lead Nurse Specialist-LDR

- **Department:** Nursing
- **Reporting to :** Medical superintendent
- **Qualification:** Registered B.Sc./General Nurse and Midwife
- **Job Experience:** 7 years and above

1st Week

Observation	Name	Signature	Date
The checking of inventory for all consumables			
The arrangement of referrals			

The indenting of consumed items from the pharmacy and store			
The maintenance of birth register			

Assistance	Name	Signature	Date
In coordinating with maintenance dept for malfunctioning equipment			
In coordinating with bio-med dept for maintain bio-med waste			
In Maintaining record i.e. BIRTH REGISTER, admission, discharge, lending and borrowing register, CSSD register, procedure book, inventory book, etc and submitting higher authorities			
In the Supervision of supply of sterile equipments from CSSD. Taking used equipment to CSSD and getting back sterilized and packed equipment			

2nd Week

Observation	Name	Signature	Date
The Mentoring of junior and senior Nurse Executives in providing education, information and emotional support to the patient's family.			
mentoring of learning the routine staff activities of the sub-ordinates			
Maintenance of duty rooster and allotment of shifts.			

Assistance	Name	Signature	Date
Giving information to the lactating mothers and take classes in the absence of the Lactation Counselor			
The Monitoring and channelizing of admission-discharge			

process.			
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3rd week

Observation	Name	Signature	Date
The performance of life saving measures			

Assistance	Name	Signature	Date
In conducting delivery in the absence/ presence of Consultant/ Registrar.			
In Performing of regular store indents from pharmacy and stores			

Monitored By	Name	Signature	Date
Maintaining record i.e. BIRTH REGISTER, admission, discharge, lending and borrowing register, CSSD register, procedure book, inventory book, etc			
Maintenance of duty rooster and allotment of shifts.			
Performance of regular store indents from pharmacy and stores department for replenishing the consumed items			

5.2 Induction: Specialist nursing care LDR

- **Department :** Nursing
- **Reporting to :** Lead Nurse Specialist
- **Qualification:** Registered B.Sc./General Nurse and Midwife
- **Job Experience:** 5 years and above

1st Week

Observation	Name	Signature	Date
The performance of inventory checking of the area instruments and articles			

The Recording of all care information concisely, accurately and completely, in a timely manner.			
The Providing of education, information and emotional support to the patient's family and caregivers based on the disease condition.			
Assistance	Name	Signature	Date
The Mentoring of Junior and Senior Nurse Executive			
The Analysis of lab results and reports as required to the concerned authority for faster treatment			
In the Supervision of waste disposal of the labor room.			
In the Preparation administration and recording of prescribed medications			
Reporting the adverse reactions to medications or treatment.			
The supply of sterile equipments from CSSD.			

2nd Week

Observation	Name	Signature	Date
The Monitoring of patient throughout (before/ during/ after) the labour.			
The monitoring of contractions and helps patient with breathing and massage techniques			
The Assistance to be provided treating consultant during examination, treatment and procedures.			
The Assistance to be provided to the consultant/ registrar in examining the laboring mother.			

Assistance	Name	Signature	Date
In reducing anxiety of the patient and relatives before collecting current symptoms, detailed patient history and then consult and coordinate with health care team members to assess, plan, implement and evaluate patient care plans			
In maintaining the equipments to the best of usage and reports to higher authority if breakdown happens in the presence as well as absence of the Lead Nurse Specialist			
In Monitoring and adjusting specialized and routine biomedical equipments used for the care of the patients			

3rd Week

Observation	Name	Signature	Date
Performs life saving measures as and when required.			

Assistance	Name	Signature	Date
The Monitoring of patient throughout (before/ during/ after) the labour.			
The monitoring of contractions and helps patient with breathing and massage techniques.			
The Assistance to be provided treating consultant during examination, treatment and procedures.			
The Assistance to be provided to the consultant/ registrar in examining the laboring mother.			

Monitored By	Name	Signature	Date
The performance of inventory checking of the area instruments and articles as per the responsibility allotted by the Lead Nurse Specialist			
The Mentoring of Junior and Senior Nurse Executive in correlating the disease condition and reports untoward changes			
The Providing of education, information and emotional support to the patient's family and caregivers based on the disease condition.			
The Recording of all care information concisely, accurately and completely, in a timely manner			

5.3 Induction: Senior Nurse Executive (LDR)

- **Department:** Nursing
- **Reporting to :**Lead Nurse Specialist
- **Qualification:** Registered Bsc./General Nurse and Midwife
- **Job Experience:** 3years and above.

