

**Summer Training at
Medanta-The Medicity Hospital
Gurgaon, Haryana
(April 17 – June 9, 2012)**

**By
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**Under the guidance of
Dr. Shilpi Mishra Sharma**

**Post Graduate Diploma in Hospital and Health Management
2011-2013**



**Institute of Health Management Research,
Jaipur
2012**

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Certificate

This is to certify that Neha Rawal has undergone summer training in Medanta- The Medicity, Hospital, Gurgaon from 17th April to 9th June, 2012

The candidate carried out all the studies related to summer training herself. Her approach to the studies has been sincere, scientific, and analytical. This summer training in partial fulfillment of the course requirement is recommended for the award of Post Graduate Diploma in Hospital & Health Management.

I wish her success in all future endeavors.



Dr .P. R.Sodani

(Dean Academics and student affairs)



Dr.Shilpi Mishra Sharma

(Assistant Professor)



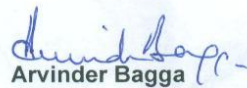
Date: 9th June 2012

TO WHOMSOEVER IT MAY CONCERN

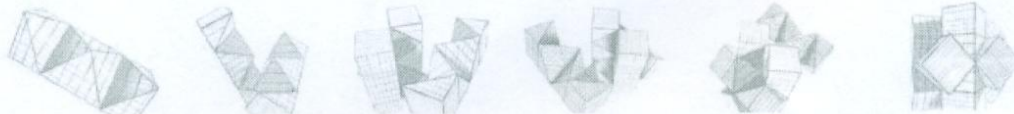
This is to certify that **Ms. Neha Rawal** student of **IHMR, Jaipur** has completed her 2 months internship in the department of **Human Resource** from **17th April 2012** to **9th June 2012** with **Global Health Private Limited (GHPL), Medanta The Medicity Hospital, Gurgaon (Haryana)**.

Very truly yours,

For **Global Health Private Limited**


Arvinder Bagga

Vice President - HR



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ABBREVIATIONS

ACLS	Advance Cardiac Life Support Ambulance
BLS	Basic Life Support
CSSD	Central Sterilization Services Department
CT	Computed Tomography
CTQ	Critical To Quality
EMO	Emergency Medical Officer
GDA	General Duty Assistant
GI	Gastro Intestinal
HIS	Hospital Information System
HR	Human Resource
HRM	Human Resource Management
ICU	Intensive Care Unit
IPD	In Patient Department
IPS	International Patient Services
IT	Information Technology
JCIA	Joint Commission International Accreditation
KRA	Key Result Areas
NABL	National Accreditation Board for Laboratory testing
OPD	Out Patient Department
OT	Operation theatre

PET	Positron Emission Tomography
RMO	Resident Medical Officer
SQE	Staff Qualification and Education

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HOSPITAL PROFILE

Medanta -The Medicity Hospital is one of India's largest multi-super specialty institutes located in Gurgaon, a bustling town in the National Capital Region. Founded by eminent cardiac surgeon, Dr. Naresh Trehan, the institution has been envisioned with the aim of bringing to India the highest standards of medical care along with clinical research, education training.

Spread across 43 acres, the institute includes a research center, medical and nursing school. It has 1250 beds and over 350 critical care beds with 45 operation theatres catering to over 20 specialties. Medanta houses six centers of excellence which will provide medical intelligentsia, cutting-edge technology and state-of-the-art infrastructure with a well-integrated and comprehensive information system.

Medanta – The Medicity brings together an outstanding pool of doctors, scientists and clinical researchers to foster collaborative, multidisciplinary investigation, inspiring new ideas and discoveries; and translating scientific advances more swiftly into new ways of diagnosing and treating patients and preventing diseases. A one-of-its-kind facility across the world, Medanta through its research integrates modern and traditional forms of medicine to provide accessible and affordable healthcare.

VISION AND VALUES

"Institute is governed under the guiding principles of providing affordable medical services to patient with care, compassion & commitment."

HIGHLIGHTS

- Medanta-The Medicity spread across 43 acres has 45 operating theatres, 1250 beds with over 350 critical care beds
- Medanta is a multi-super specialty Institute located in Gurgaon and is 10 minutes from the International Airport

- Medanta offers the widest spectrum of clinical care, education and research
- Medanta is led and managed by world renowned doctors committed to care with compassion.
- Medanta offers cutting edge technology and state-of the- art treatment facilities designed to deliver healthcare at an affordable cost.
- Medanta is driven by patient needs, comfort and trust.

WHAT IS UNIQUE ABOUT MEDICITY?

1. Infrastructure

Medanta-The Medicity spread across **43 acres**, in the new international business destination, has **45 operating theatres, 1250 beds** and over **350 critical care beds**.

2. Education

Medicity is in the process of building a full-fledged medical college, the objective of which will be to produce highly competent general physicians and specialists who are socially sensitive and fully committed to principles of medical ethics. It will also make every attempt to erase the dividing line between clinical and non clinical areas.

3. Research and development

Medicity has a state-of-the-art research and development centre integrated with the hospital and the teaching establishment. It is planned to be one of the best funded, staffed and managed medical R&D centre in the country. Its Research Advisory Committee will consist of 12 members from amongst the best known names in modern biology, including various areas of medicine.

4. Traditional medical practices

An important objective of Medicity is to validate - and integrate with modern medical system – those medical practices in our traditional and complimentary systems of medicine such as Ayurveda, Unani, Siddha, Tibetan and Tribal Systems that are compatible with science.

SPECIALTIES

Medicity provides integrated primary, secondary and tertiary care services spanning over 29 super specialties and high-end services covering every aspect of human health, housing 10 Institutes, 8 Divisions and 11 Departments.

INSTITUTES

- Medanta Heart Institute.
- Medanta Institute of Neurosciences.
- Medanta Bone & Joint Institute.
- Medanta Kidney & Urology Institute.
- Medanta Cancer Institute.
- Medanta Institute of Digestive & Hepatobiliary Sciences.
- Medanta Institute of Transplant & Regenerative Medicine.
- Medanta Institute of Critical Care & Anesthesiology.
- Vattikuti Institute of Robotic Surgery.

DEPARTMENTS

- Department of Clinical Immunology & Rheumatology.
- Department of Pathology & Laboratory Medicine.
- Department of General Surgery.
- Department of Internal Medicine.
- Department of Dental Surgery.
- Department of Physiotherapy & Sleep Medicine.
- Department of Transfusion Medicine (Blood Bank).
- Department of Pediatric Gastroenterology, Hepatology & Liver Transplantation.
- Department of ENT & Head Neck Surgery.
- Department of Physiotherapy & Rehabilitation.
- Department of Ophthalmology.

DIVISIONS

- Division of Endocrinology & Diabetes.
- Division of GI & Bariatric Surgery.
- Division of ENT & Head Neck Surgery.
- Division of Peripheral Vascular & Endovascular Sciences.
- Division of Gynaecology & Gynaec-oncology.
- Medanta Breast Services.
- Division of Plastic, Aesthetic and Reconstructive Surgery.
- Division of Radiology & Nuclear Medicine

TECHNOLOGY

- 256 Slice CT
- Brain Suite, Intra-Operative Imaging Operating Theater
- Da Vinci Robot for Minimal Invasive Surgery
- Artis- Zeego Endovascular Surgical Cath Lab
- 4 Linear Accelerators (provision for IGRT/ IMRT) (radiation surgery)
- Tomotherapy
- Integrated Brachytherapy Unit with remote controlled HDR
- 3.0 Tesla MRI
- PET CT
- Gamma Camera
- Digital X-Ray, Fluoroscopy, Bone
- 3D and 4D Ultra Sound
- Digital Mammography

AFFILIATIONS

Medanta - The Medicity has entered into a corporate alliance with 'Duke Medicine' with the objective of providing a platform for high end research practices, clinical trials.

The Medanta Duke Research Institute (MDRI), a world class early phase clinical research facility at Medanta The-Medicity MDRI guarantees to offer an exhaustive and conducive environment to explore the technologies of traditional medicines in synchronization with modern medicine aids for research and development in the areas of healthcare and health recovery. It is proposed to be a 60-bedded facility built in an area of 27,000 sq. ft. within the premises of Medanta. To unlock its potential, MDRI will be undertaking immediate early phase clinical studies in three countries with diverse populations.

The results of such a research will be paramount for all subsequent studies that can play a decisive role in changing the face of healthcare across the world.

DEPARTMENTS PROFILING

FRONT OFFICE

Being the **Touch-Point** of the Hospital the Front office is one of the most important departments of the hospital as all the interactions of the patients have to go through it. This department works 24 hours a day and has about 90 staff members coordinating the department.



Figure1: Departmental Hierarchy - Front Office

FUNCTIONS

Gathering of information from within the hospital and providing the same to the patients and the employees as per their requirement thereby facilitating good communication between the patients and the provider. It coordinates the working of various departments by way of scheduling the appointments, billing etc. Also, it also facilitates the medicine indenting in IPD putting the records in the HIS.

Front office has being categorized into various units based upon their functions-

1. Call Center

Situated at the 1 floor this department is manned by 5-6 members who provide round the clock call center facility. Their main function is to receive and answer the various calls from outside and within the hospital regarding the OPD appointments and charges, various tests availability and charges and connecting to various employees within the hospital.

2. OPD billing

All kinds of billings for the OPD patients are done at this counter. Whenever a patient arrives, he fills up a registration form and after paying the fee gets an OPD card (prescription card). Timings for the counter is from 9 am to 5:30 pm.

3. PHP Coordination

Billings for some preventive health care check-up packages available in the Hospital are done at this counter. Patients are guided here to get his/her check-up done completely in the hospital and they also collect their reports from here.