1st Week

Observation	Name	Signature	Date
Performing and maintaining basic hygiene technique and scrubbing in the labour delivery room.			
Procedure and processes regarding dealing with the patients and their relatives; dealing with their			

anxiety and emotional stress			
Taking detailed medical and drug history.			
Making a note of sign & symptoms of the patient and coordinating with the concerned healthcare team for further assessment, make a treatment plan, implement and evaluate the procedure.			
Operating the equipments and instruments required during the process of labour			
Arranging the instruments for surgery.			
Monitoring medication and I.V. fluid administration.			
Monitoring patients for contraction and help them with breathing and massage techniques.			
Checking the vital signs of the mother and the baby (blood pressure, pulse, respiration rate)			
Assistance	Name	Signature	Date
Preparing and taking note of the prescribed medication as per the hospital norms			
Reporting of adverse reaction to medications. (LASA Drugs, Narcotic Policy)			
Maintaining basic hygiene techniques and scrubbing in the labour delivery room.			

2nd Week

Observation	Name	Signature	Date
Taking note of abnormal sign and symptoms like mother distress, abnormal B.P. (low/high), abnormal P.V. bleeding, fetal distress.			
To check the availability of medication and other			

medical gases like oxygen, nitrous oxide etc.			
Initiating corrective action in case of adverse symptoms from the monitoring equipments			
Assisting the concerned consultant in the examination of the patient in labour and consistently provide information to the patient & the family members regarding the prognosis in consultation with the physician.			
Check the patients' cervix and NST.			
Periodic monitoring of the progression of labour			

Assistance	Name	Signature	Date
Continue with the maintaining of basic hygiene technique (hand washing techniques, use of gloves, head masks, gloves, head caps etc) and scrubbing			
Arranging the instruments and the LDR for the next procedure			
In the process of I.V. fluid and medication administration			
Assisting in monitoring the blood pressure, pulse, respiration, abnormal P.V. bleeding, mother and fetal distress.			
Performing life saving techniques like performing CPR ,neonatal resuscitation			
Monitored By	Name	Assistance	Date
Operating the equipments required in the LDR			
Maintenance of supplies of medical equipments for the labour process and reporting to the lead specialist in case of break down.			

Giving instructions to the patients and their relatives about the pre and post delivery care for the mother and baby respectively			
Recording all relevant information regarding the past medical history, past drug history, current health status (hyper/hypo tension, diabetes, respiratory tract infections etc) concisely and completely.			
Supplying sterile equipments			

3rd Week

Observation	Name	Signature	Date
Checking patients' delivery position			
Providing care to the new born (ensuring baby bath, check if the cord is tied properly)			
Administration of high risk medication like LASA drugs, narcotics etc.			
Handling the complications (if any) during the process of child birth			
Management in case of premature rupture of membrane in patients in labour			
Monitoring of the mother and the baby post delivery			
Ensuring all after birth are expelled completely and no abnormal bleeding.			
Keep a note if the baby cried post birth, presence of any sign of asphyxia, cords tied properly, ensure baby bath.			
Preparation of APGAR score			

Procedure of clamping the umbilical cord post delivery			
Providing basic life support system like performing CPR, neonatal resuscitation, and stabilization of patients in absence of the clinician.			
Assistance	Name	Signature	Date
Checking of the patients' cervix and NST			
Checking of periodic progression of labour			
Positioning of patients for delivery			
Performing CPR, neonatal resuscitation when required in absence of clinician			
Monitoring of the vital signs of the patient pre & post delivery and also for the new born.			
Performing inventory and check for expired medicines and replenishing them with fresh stocks.			
Administration of high risk medication like LASA drugs, Narcotics etc.			
Dealing with the complications during the process of child birth/labour			
Monitoring mothers and checking that all after birth is expelled completely			
Ensuring that there is no abnormal bleeding post delivery in the mother.			
Keeping a note that if the baby cried post birth, presence of any sign of asphyxia, if the cords are tied properly, and ensuring baby bath is given.			
Management of premature rupture of membrane in patients in labour in absence of the concerned obstetrician			