4. Emergency billing

Registration and billing for all the emergency cases is done at this counter. This counter is also connected to the other counters through HIS so as to facilitate the admission and OPD billing procedure. It is open round the clock with 2 staff members present any time.

5. IPD billing

Whenever a patient is admitted in the hospital, he is asked to deposit some money in advance and as soon as his IPD bill crosses this limit, the patient/relatives are informed of it. When a patient is to be discharged from the ward all his documents are sent to this counter for IPD billing. At present there are 9 staff members.

OUT PATIENT DEPARTMENT

Patients, who in the considered view of a competent Medical Professional, do not immediately require Hospital admission, and who can be satisfactorily treated on a domiciliary basis, are classified as “Ambulatory Patients”, and are commonly referred to as “Out Patients”. Hence the Department of Ambulatory Care is also commonly known as Out Patient Department.

Outpatient Services

a) Consultation

b) Diagnosis and investigations (pathological and radiological).

The support services in the OPD are provided in a **treatment room**. These include ECG, injections, dressing and management of any kind of an emergency. A **crash tray** is available in treatment room.

The Senior Emergency Officer is available to attend to medical problems of the hospital staff. The consultation is free of charge and 20% discount is given on the investigations to be done.

Access to OPD services

It takes 3-5 minutes to register a patient in the OPD. The reception is located in front of the main entrance of the hospital, adjacent to the OPD. There is a Patient Care Coordinator (PCC) allotted to each Senior Consultant. The PCCs maintain the list of appointment of the patients and direct them to the concerned doctors. The PA of the consultant or the consultant himself, on telephone, gives the patients prior appointment for consultation. The consultant gives the appointment for revisit. Apart from this, the walk-in patients are given appointments directly

IPD (INPATIENT DEPARTMENT)

The In-patient department of the Medicity Hospital is spread over the 5th, 6th, 7th, 8th, 9th, 10th, 11th, 12th and 14th floor. The IPD has three categories of rooms based on the facilities provided inside the rooms i.e., single deluxe, single room and twin sharing rooms. Each floor has reception where the patient final billing is done for discharge. Each IPD has a patient call monitor to respond immediately to the patient call from their respective beds. The bed number is displayed and the nurse responds immediately to the call. The average length of stay is 6 to 7 days. The nurse to patient ratio is 1:6.

IPD DISTRIBUTION ON EACH FLOOR:

5th Floor: ONCOLOGY

6th Floor: ORTHOPAEDICS

7th Floor: UROLOGY AND NEUROLOGY PATIENTS

8th Floor: CARDIAC PATIENTS

9th Floor: PRE-OP ANGIOGRAPHY

10th Floor: MISCELLANEOUS

11th Floor: GASTROLOGY

12th Floor: LIVER AND KIDNEY TRANSPLANT

13th Floor: VIP FLOOR

KEY RECORDS IN THE IPD

Casualty Card, ER Physician/Surgeons Notes, Initial Assessment Form, Daily Progress Notes, Critical Care Sheet, Nurses Daily Records. Admission-discharge tracker (AD tracker) has to be filled up once the patient has been received within the ward.

BED DISTRIBUTION IN IPD

Total no. of functional beds- **998**

Total no. of beds functional - 30 in cath labs and **53** on each floor.

Initial Assessment -The purpose of the assessment by qualified individuals (Doctor, nurse) is to formulate a plan of care for the patient. It also ensures that the care provided to each patient is based on patient's relevant physical, psychological, and social status needs.

CTQ Indicators : Response (Critical Patient) < 5 minutes (100 %)

Response (Non-Critical Patient) < 15 minutes (100 %)

Re-Assessment: Repeat Evaluation of patient's condition for Vitals, physical status and for deciding the change of Diagnosis / Plan of Care.

Re-Assessment is based on the following factors:

1. There is a significant change in patients' condition / diagnosis
2. When patient's treatment is changed
3. Patient's response to treatment
4. At regular established intervals

Discharge policy A patient can be discharged if after the necessary assessment by the multidisciplinary team establishes that he/she no longer requires inpatient investigation, treatment or care. At the time of discharge the patient is handed over the following documents-

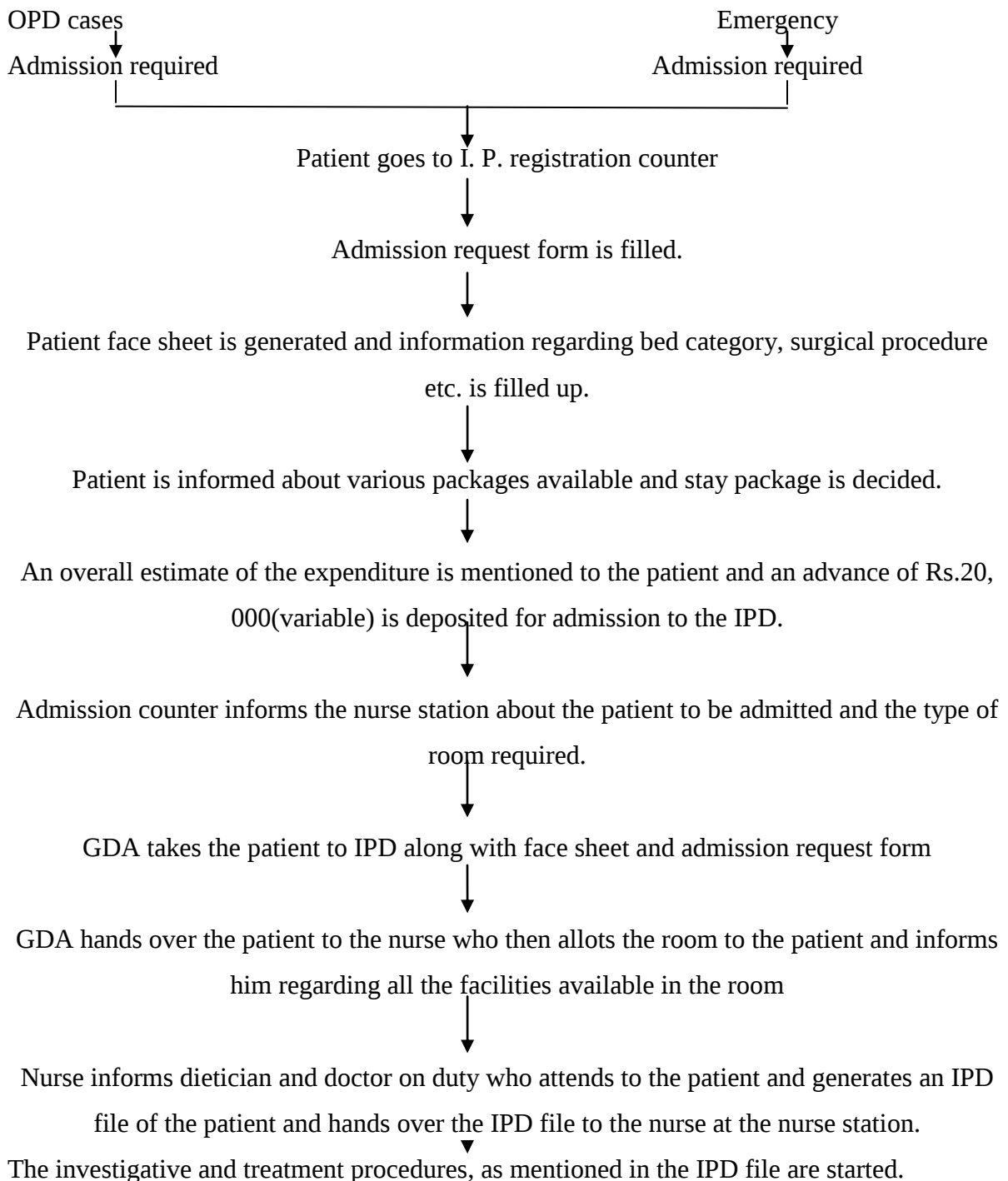
1. Discharge Summary
2. Patient file
3. Discharge Tracker