Process of clamping the umbilical cord post delivery			
Monitoring	Name	Signature	Date
Checking for the blood pressure, pulse, fetal movement throughout the labour.			
Monitor contraction and help with the breathing and massage technique			
Administering of I.V. fluid and high risk medication (LASA DRUGS & narcotics)			
Performing basic life support technique			
Check patient's cervix & NST			
Taking note of abnormal sign and symptoms like Mother Distress, Abnormal B.P. (low /high), Abnormal P.V. bleeding, fetal distress			
Preparation of APGAR score			
Preparing and taking note of the prescribed medication as per the hospital norms			

5.4 Induction: Junior nurse executive-LDR

- **Department:** Nursing
- **Reporting to :** Lead NurseSpecialist
- **Qualification:** Registered B.Sc./General Nurse and Midwife
- **Job Experience:** 1-2 years

1st Week

Observation	Name	Signature	Date
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The Recording all care information concisely, accurately and completely, in a timely manner			
The performing of inventory checking as guided by seniors.			
The signs in monitoring equipment showing adverse symptomatology			
Positioning the patient for delivery			
Providing sterile instruments during the birthing process depending on the procedure			

Assistance	Name	Signature	Date
Preparing, administering and recording prescribed medications.			
Handing Personal Protective Equipments such as gloves, gown ,cap etc to the consultant			

2nd Week

Observation	Name	Signature	Date
Providing immediate care to the newborn			
Monitoring patient vitals including BP, pulse, temperature, breathing etc... throughout (before/ during/ after) the labor.			
Monitoring of contractions and helping patient with breathing and massage techniques.			
The Checking of patient's cervix and NST, periodically and monitors progression of labor			
Assisting the consultant/ registrar in examining the laboring mother			

Assistance	Name	Signature	Date
The Recording all care information concisely, accurately and completely, in a timely manner			
The performing of inventory checking as guided by seniors			
The signs in monitoring equipment showing adverse symptomatology			
Providing sterile instruments during the birthing process depending on the procedure			

3rd Week

Observation	Name	Signature	Date
Management of basic life support needs and stabilizing patients until the attending physician is available			

Assistance	Name	Signature	Date
Providing immediate care to the newborn			
Monitoring patient vitals including BP, pulse, temperature, breathing etc... throughout (before/ during/ after) the labor.			
Monitoring of contractions and helping patient with breathing and massage techniques.			

Checking of patient's cervix and NST, periodically and monitors progression of labor			
assisting the consultant/ registrar in examining the laboring mother			

Monitored By	Name	Signature	Date
The Recording all care information concisely, accurately and completely, in a timely manner			
The performing of inventory checking as guided by seniors			
The signs in monitoring equipment showing adverse symptomatology			
Providing sterile instruments during the birthing process depending on the procedure			
Returning of instruments to cssd after usage and Collecting of sterile instruments from cssd			

6) CSSD NURSING CARE

6.1 Induction: CSSD Supervisor

- **Department:** Nursing
- **Reporting To:** Lead Nurse Specialist-OT
- **Qualification:** B.Sc OT Technician
- **Experience:** 6 years onwards.

1st Week

Observation	Name	Signature	Date
Installation and checking of the functioning of the equipments in CSSD			
Handling emergencies and life saving situations			
Maintaining basic cleanliness and hygiene technique like scrubbing and fumigation of the room.			
Assistance	Name	Signature	Date
Maintaining records of the number of instruments received and sterilized, and supplied department wise.			
Monitoring and maintaining the sterilization standards			
Promoting the infection control standards.			

2nd Week

Observation	Name	Signature	Date
Supervising senior and junior technicians			
Listing the instruments that are required to be repaired or replaced			
Perform inventory check			

Promoting and following infection control protocols and standards.			
Assistance	Name	Signature	Date
Installation of the equipments and supervising of their proper functioning in the department.			
Maintaining basic cleanliness and hygiene within the department			
Assisting during inventory check and recording stock level.			
Promoting and practicing the health safety measures and prevention and precaution of occupational hazards.			

3rd Week

Observation	Name	Signature	Date
Performing audit for instruments, other items like cotton rolls, drapes, masks, gauges, anesthetic tubes, gloves etc.			
Performing life saving and rescue processes whenever required (during emergency)			
Managing the process of waste disposal			
Assistance	Name	Signature	Date
Installation of the equipments in the department			
Loading and unloading of instrument pre and post sterilization			
Promoting and following infection control protocols and standards.			
Monitored By	Name	Signature	Date
Performing audits on expiry checking of all the departments to 100% non compliance on prevent the			

usage of expired items.			
Performing regular store indents for replenishing the consumed items.			
Handling emergencies and life saving situations			
Supervising maintenance of basic hygiene standards in the unit			
Supervising the senior and junior technicians			

6.2 Induction: Senior Technical Executive CSSD

- **Department:** Nursing
- **Reporting to:** Lead Nurse specialist-OT
- **Qualification:** B.Sc OT Tech/Diploma
- **Experience:** 3-5 years.