Patient transfer to diagnostic imaging services

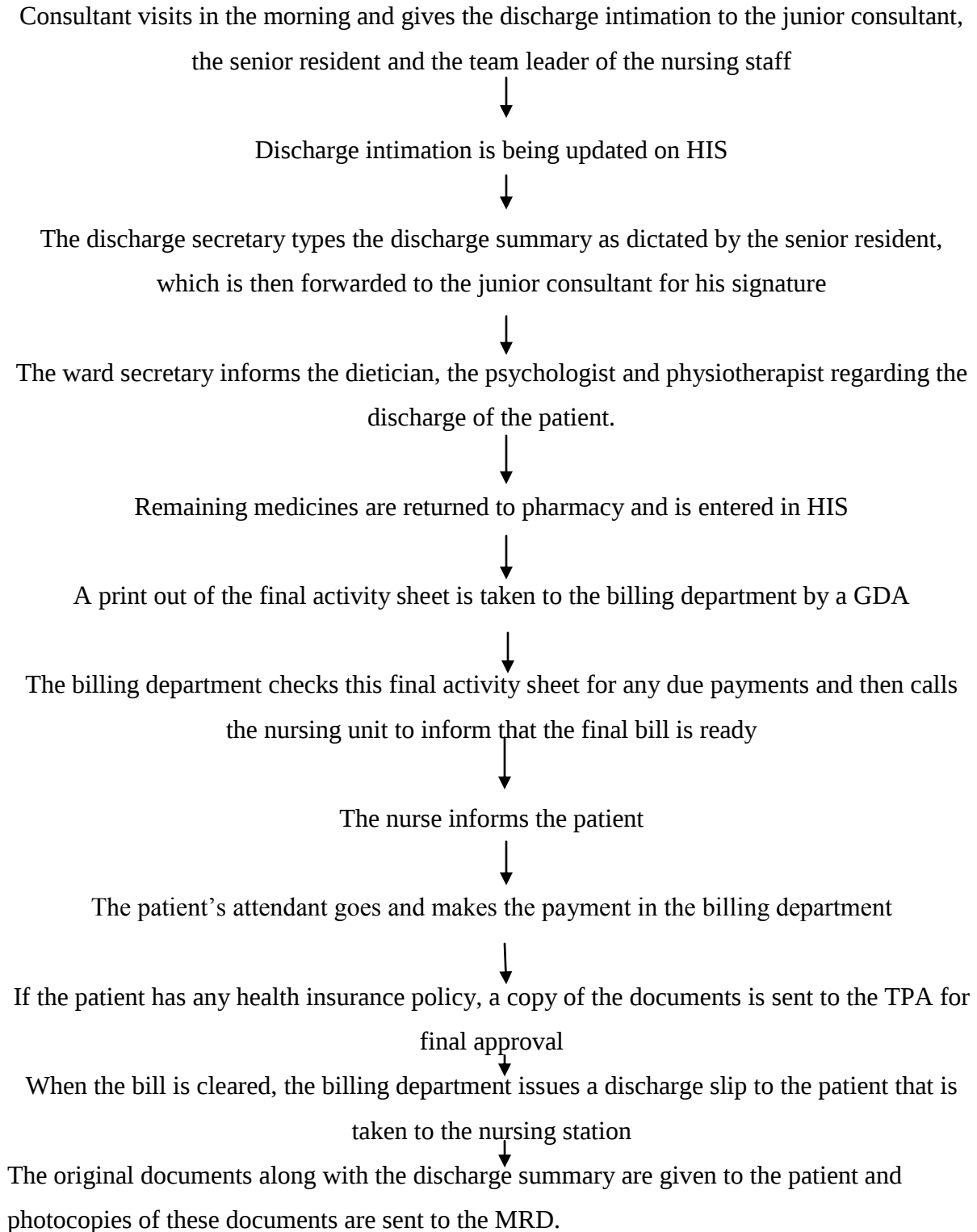
Any patient being transported for a procedure must be transported in an appropriate way according to the patient's medical condition and also based on the hospital policies. The patient may be ambulatory or transported in arms or by wheelchair, or stretcher. Patient safety being a priority the **side rails should be kept in the up position** during transport. Patient

must be under the supervision of a responsible person during the stay. During transport the **wrist band tied on the left hand** should identify the Name, Sex, Age and Registration no. of the patients.

Flow Chart 1: Admission Procedure



Flow Chart 2 : Discharge Procedure



INTENSIVE CARE UNIT

It is a specialized section of the hospital containing the medical and nursing staff and the necessary equipment's so as to provide advanced and highly specialized medical /surgical/ pediatric/ neonatal care to the **patients whose conditions are life threatening requiring comprehensive and continuous care.**

Average length of stay: **8 Days**

Nurse to patient ratio: **1:1**

Each of these ICUs is looked after by a Nurse in charge, 1 Team Leader and 23 nurses in each ICU. There is always a surgeon, 1 anesthetist and 1 ward secretary present 24 hrs. They work in 3 shifts accordingly.

Three aspects of patient care in ICU are-

- 1. Continuous monitoring of the patient**
- 2. Advanced life support for the patients**
- 3. Resuscitation of the critically ill patients**

Medicity Hospital has got following ICUs with respective specialty-

ICU 1- CARDIAC PATIENTS AND KIDNEY RECIPIENT

ICU 2- CARDIAC PATIENTS AND KIDNEY RECIPIENT

ICU 3- NEUROSURGERY AND DIALYSIS

ICU 4- LIVER TRANSPLANT AND GASTROINTESTINAL

ICU 5- MEDICINE AND PEDIATRICS

Total no. of beds in each ICU - 22 beds

Bed distribution:

Single bedded room – 14

Isolated single bedded room- 1

Isolated double bedded room-1

Double bedded room - 8

Equipments present in each room

Monitors

ECG machine

Defibrillators

Syringe pumps

Ventilators

IABP

Key formats and records in ICU-

A) Patient related Information

Patient file with Admission Form / ER Form etc

Valuable handover register

Discharge summary

Discharge / Transfer Register

Transfer note

File Handover Register

Death Register – Death certificate

B) Patient Care

Critical Care progress notes + Critical Care flow chart

Diet sheet

Incident Register

C) Maintenance Record

Fumigation Register

Cleaning Register

Inventory Register

Equipment Breakdown Register

Indent

D) Various events to be reported by the nursing staff to the management as well as the consulting doctor

Patient fall
Medication Errors
Product Events
Environmental Events
Near Misses
Laboratory Errors
Radiological Errors
Prescription Error
Equipment Failure
Adverse Events

OPERATION THEATRE

Operating theatre complex of Medicity hospital includes 21 OTs but only 14 are functional, one Recovery room, one Sterilization room, one Store room, Clean Utility room, Dirty utility room and Changing rooms (male & female).

OT is a very specialized section of Hospital since it is one of the **most important source of revenue generation**. An efficiently working OT is vital to ensure smooth patient management by way of preoperative, intra-operative and postoperative care.

All the Operation Theaters are located on the 1st floor. They are well equipped OTs. Their distribution is as follows:

Neurosurgery OT - 2

Ortho OT- 2

Multi-specialty OT- 3

Urology OT-2

Cardiac OT- 5

Bed distribution:

Pre op beds: 6

Post op beds: 18

There are lockers provided in the OTs specified for doctor's personal items, nurses personal items, Electrical items, Anesthesia items. There is a store room for OT clothes, masks and caps of doctors, anesthetist and nurses. Also OTs have racks for placement of the packed sterilized items from CSSD.

Key formats & Records

OT booking register, OT requisition slip, Physician notes, OT surgery registers, Consumable sheet, Consent forms, Pre anesthetic evaluation sheet, Post anesthetic care unit observation chart & Anesthesia recovery notes.

Normal Procedures followed in the Operation Theatre-

1-Surgery scheduling- First of all the OT In-charge confirms the OT availability upon receiving the Doctor's request for surgery of a patient in elective cases. Then patient's Pre Anesthetic Check-up is done by an anesthetist and pre-operative medication instructions are mentioned. If blood is required during the surgery then a request is sent to the blood bank. Patient is shifted to Pre-Operative area 20 minutes before the elective surgery time. Patient is checked for vitals and his/her files are checked. Informed consent for Surgery /Anesthesia is taken.

2-Pre operative preparation- Trolley is set up as per the surgery requirements. After counting of the instruments all the OT personnel wear gloves and masks. Finally after doing scrubbing the patient is shifted into the OT for the surgery.

3-Intra operative procedure- The anesthesia is administrated to the patient and then actual surgery is performed under aseptic conditions. All the items used during the surgery are recorded and sent for billing later on.

4-Post operative care- Patient is kept in the recovery room and is kept under observation. All his records are updated. Patient is shifted to Ward/recovery room/ICU upon stabilization of his condition.

HUMAN RESOURCE DEPARTMENT

HRD is located in the LOWER GROUND FLOOR.

HR functions – The two main functions of HR department are-

1. Safeguarding patients/employee's rights.
2. Maintaining a high level of satisfaction among patients and hospital employees.

Policies- Following policies regarding the employee's rights are followed

Credentialing policy

Grievance policy

Disciplinary policy

Processes- Recruitment process- Recruitment for any department is done in consultation with the Respective HODs of the department. The process is commenced in the beginning of the financial year and is done on a seasonal basis.

Upon joining the hospital a **New Employee Orientation (NEO)** is undertaken by the Training department and each employee is given a handbook explaining to them about their rights.

Performance appraisal- After working for a minimum period of six months, new employees are entitled to Confirmation Appraisal.

Resignation process –If any employee wants to leave the hospital he has to give a notice one month prior to his expected date of leave so that the hospital may find the suitable replacement. The management releases the dues of the employees 2 days after he has left the organization. The hospital conducts the **Exit Interviews** of employees when they leave.

BLOOD BANK

Location- It is situated on upper ground floor.

Donors per day: 60 donors in 24 hrs about which are mostly replacing donors and only 1% are voluntary donors.

Infrastructure of the blood bank- Blood Bank has following rooms along with a waiting room area for the donors.

- 1. Donor screening & counseling room-** Looked after by the blood bank In-charge, patient's counseling and Blood grouping is done here.
- 2. Donor room/Phlebotomy/Bleeding room-** Blood is collected in this room. This room also has a Bio mixer, Blood sealer, Refrigerator, Crash Cart and two beds.
- 3. Apheresis Room-** Has an Apheresis machine and an Apheresis kit.
- 4. Refreshment Room-** After donating the blood, refreshments are provided here.
- 5. Infectious Markers Room-** This room has an ELISA Washer, Incubator, VDRL Shaker, Blood Kit storage freeze. Here Blood is checked to rule out any kind of infection in the collected blood.
- 6. Cross matching Room (Serology room) -** Request for the Blood donation comes in this room-with a filled form. Here Blood is tested & cross matched.
- 7. Store Room/ Record Room-** All the records and inventories are stored here.
- 8. Cold room:** It maintains a temperature of 4 degree Celsius consisting of Deep freezers maintaining the temperature of -40 degree Celsius.
- 9. Component Room-** It has a laminar air flow, centrifugal machine, deep freezer, platelet expirator and a platelet storage machine.

Guidelines for blood transfusion-

1. Blood (and its products) must be transported in a thermocol box or thermo proof box.
2. Once placed into the transportation box the blood should be **transfused within 4 hours otherwise** the blood must be returned to the blood bank
3. Blood components should be collected for only one patient at a time by the trained personnel.
4. Before transfusing the blood to any patient the staff is supposed to check the unit of blood for:

Expiry

Clots

Discoloration and Leaks

If any of these is found there the blood is **not transfused and is discarded.**

An attempt is made to make sure that the following points are adhered to by the staff of the blood bank:

Patient is to be informed of the transfusion process & his consent has to be taken.

Ensure the reason for transfusion is clearly documented in patient notes

All final identity checks must be performed correctly

The final identity checks must be an uninterrupted procedure

If you are interrupted, you must start again!

Label Colour codes to be used -

Yellow	-	A
Pink	-	B
Blue	-	O
White	-	AB

Key Formats / Records: -

Donor Register

Master Register

Blood Disposal Register

Procedure for Patient Identification

Blood requisition form duly filled – Full name, age, sex, IP no. etc in permanent ink.

Addressograph labels not to be used.

Signature – RMO / Consultant.

ID card to place at the patient location - Full name, age, sex, IP no.

The ID details written should be verbally checked with patient by minimum 2 people.

If patient identity is not confirmed by all sources do not commence the transfusion.

Contact the Blood Bank staff immediately.

Blood bank consists of:-

- 1) Reception area
- 2) Donation area
- 3) Apheresis room
- 4) Component room
- 5) Transfusion Transmitted Infection (TTI) room
- 6) Storage area
- 7) Issue counter

Process flow**Collection of Blood from the Donor**

- Voluntary or Replacement Donor comes at the reception.
- Donor questionnaire and consent form is filled up and sent to Medical officer.
- Physical examination of the patient is done by the Medical officer.
- Hemoglobin levels are tested and also RH antigens are tested.

- Bag preparation is done by the staff nurse.
- Then donor is taken to the donor coach and phlebotomy is done and blood is collected in blood bag.
- Refreshment is provided after that and patient is sent.

Testing

- During collection of blood, three samples are taken.
 - a. 1 plain for HIV, HCV, HB Core and VDRL.
 - b. 2ml EDTA for Blood group, Malarial parasite and Ab staining.
 - c. 6ml EDTA for NAT(Nucleic Acid Test)

These tests are done in TTI (Transfusion Transmitted Infections) room by ECI and NAT machine.

Manufacturing/Separation of Components

- Meanwhile, the blood is shifted to component room where blood components are separated by the centrifuge machine.
 - a. Single Bag- 350 ml - No components formed.
 - b. Quadrable Bag- 450 ml - 1 Packed cell, 1 FFP(Fresh frozen Plasma) & 1 RDPC(Random Donor Platelet Component)
 - c. Triple Bag- 450 ml - 1 PRBC, 1 CPP (Cryopoor Plasma) & 1 Cryoprecipitate (Cryoppt)
 - d. IF- 450 ml – 1 PRBC, 1 RDPC, 1 FFP

Storage

- These components are then transferred to the storage area where they are stored separately.
 - a) FFP, Cryoppt and CPP stored at -36 degree Celsius
 - b) RDPC/SDPC stored at 22±2 degree Celsius
 - c) Packed cell & Whole Blood stored at 2-8 degree Celsius
- These components are stored until issued to the needy or till their shelf life whichever is shorter.

Shelf life: a. PRBC & Whole Blood – 35 Days

b. Packed Cell – 42 Days

c. RDPC/SDPC – 5 Days

d. FFP/PPP/Cryoppt – 1 year

Issuing

- Request form with IP No. and Blood Sample are received for blood arrangement from the respective ward
- Sample is tested for blood group and Ab Screening.
- Cross matching is done and informed in the ward.
- Blood is issued, and a issue slip and compatibility report along with blood bag in insulated box are handed over to GDA of the ward who carries it to the ward.
- The compatibility report is filled by the doctor within 24 hours and sent back to blood bank.

Return Bag Policy

- In case, blood is not used, it can be returned to blood bank.
- Time period for receiving back bag is
- From Wards – Half Hour
- OT and ICU's – 12 Hours
- Once the bag is returned, it is checked for haemolysis and only if it is not haemolysed it is stored back otherwise discarded.

SECURITY

This department is responsible for the overall security of the hospital employees and the hospital itself.

Area of operation –

1. Loss and prevention
2. Security of man and material
3. Training of security

4. Guest needs (lost and found)
5. Access control
6. General discipline of hospital
7. Repair SOPs of various departments
8. Analyze traffic and parking problems
9. Premises
10. Insure cooperation
11. Burglary
12. Violence
13. Evacuation

TECHNOLOGY

Force multiplier

CCTVs

Metal torches

Flash lights

Fighting equipment's

Metal detectors

FUTURE NEEDS

Medicity being a large organization has a high patient flow and many visitors everyday they would be requiring the following equipments in the future.

X RAY MACHINE

BAGGASE BANNER

EXPLOSIVE DETECTORS

The security department maintains the security of every area of hospital i.e. the admin block, OTs, ICUs, etc. There is a security guard present 24 hrs in a shift of 8 hrs a day. In case of theft the security department first try to solve the case at administration level and then police investigations are done as required. At present the total number of guards in the Medanta hospital is 160. Guards are present during the day time as well as during the night in 8 hrs shift.

DIETARY

Dietary department is situated on 2nd floor OPD. The diet is provided to the patients according to the therapeutic needs of the patients. This department provides nutrition care and also educates the patient family about the nutritional needs so that they can carry out the same diet at home also. This department works 24 hrs. It has 3 controllers who take care about the diet chart and the timely providing of food to the patients in IPD. At present the ratio of controller is to patient is 1:60.

PERFORMANCE INDICATORS:

NUTRITIONAL ASSESSMENT

DAILY FOOD RECORD

DISCHARGE DIET RECORD

FEEDBACK RECORD

TESTING: The periodical testing of food is done by Microbiology department.

TYPES OF DIET MAINTAINED:

1. Normal diet

RT feed

Normal feed

Diabetic feed

Renal feed

2. Clear liquid diet

3. Full liquid diet

4. Semi-solid diet

5. Diabetic diet

6. Renal diet

7. Cardiac diet

8. Bland diet

ENGINEERING DEPARTMENT

Department of engineering services is ubiquitous in a healthcare institution due to its continued and all pervasive role play. Engineering services are the lifeline of a hospital.

Engineering services

Civil and Interiors - It deals with building structure (including structural glazing), interior finishes (flooring, wall finishes), joinery and furniture, internal and peripheral roads and upkeep of modular OT's.

Electrical System - It includes sourcing to end distribution, captive power generation, UPS, electric traction (elevators).

Air conditioning – It is termed as HVAC(Heating Ventilation and Air Conditioning) and includes

Central Regulation of Temperature i.e. cooling or heating of the hospital

Provision of Ultra clean air under precise parameter control of temperature and relative humidity in sensitive areas such as OT and ICU.

Plumbing – It deals with external and internal water resource, water treatment, treated water distribution, collection of sewage waste, treatment of sewage waste and regeneration from waste and reuse.

Fire and safety – It includes:

- Fire Alarm System – Smoke and Heat Detector, Alarm Panel, Hooters.
- Fire Fighting System – Sprinklers, Hose Reel, Fire Pumps, Fire Extinguishers.
- Evacuation Provisions – Smoke Extraction System, Pressurization Fans, Refuge Area, Fire Escape Route.
- Training on Fire and Safety to staff.

6) Telecommunication – It deals with main EPABX, stand-by EPABX, internal extensions, in-building networking for GSM, nurse call system, cable TV system, audio-visual equipment and pagers.

Functions and Responsibilities:

- Operations with defined paradigm of quality manuals.
- General maintenance of building structure.

- Supply of electricity in reliable way.
- Supply of quality water for human and medical procedure.
- Supply of quality air with regulated temperature and other parameters.
- Maintain readiness of fire and safety provisions.
- Sewage discharge and management of hospital waste as per guidelines by Govt.
- Up-keeping Means of communication
- Energy conservation
- Optimal utilization of plant and machinery, manpower and material
- Comply and operate as per statutory compliances
- Any up-gradation of infrastructure as required
- Liaison with Government department (Explosives, Fire dept., DJB, BSES, DPCC, Electrical Inspectorate).

List of Equipments

- HVAC System – 3 Chiller Plant, 4 Primary Chilled Water Pump, 5 Secondary Water Pump, 4 Condensor Water Pump, 3 Hot Water Pump, 2 Hot Water Boiler, 1 Gas Boiler, 37 AHU's
- Plumbing System – 3 Reverse Osmosis (RO) Hydromantic Pump, 2 Distilled Mineral (DM) Water Pump for CSSD, 1 DM Water Feed Pump, 3 Domestic Hydromantic Pump, 1 RO Feed Pump, 1 RO High Pressure Pump, 2 Raw Water Feed Pump, 3 Hot Water Return Pump, 3 Hot Water Recirculation Pump, 2 Boiler Feed Pump, 2 Raw Water Transfer Pump, 2RO Plant, 1 Softener Plant, 1 DM Plant, 1 Hot Water Boiler, 2 Bore well
- Electrical System – 2 Diesel Generator, 2 Uninterrupted Power Supply, 6 Elevators, .
- Fire and Safety System - Smoke and Heat Detector, Hooters, Sprinklers, Hose Reel, Fire Pumps, Fire Extinguishers, Sprinklers.

CSSD (CENTRAL STERILE SUPPLY DEPARTMENT)

The objective of establishing a Central Sterile Supply Department is to make reliably sterilized articles available at the required time and place for any agreed purpose in the Hospital as economically as possible, having regard to the need to conserve the time of users.