1st Week

Observation	Name	Signature	Date
Sorting, recording and washing of all surgical instruments, anesthesia tubing and bottles in mechanical washer.			
Checking and recording stock level of all items			
Monitoring of the expiry date of the various items stored in the department			
Process of collecting non sterile surgical instruments and deliver all processes packs to the wards and departments.			
Assistance	Name	Signature	Date

Checking the stock and maintaining a proper record of all items.			
Replacing the expired stocks with fresh stocks.			
Maintaining hygiene and cleanliness in the department.			

2nd Week

Observation	Name	Signature	Date
Initiating scrubbing and fogging of the room			
Supervising the junior technician for performing the sterilization process.			
Basic rescue and life saving measures during the time of emergencies.			
Conducting orientation and induction sessions for the new employees			
Assistance	Name	Signature	Date
Operating the mechanical washer			
Sorting out all surgical instruments, anesthesia tubing and bottles			
Checking all the stock levels and their expiry dates			

3rd Week

Observation	Name	Signature	Date
Maintaining proper supplies to all			

the departments as per the requirement			
Assemble and pack all surgical instruments			
Performing on call duties wherever assigned.			
Assistance	Name	Signature	Date
Supervising the junior technician for performing the sterilization process.			
Conducting orientation and induction sessions for the new employees			
Performing rescue and life saving procedures during emergency.			
Monitored By	Name	Signature	Date
Maintaining basic hygiene procedures			
Checking stock levels and their expiry dates			
Replacing the near expiry stocks with the fresh stock			
Supervising the junior technicians in performing their responsibilities			
Conducting orientation and induction for the new employees.			

6.3 Induction: Junior Technical Executive (CSSD)

- **Department :** Nursing
- **Reporting to:** Lead Nurse Specialist-OT
- **Qualification:** B.Sc OT Tech/Diploma
- **Experience:** 1-2 years

1st Week

Observation	Name	Signature	Date
Process of basic cleaning and scrubbing of the department			
Maintaining basic hygiene within the department			
The working procedure of the equipments used in the sterile service department			
Entire process of sterilization step by step right from collection of used instruments to dispatching packed instruments.			
Assistance	Name	Signature	Date
Collecting the used instruments department wise			
Assisting the senior technician in the process of basic cleaning of the instruments before putting them in the sterilizer.			
Labeling the packed instruments			
Maintaining the registers like number of instruments collected and dispatched per day.			

2nd Week

Observation	Name	Signature	Date
Performing inventory check			
Operating the steam sterilizer and ETO sterilizer			
Process of using chemical and biological indicators			
Checking the lab reports of the indicators			
Single and double packing of sterilized instruments			

Proper storing techniques for cotton gauge, anesthesia tubes etc.			
Assistance	Name	Signature	Date
Checking for the expiry dates for the items			
Maintaining records for instruments collected and supplied lab reports for the indicators used			
Sorting out instruments and items that are to be sterilized in either of the two sterilizers.			
Performing inventory check			
Analyzing the lab reports of the indicators used in sterilizers			
Monitored By	Name	Signature	Date
Maintaining basic hygiene and cleanliness within the department			
Labeling the packed instruments.			
Storing of the items like cotton, gauge, anesthesia tubes in sterile environment			
Maintaining records for instruments collected, supplied, lab reports.			

3rd Week

Observation	Name	Signature	Date
Setting the temperature and time for different instruments			

Sorting out the faulty or damaged instruments			
Repairing or disposing of the damaged instruments.			
Disposing the expired items.			
Single and double packing of the instruments			
Assistance	Name	Signature	Date
Operating the steam sterilizer and the ETO sterilizer.			
Storing the items like cotton, gauge, anesthetic tubes etc in the sterile environment			
Process of using the various indicators for checking the efficacy of the sterilizers			
Performing the inventory			
Monitored By	Name	Signature	Date
Single and double packing of the sterilized instruments.			
Labeling of the packed instruments.			
Operating and setting the temperature and time of the sterilizers.			
Maintaining records for instruments used, supplied, replaced.			
Performing the inventory check.			

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