The Sterile Supply Department within a hospital receives stores, sterilizes and distributes to all departments including the wards, OPD and other special units such as OT, ICUs, Casualty, ACC, Cath lab, HDU and IPD. Major responsibilities of CSSD include processing and sterilization of syringes, rubber goods [catheters, tubing], surgical instruments, treatment trays and sets, dressings etc. it is also responsible for economic and effective utilization of equipment resources of the Hospital under controlled supervision.

Main objectives

- To provide sterilized material from a central department where sterilizing practice is conducted under conditions, which are controlled, thereby contributing to a reduction in the incidence of hospital infection.
- To take some of the work of the Nursing staff so that they can devote more time to their patients.
- To avoid duplication of costly equipment's, which may be infrequently used.
- To maintain record of effectiveness of cleaning, disinfection and sterilization process.
- To monitor and enforce controls necessary to prevent cross infection according to infection control policy.
- To maintain an inventory of supplies and equipment.
- To stay updated regarding developments in the field in the interest of efficiency, economy, accuracy and provision of better patient care.
- To provide a safe environment for the patients and staff.

Areas

- Receiving area and contamination area
- Instrument and gauze packaging area
- Sterile zone and sterile storage zone

- Separate room for linen
- Issue counter

List of equipments

- Ultrasonic cleaner – 1
- Washer Disinfectant – 4
- Plasma Sterilizer – 1
- Ethylene Oxide (ETO) – 1
- Automatic drier – 1`
- Autoclave – 3
- Process challenging device – 1
- Water jet – 2
- Air jet – 2

Procedure:

- 1) **Receiving-** All the unsterile instruments/linen are received in receiving area, acknowledged and entered in the register.
- 2) **Cleaning and disinfection-** Instruments are cleaned in the washer with detergent. There are two types of detergent- enzymes & alkali. Alkali detergent (LM2) is used here. It is one hour long process carries out at 92°C. Instruments is first washed with plain water then with the detergent and again with water. Ultrasonic machine is used for washing the instruments. 90-95% micro-organisms are removed or killed in this process.
- 3) **Oiling-** It is done through water-soluble spray and then the instruments are cleaned with cloth.
- 4) **Inspection-** The instruments are inspected by the staff for any damage or blockage. The instruments which have been disassembled at cleaning stage have to be reassembled.
- 5) **Assembling of trays-** Instruments are placed in the trays labeled with department name.
- 6) **Sterilization-** Instruments are sterilized by gamma radiations, ethylene oxide, and steam (autoclave). Before being placed in trays the instruments are labeled with the sticker which has the staff code, date, time, autoclave number, autoclave-cycle type and expiry

date of sterilization. Autoclaving is done at two different combinations of pressure, temperature and time.

- At 121°C, 1.2kg/m³ for 18 minutes
- At 134°C, 2.2kg/m³ for 4 minutes

- 7) **Drying/packing-** After autoclaving instruments are dried by using drying machine and packed in packing area.
- 8) **Transportation-** Then after all packed and sterile material is issued to their respective departments.

INTERNATIONAL PATIENT SERVICES

Medicity has a department dedicated to International Patient Services which takes care of all healthcare related and other requirements of the patients and their companions coming to India.

The Services Include-

- 1) Travel arrangements.
- 2) Single window contact i.e. Relationship managers for international patients.
- 3) Interpreters services.
- 4) Accommodation services.
- 5) Value added services like visa arrangement facility.

STUDY ON

JOB ANALYSIS AND JOB DESCRIPTION

EXECUTIVE SUMMARY

This report on the study describes the methodology and results of a job analysis conducted for the paramedical and administrative job positions in Medanta-The Medicity Hospital. The purpose of the study was to identify important job duties, responsibilities and specifications of paramedical and administrative job positions and thereby develop specified job description for the same. The results provide a basis for subsequent analysis of job responsibilities among different hierarchical job positions in same department.

The study was conducted from 20th April 2012 to 9th June, gathered data from 52 incumbents and 11 head of the departments representing 9 departments. The study population was selected through a census as all the designations in respective departments were selected. It was determined that job analysis would be the first phase of this research project followed by development of job description for the paramedical and administrative positions in different departments.

INTRODUCTION

Jobs are important to organizations as they are the vehicles through which work (and thus organizational objectives) is accomplished. Managers need information about the jobs in organization in order to develop effective HRM policies and programs. At the heart of almost every human

resources management program or activity is the need for accurate and thorough job information. Job analysis is thus a prerequisite activity for the effective management of human resources.

Job Analysis is the systematic gathering and organization of information concerning jobs. Specifically it identifies the tasks, duties and responsibilities of a particular job¹. Job analysis provides information to answer following questions: where does the work come from? What machines and special equipments must be used? What knowledge, skills and abilities does the job holder need to perform the job? How much supervision is necessary? On whom he job holder depend to perform his job?

Job analysis is performed either by the member of HR department or by the job incumbent (the person who is currently assigned to the job in question).

Job Analysis is useful for following HR activities:



Figure 2 : Uses of Job Analysis

Recruitment- job analysis can help the HR department generate a higher quality pool of job applicants by making it easy to describe a job in newspaper ads that can be targeted to qualified job applicants. Job analysis also helps college recruiters screen job applicants because it tells them what tasks, duties and responsibilities a job entails.

Selection – job analysis can be used to determine whether an applicant for a specific job should be required to take a personality test or some other kind of test.

Performance Appraisal – the performance standards used to judge employee performance for purposes of promotion, rewards, discipline or layoff should be job related. Under federal law, a company is required to defend its appraisal system against lawsuits and prove job relatedness of the performance criteria used in appraisal.

Compensation- job analysis information can be used to compare the relative worth of each job's contributions to the company's overall performance. The value of each job's contribution is an important determinant of the job's pay level.

Training and Career Development- Job analysis is an important input for determining training needs. By comparing the knowledge, skills and abilities that employees bring to the job with those that are identified by job analysis, managers can identify their employees' skill gaps. Training programs can then be put in place to improve job performance.

Legally, they play a major role in defense of employment practices (e.g. interviews, tests, performance appraisal systems) that are challenged for demonstrate that the practices in question are job related.

Job Description is a written summary statement of the information collected in the job analysis. It is a written document that identifies, describes and defines a job in terms of its duties, responsibilities and specifications. Job descriptions are of two types: specific job description and general job description.

A specific job description is a detailed written summary of a job's tasks, duties and responsibilities whereas only the most generic duties and responsibilities for a position are documented in the general job description.³

Job Descriptions have four key elements: Job Title and Identification Information, Job objective, duties and responsibilities and job specifications.⁴

Identification Information-The first part of the job description identifies the job title, location and reporting relationship. To be certain that identification information ensures equal employment opportunities, HR personnel should make sure that that the job descriptions are regularly updated. Job descriptions more than two years old have low credibility and may provide flawed information. Also it must be ensured that the supervisor of the job incumbent(s) verifies the job description.

Job duties and responsibilities- Job duties and responsibilities explain what is done on the job, how it is done and why it is done.⁵

Each job description typically lists job's three to five most important responsibilities. It is the most important section of the job description because it influences all other parts of job description. Therefore it must be comprehensive and accurate.

REVIEW OF LITERATURE

1. CardyL.Robert, BalkinB.David, Gomez- MejiaR.Luis. Managing Workflows and Conducting Job Analysis. Managing Human Resources .India: Pearson Education,2004:50-87

They state that factors such as cost and job complexity influence the choice of method of conducting job analysis and that the information collected through job analysis is summarized in a job description.

2. Cascio F. Wayne. Analyzing Work and Planning for people. Managing Human Resources: Productivity, Quality of work life, Profits. New York: Tata Mc Graw Hill, 1997:154-195.

It was concluded that to make intelligent decisions about the people related needs of business, two types of information are essential: (1) a description of the work to be one, the skills needed and the training and experience required for various jobs, and (2) a description of future direction of the business. Once these are known , it makes sense to forecast the numbers and skill mix of people required at some future time period.

3. Jenkins M. Susan, Curtin Patrick .Adapting Job analysis Methodology to Improve Evaluation Practice. *American Journal of Evaluation*.2007,28:304-317

They found that because of the central role that staff plays in the delivery of client services and client experiences, job analysis has particular promise for evaluating human services and social welfare programs. With little added effort, job analysis can be integrated into traditional evaluation activities and the benefits of this addition will be significant.

4. Ali Sahal , Subramaniam Devi Indra. Review of the Need for Writing & Updating Job Descriptions for 21st Century Organizations. *European journal of social sciences*.2009, 12:241-251

They concluded that the creation of new job descriptions and the updating of pre-

existing ones are very important when it comes bringing about a number of strategic benefits to the organization in question.. The nature of 21st century business organizations are highly unpredictable and hence the demand of organizations change fast, making it necessary for hiring employees that are to possess additional skills or certain special kind of skills in order to satisfy the changing requirements the organization. It is only with a proper mechanism to ensure new job descriptions are written and old ones updated can the organization be able to attract the correct employees that possess the skills and competencies that are required to satisfy the organization.

5. Gan M. and Kleiner, B. How to Write Job Descriptions Effectively. *Journal of Management Research News*. 2005, 28(8):48-54

They described the steps to be followed in writing a job description as follows:

Identify the appropriate people for the task.



Perform a job analysis.

(an analysis of the work duties, tasks, and responsibilities that need to be accomplished by the employee filling the position)



Writing the job description. (in standard format)

RATIONALE

Since job descriptions form the basis of various HR activities such as recruitment, selection, placement, compensation management, performance appraisals, training and development, manpower planning and legal compliances therefore it is crucial for an organization to have current and clearly defined job description inclusive of job specifications.

Medanta-The Medicity Hospital has applied for the Joint Commission International Accreditation. The JCI Accreditation Standards for Hospitals (Standards Manual -3rd Edition),Section: Organization Functions , Chapter: Staff Qualification and Education (SQE) states various requirements for a well defined job description.(Annexure 1)

Hence this study was undertaken to have current and specified job description of staff members including managers and trainees as per the JCI standards.

OBJECTIVES

- To frame specific job description of paramedical and administrative positions in Pathology and Laboratory Medicine.
- To analyze and revise the job description of paramedical and administrative positions in departments: Dietetics and Medical Administration.

METHODOLOGY

A number of methods are available to study the jobs. It is important to use a combination of them in order to obtain a total picture of the job. ²

1. *Job Performance*: With this approach, an analyst actually performs the job under study o get firsthand exposure to what it demands.
2. *Observation*: The analyst simply observes the worker or a group of workers doing a job. Without interfering, the analyst records the what, why and how of the various parts of the job. Usually this information is recorded in a standard format.
3. *Interview*: In many cases in which it is not possible for the analyst to actually perform the job or where observation is impractical, it is important to rely on workers' own description of what they do, why and how. As with the recordings of the observations, a standard format is used to collect input from all the workers.

4. *Critical Incidents*: These are vignettes comprising of brief actual reports that illustrate particularly effective or ineffective work behaviors. After collecting many of these little incidents from knowledgeable individuals, it is possible to abstract and categorize them according to the general job area they describe.

5. *Questionnaires*: The job incumbent fills out a questionnaire that asks a series of questions about the job's knowledge, skill and ability requirements, duties and responsibilities. Each question is associated with a quantitative scale that measures the importance of the job factor or the frequency with which it occurs. Scores are tallied and job characteristics are generated.

Key considerations in the choice of methods are method-purpose fit, cost, practicality and an overall judgment of the appropriateness of the methods for the situation in question.

The methods chosen for this study were Observation and Interviews as observation provides direct exposure to the jobs and thereby provide a richer, deeper understanding of job duties, responsibilities and requirements. Interviews method provides standard as well as non standard and mental work. Because the worker is also his or her own observer, he or she can report on activities that would not be observed often.

On the other hand, Job performance method would be inappropriate in hospital settings and critical incidents method takes considerable time to gather, abstract and categorize the incidents. At the same time rapport between analyst and respondent is not possible the analyst is present to explain items and clarify misunderstandings in questionnaires method so it would have been inconvenient to do the same considering the tight and tedious work schedule of medical professionals in hospitals.

Thus observation and interviews method was used in order to conduct job analysis in Medanta-the Medicity hospital.

STUDY DESIGN: Since little was known about the job description of paramedical and administrative staff, therefore exploration of job duties and responsibilities, job specifications and reporting relationships was required. Thus, exploratory study design was chosen.

STUDY DURATION: 20th April – 9th June 2012 (6 weeks)

STUDY POPULATION:

52 paramedical and administrative job positions were studied. It was a census study as all the designations were studied. However, the incumbent representing the particular job position was selected as per convenience. Study population included:

- Incumbents representing the paramedical and administrative job positions.
- Respective supervisor/manager
- Respective Head of Departments

DEPARTMENT	SUB DEPARTMENT	POSITIONS COVERED
Department of Pathology and Laboratory Medicine	Hematology	1.Junior Technician 2.Technician 3.Senior Technician 4.Junior Scientist 5.Manager 6.Trainee
	Biochemistry	1.Junior Technician 2.Technician 3.Senior Technician 4.Manager 5.Trainee
	Microbiology	1. Junior Technician 2. Technician 3. Senior Technician 4. Junior Scientist 5. Scientist 6. Senior Scientist 7. Manager 8. Inter/Trainee

Department	Sub Department	Positions Covered
PATHOLOGY AND LABORATORY MEDICINE	Histopathology	1. Junior Technician 2. Technician 3. Senior Technician 4. Technologist 5. Senior Technologist 6. Trainee/Intern
	Sample Collection	1. Junior Phlebotomist 2. Phlebotomist 3. Senior Phlebotomist 4. Manager 5. Trainee/Intern
	Molecular Genetics	1. Junior Scientist 2. Scientist 3. Senior Scientist 4. Manager 5. Trainee/Intern
TRANSFUSION MEDICINE	BLOOD BANK	1. Junior Technician 2. Technician 3. Senior Technician 4. Technologist 5. Senior Technologist
NUTRITION AND DIETETICS		1. Assistant Dietician 2. Dietician 3. Senior Dietician 4. Manager
MEDICAL ADMINISTRATION		1. Ward Secretary 2. Medical Transcriptionist

SAMPLING METHOD

Since the incumbents from whom information had to be collected needed to be experienced and knowledgeable, therefore the incumbents were chosen as directed by the Department Heads. Thus, Purposive Sampling was chosen as a method.

SOURCES OF DATA

Primary Source

- Observation of **the incumbents performing the job**
- Interview and Focused Group Discussion with **Incumbents, respective supervisors and Head of Department.**

Secondary Source

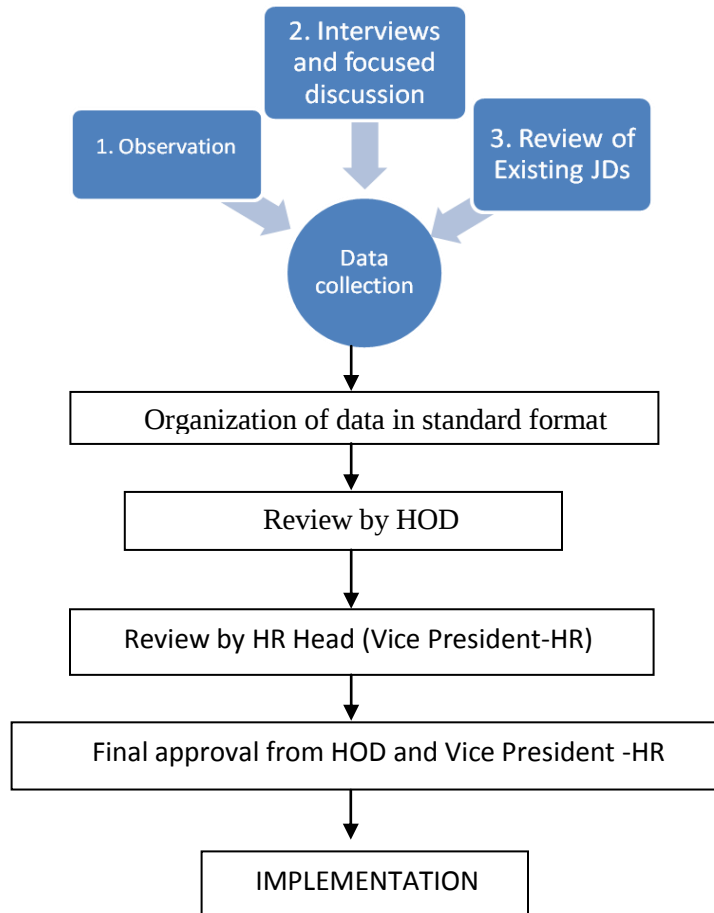
- Existing job descriptions

METHODS OF DATA COLLECTION

- Observation:** The incumbent was observed doing the job and what, why and how of the various parts of the job were recorded. (Both structured and unstructured observation was done).
- Interview:** Incumbents were interviewed to obtain information their description of what they do, why and how. (unstructured interview was conducted)
- Focused group discussion with Managers and Heads of the Department-**to verify and validate the information collected and development of job specifications.

TOOL USED: Observation Guidelines and Discussion Guidelines.

STUDY APPROACH (Flow chart 3)



Implementation phase was done by the deputy manager HR in which document number, revision date was assigned to the job description document followed by approval from each employee. Finally, the files of employees were updated as per JCI standards.

RESULTS

Standard format for job description.(Annexure 1)

The format was prepared by coupling the important components as identified from literature review and JCI requirements.

The final format was prepared after a consensus from HR team consisting of Deputy Manager-HR, Senior Manager- HR and Vice President-HR. Final Approval was obtained from the Senior Vice President – HR.

Various gaps were identified as listed below and job descriptions were prepared

GAPS IDENTIFIED	GAPS FILLED
Generic in nature	Specified for all positions each sub department.
Identical for different designations	Differentiated according to designation.
No mention of job specifications.	Job specifications added.
Deviations in documented reporting relationship.	Current reporting relationships identified and incorporated
No job description for trainee/intern	A new Job Description created
No mention of Special Requirement if any	Special requirements mentioned now.

CONCLUSION

Job Description and Job Specification are an important tool in smooth functioning of not only the HR department but also for organization as a whole .Thus , they must be based on systematic job analysis and should regularly updated.

RECOMMENDATIONS

1. Utilization of Job Description in existing manpower planning in order to do:
 - workload analysis
 - determination of shortage / surplus of manpower
 - development of employment programs (recruitment and selection procedures and placement plans)
2. Utilization in Designing Department specific Key Result Areas
3. Annual review of Job Descriptions to keep them clear and up to date.

SUMMER TRAINING LEARNING

The overall training was very valuable.

The main aim of the training that is to get exposure to the functioning of the organization by visiting all permissible departments, programs in addition to assist the organization howsoever required and do intensive study on the assigned task was all fulfilled .the summer training equipped me with proficient techniques ,exposure to professional world and loads of knowledge and wisdom.

The visit to all the clinical and non clinical departments was very good experience of learning functioning of hospital. It helped me to get familiar, adapted and habituated to hospital working.

The summer training provided me incompatible experience. Due to support and guideline of my mentor and hospital staff, I could acquire skills and exposure.

Few of the learning are as follows:

Hospital policies, standards and protocols

Working of hospital

Functioning of patient care system

Department knowledge

Patient safety, rights and responsibilities

Clinical and non clinical terms to be used on work

Coordination of activities-recruitment, selection, performance appraisals etc.

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ANNEXURE 1

JCI SPECIFICATIONS

SQE .1- organization leaders define the desired education, skills, knowledge and other requirements of all staff members.

Intent of SQE1

The organization leaders define the particular requirements of staff positions. They define the desired education, skills, knowledge and other requirements as part of staffing to meet patients' needs. The organization complies with laws and regulations that define desired education, skills or requirements of individual staff members.

Measurable element of SQE 1 –The desired education, skills and knowledge are defined for staff.

SQE.1.1- Each staff member's responsibilities are defined in a current job description.

Intent of SQE 1.1- individual staff members have their responsibilities defined in current job descriptions. The job descriptions are the basis for their assignments, orientation to their work and evaluation of how well they fulfill job responsibilities.

Job descriptions are also needed for health professionals when:

- a) The individual serves in primarily a managerial role such as a department manager, or in dual clinical and managerial roles, with the managerial responsibilities defined in current job description.
- b) The individual is in an educational program and under supervision and the academic program identifies, for each stage or level of training, what can be done independently and what must be under supervision.

When an organization uses generic job descriptions, (for example, a job description of a “nurse”), it is necessary to augment this type of job description with specific job responsibilities (e.g. for the types of nurses – intensive care nurse, pediatric nurse or operation theatre nurse, among others).

- c) The individual is permitted to temporarily provide services to the organization.

Measurable element of SQE1.1-

- a) Those identified in a) through c) in the intent statement, when present in the organization, have job descriptions appropriate to their activities and responsibilities.
- b) Job Descriptions are current according to hospital policy.

ANNEXURE 2

STANDARD FORMAT DEVELOPED FOR JOB DESCRIPTION

Job Description	
Job Title	
Department	
Sub Department	
Reporting To	
Job Objective	
Job Responsibilities	

Desired Qualification	
Desired Experience	
Desired Knowledge, Skills and Abilities.	
Date:	
Signature of HOD	Signature of HR HEAD

ANNEXURE 3

JOB DESCRIPTION- TRAINEE-HEMATOLOGY (Laboratory and Pathology Medicine)

Job Description	
Job Title	Trainee / Intern
Department	Pathology and Laboratory Medicine
Sub Department	Hematology
Reporting To	Mentor (senior technician / technician)
Job Objective	To understand the operations/functions of Hematology Department
Job Responsibilities	• Observes day to day activity of Technicians. • Assists staff as directed under strict supervision. • Participates in all training programs. • Works on the project as directed by the mentor and submits a report for the same. • Performs any other activity assigned by the mentor.
Desired Knowledge, Skills and Abilities	• Knowledge of computer basics. • Good communication skills. • Motivated ,Proactive, Sincere and Dedicated
Desired Qualifications	Diploma/degree in medical lab technology / B.Tech / BSc / MSc Life science or a part of partial fulfillment of completion of course.

Special Requirements	• Should be willing for shift duties including night duties. • Should strictly follow instructions as listed below : 1. Strict rules and regulations pertaining to the hospital and NABH regulation should be followed. 2. An aptitude test/interview will be conducted for all the students applying for training programme /project. 3. A resume and a letter supporting the trainee's credentials from the concerned university are to be submitted at the time of joining 4. Proper discipline and code of conduct is to be followed by all interns or else they can be terminated on these grounds. 5. Full attendance is a must at the time of completion of the course. The duration of internship can be reduced or increased according to the trainee's performance. 6. The interns are to mark their attendance daily in the attendance register in the lab and/or in the HR department. 7. If the intern is not regular to the lab then management has full authority to cancel the training programme. 8. One copy of the project prepared by the intern should be submitted at least 10 days before completion of the training. 9. The trainee will not be provided with any reagents, consumables, stationary (plain paper, Xerox, print out).
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	10. Presentations are to be given by the trainee during the course of trainee. 11. During the training period none of the patient's samples and equipment of the lab are to be handled by the intern unless specifically directed to do so. 12. Information pertaining to the patient and the hospital is purely confidential hence none of the information is to be discussed. 13. Interns are not allowed to use mobile phones inside the labs. 14. The HOD is authorized to terminate any intern when found disobeying any of the above. 15. Handling of any of the lab's equipments or chemicals is to be done under supervision only after proper training by the trainee. 16. The trainee should not wander around in the hospital premises when not allowed to do so. 17. The trainee should wear apron and sling ID card around the neck issued by the hospital as long as present in the lab premises. 18. At the end of the training programme the apron and ID cards are to be returned to the hospital authority. In absence of this the certificate will not be issued and it will not be signed by the head of the department.
Date: Signature of HODSignature of HR HEAD	

JOB DESCRIPTION-JUNIOR TECHNICIAN

Job Description	
Job Title	Junior Technician
Department	Pathology and Laboratory Medicine
Sub Department	Hematology
Reporting To	Manager- Hematology
Job Objective	• To receive, verify and process the samples and perform various tests & investigations as per the standard operating procedures.
	• Receives bar-coded samples. • Verifies the sample/specimen • Checks the samples for their quality and integrity (free from clots, hemolysis and correct quantity) before processing them (pre analytic verification) • Loads the samples to be processed on Analyzers. • Processes all routine and urgent samples accurately following strict methodologies. • Processes urgent samples on priority and must also inform the duty doctor for the same.

Job Responsibilities	• Informs critical call out values of tests/investigations to the duty doctor or nurses on duty and record in log book register • Maintains critical call out, Re Do's, Sample Rejection Record and Instrument breakdown in log book register. • Releases the report electronically from first level. • Checks pending specimen list. • Runs daily three level IQC (Internal Quality Control) three times a day on all Sysmex Cell Counters, Coagulation Auto – Analyzers, Automated Ves-matic ESR equipments etc. and filing of all IQC data sheets. • Performs daily maintenance of all the Auto Analyzers in accordance with the standard operating procedure. • Does daily “Background Check” of all Sysmex Cell Counters (auto-analyzers) and preservation of data sheets. • Does daily cleaning of Distilled Water Containers and filling with fresh Distilled Water for CA-500, CA-1500 & CS-2000i auto-analyzer. • Prepares Buffer for SP-1000i (Sysmex Alpha N) • Performs peripheral Blood Smear Staining. • Does daily cleaning of Slide cassettes (SP-1000i) • Maintains refrigerator temperature record in log sheets. • Checking of expired reagents in refrigerator and lab • Does cleaning of refrigerator. • Performs Kit validation –whenever lot changes under supervision of the senior technician / manager. • Checks Volumes and Expiry dates of Reagent packs, Dyes & Leishman stain. • Makes log entry of outsourced tests and timely dispatch of samples to outsource labs. • Remains accountable for the analytical laboratories being clean, tidy and well organized and in a state of continuous readiness. Ensures proper disposal of garbage as per hospital guidelines. • Any other work assigned by the manager.
	• Knowledge of basic computer functioning so as to operate Laboratory Information System Software, Specimen Tracking Software and Test Delivery Software.

**JOB DESCRIPTION- TECHNICIAN-HEMATOLOGY
(LABORATORY AND PATHOLOGY MEDICINE)**

Job Description	
Job Title	Technician
Department	Pathology and Laboratory Medicine
Sub Department	Hematology
Reporting To	Manager – Hematology
Job Objective	• To receive, verify and Process the samples and perform various tests & investigations as per the standard operating procedures.
	• Ensures that all samples have been received, verified and analyzed as per the SOPs. • Ensures that all the urgent samples are processed on priority and all critical values of tests/investigations have been informed to the duty doctor or nurses on duty. • Ensures that all records are updated regularly. • Checks values of three levels of IQC (Internal Quality Control) three times a day daily on LJ charts plotted by auto- analyzers and takes corrective and preventive action where ever required. • Checks/Does daily maintenance of all Auto analyzers.

Job Responsibilities	• Checks/Does daily “background Check” of all sysmex Cell counters (auto analyzers) and preservation of data sheets. • Checks/Does daily cleaning of Distilled Water Containers and filling with fresh Distilled Water for CA-500, CA-1500 & CS-2000i auto-analyzer. • Checks pH of buffer for SP-1000i (Sysmex Alpha N) & Checks Quality of Peripheral Blood Smear Staining. • Ensures that the slide cassettes have been cleaned properly. • Performs Kit validation –whenever lot changes and takes corrective action wherever needed, files all printed data for NABL record purpose. • Finalizes the report electronically. • Performs random checks of TAT and follows up where discrepancy is found. • Checks temperature log sheet of Hematology refrigerator daily. • Periodically removes expired reagents in the refrigerator and in the lab • Assists in periodic cleaning of fridge. • Checks that correct specimen with sufficient quantity is sent after log entry in dispatch register to outsource lab • Ensures that received date is clearly written on the reagent kit/pack and the reagent supplied is of long expiry. • Remains accountable for the analytical laboratories being clean, tidy and well organized and in a state of continuous readiness. Ensures proper disposal of garbage as per hospital guidelines. • Provides training to junior technicians, trainees and ensures that there are no deviations from the SOPs. • Any other work assigned by the manager and HOD.
Desired	• Knowledge of basic computer functioning so as to operate Laboratory Information System Software, Specimen Tracking Software and Test Delivery Software. • Should be well versed with all routine lab procedures. • Knowledge of current and established professional lab concepts • Knowledge of safety precautions • Good communication skills

knowledge, skills and abilities	• Proactive, attentive, sincere, dedicated • Good leadership abilities.
Desired Qualification	Degree/diploma in Medical Lab Technology from recognized university /college.
Desired experience	Post qualification experience of around 2 to 6 years
Special Requirements	Willing to work in shift duties including night duties.
Date:	
Signature of HOD	Signature of HR HEAD

JOB DESCRIPTION- SENIOR TECHNICIAN –HEMATOLOGY-LABORATORY AND PATHOLOGY MEDICINE

Job Description	
Job Title	Senior Technician
Department	Pathology and Laboratory Medicine
Sub department	HEMATOLOGY
Reporting To	Manager- Hematology
Job Objective	To receive, verify and Process the samples and performs various tests & investigations as per the standard operating procedures.
	• Checks values of three levels of IQC (Internal Quality Control) three times a day daily on LJ charts plotted by auto- analyzers and take corrective and preventive action where ever required and files CAPA report for record. • Checks/Does daily upkeep and maintenance of all Auto analyzers and follows up with engineers for any corrective action required. • Checks/Does daily “background Check” of all Sysmex Cell counters (auto analyzers) and preservation of data sheets and follows up with engineers for any corrective action required. • Checks/Does daily cleaning of Distilled Water Containers and filling with fresh Distilled Water for CA-500, CA-1500 & CS-2000i auto-analyzer.

Job Responsibilities	• Checks pH of buffer for SP-1000i (Sysmex Alpha N) & Checks Quality of Peripheral Blood Smear Staining and takes remedial action required. • Daily cleaning of Slide cassettes (SP-1000i)-checks quality and loads onto SYSMEX analyzer. • Performs Kit validation –whenever lot changes and takes corrective action wherever needed, files all data for NABL record purpose –finally interprets data with signatures. • Checks Volumes and Expiry dates of Reagent packs, Dyes & Leishman stain and Methanol on all Sysmex auto analyzers. • Finalizes the report electronically and release from first level. • Performs Background checks of SYSMEX XE-2100, XT-2000i & XT-4000i and takes corrective action, files all records for NABL record purpose – finally interprets data with signatures. • Ensures that all results are released within TAT from 2nd level. Performs random checks of TAT and follows up where discrepancy is found. • Counter checks temperature log sheet of Hematology refrigerator daily. • Ensures that the fridge is clean and log sheet is signed. • Ensures and follows up that the report is received from respective labs and result is entered and result is released from 2nd level. • Ensures that received date is clearly written on the reagent kit/pack and the reagent supplied is of long expiry. • Keeps a track of change in log number and records new values. • Supports and supervises the work of junior technician, technicians and trainees. • Conducts training classes and files all training records. • Remains accountable for the analytical laboratories being clean, tidy and well organized and in a state of continuous readiness. Ensures proper disposal of garbage as per hospital guidelines. • Carries out routine tasks accurately as per SOPs and follows strict methodologies to carry out analysis. Teaches junior staff the laid down procedures and ensures that there are no deviations from the SOPs. • Checks that all the equipments are timely calibrated in consultation with biomedical and engineering departments. All calibration certificates are obtained and filed as per NABL guidelines. • Keeps Department Head and Director updated by mailing daily MIS.
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JOB DESCRIPTION – MANAGER-HEMATOLOGY (pathology and laboratory Medicine)

Job Description	
Job Title	Manager
Department	Pathology and Laboratory Medicine
Sub department	HEMATOLOGY
Reporting To	Consultant / Director- Pathology and Laboratory Medicine
Job Objective	To Administer and Coordinate the activities of the Hematology Lab.
	• Ensures laboratory discipline, professional ethics and healthy atmosphere. • Performs all administrative functions of the Department • Responsible for trouble shooting related to laboratory equipments or any other queries of junior technicians, technicians, senior technicians and consultants.

Job Responsibilities:	• Coordinates the work of junior technicians / technicians and senior technicians by scheduling, assigning and overseeing the work • Prepares duty roster of the technical & clerical staff in shift duties • Working and guiding technical staff in their day to day work and also providing them the feedback for complaints on weekly basis. • Coordinates for the timely dispatch of patients' reports. • Directly responsible for attending the patients and their attendants and solving their queries and ensures social conduct of the staff with patient and their attendants. • Responsible for conducting patient's feedback analysis and thereby providing preventive / corrective action. • Maintains record for repeat samples and follows the procedures to minimize these errors. • Keeping records (AMC) of equipment maintenance (monthly, Quarterly or as per schedule) with Biomedical dept. and Engineers from different vendor/companies. • Ensures that all required records are maintained regularly and accurately. • Ensures that hospital resources are used optimally and prevents misuse of the hospital resources • Develops, standardizes, evaluates, and modifies procedures, techniques and tests used in the analysis of specimens and in medical laboratory experiments. • Assures the work quantity and quality by ensuring that SOPs are followed accurately. Establishes and monitor programs to ensure the accuracy of laboratory results. • Assists hematologist in establishing new tests. • Method validation, precision, equipment comparison for any new parameter according to NABL 15189 guidelines. • Explains work instructions and adapts, if necessary, pertinent general methods and procedures in order to meet the needs of the work area. • Schedules and oversees the upkeep, maintenance, adjustment, or calibration of laboratory instruments, apparatus, or testing devices. • Daily Quality control in lab – Internal & External quality assurance scheme (EQAS). • Preparation of monthly LJ charts and compilation of records and SOP's as per NABL guidelines.
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	• Performs lab technician assignments that are recognized as most complex. • Conducts and supervises chemical analysis of body fluids, including blood, urine, and spinal fluid, to determine presence of normal and abnormal components. Analyzes samples for chemical content or reaction. • Provides technical information about test results to physicians, family members and researchers. • Responsible for inventory management and coordinates with medical and non medical stores for smooth supply of material for different sections of the lab. • Coordinates with the biomedical dept for the maintenance of various equipments & instruments in different sections of the laboratory. • Organizes the laboratory work and space management. • Supervises general cleanliness of the laboratory area and ensures proper disposal of garbage. • Assists HR Department in selection of technicians in consultation with HOD. • Establishing performance requirement which permit identification of outstanding performance and form the basis for recognition and reward or appropriate action as the case may be. • Evaluation of various items, reagents kits from different vendors, for cost effectiveness & quality. • Keeps Department Head and Director updated by mailing daily MIS reports. • Any other duties assigned by the department head.
Desired Knowledge, Skills and Abilities	• Knowledge of basic computer functioning so as to operate Laboratory Information System Software, Specimen Tracking Software and Test Delivery Software. • Should be well versed with all routine lab procedures. • Up to date knowledge of current and established professional lab concepts • Knowledge of safety precautions • Good communication skills • Proactive, attentive, sincere, dedicated • Good leadership abilities.

JOB DESCRIPTION – JUNIOR SCIENTIST- HEMATOLOGY (Pathology and Laboratory Medicine)

Job Description	
Job Title	Junior Scientist
Department	Pathology and Laboratory Medicine
Sub Department	HEMATOLOGY
Reporting To	Consultant/Director- Pathology and Laboratory Medicine
Job Objective	To ensure high quality, robust and efficient functioning of lab and value addition in terms of research and publication.
	• Evaluates new procedures. • Assists in special projects as determined by Consultant/Director. • Plans and Conducts appropriate experiments, Research Studies, Paper Presentations. • Performs pre analytical, analytical and post analytical procedures and analysis. • Performs a variety of standardized and highly specialized hematological analysis.

Job Responsibilities	• Responsible for the Preventive maintenance & calibrations of the equipment. • Manages Preparation of SOP & its implementation. • QC data analysis on daily & monthly basis. • Reviewing of the IQC, EQAS & ILC and takes corrective and preventive action, if required for the same. • Validation of results from the 1st level. • Coordinates with the team members for the smooth functioning of the lab. • Supervises technicians and ensures that SOPs are followed accurately. • Assures proficiency of staff and accurate instrument operation. • Performs maintenance and troubleshooting measures. • Responsible for Quality Assurance, Proficiency Testing and Inventory Control. • Responsible for solving all the queries of the patients. • Assists in training and orientation of personnel. • Provides feedback to the director related to any issues. • Perform the calibration of the equipments • Ensures preventive maintenance and coordinating with biomedical department for the same. • Defines the critical alerts and ensure timely transmission of the information to the treating physician through telephone as well as electronically. • Any other work assigned by the Consultant / Lab Director.
Desired Qualification	• MSc– Life Science/Biotechnology • BSc-Life Science/Biotechnology

Desired Experience	• 0 to 3 Years of Post Qualification Experience / As determined by the Director / Head Of Department.
Desired Knowledge, Skills and Abilities.	• Proficiency in computer applications • Ability to work under pressure • Self directed • Detail oriented • Efficient communication • Proficient in operation and troubleshooting of wide variety of analytical instruments. • Ability to manage multiple tasks.
Date: Signature of HOD Signature of HR HEAD	

ANNEXURE 3 –REVISED JOB DESCRIPTION-MEDICAL ADMINISTRATION

Job Description

Job Title	Ward Secretary
Department	Medical Administration
Reporting To	Deputy Manager – Medical Administration
Job Objective	To assist in the smooth functioning of ward.
Job Responsibilities	• Sends the final discharge activity sheet to the billing department and updates the same in HIS. • Does door labeling of new patients. • Follows up with the billing department and informs the family when the bill is ready. • Solves billing related queries of the patient's family and coordinates for the same with the concerned person. • Coordinates with the medical transcriptionist regarding Discharge summary preparation. • Does data entry into HIS for patient's electronic record and doctors' visits. • Collects Angio / PTCA report from Cath lab and hand over it to the patient. • Ensures that the referring slip is filled by the patient and sends it to the CMD Office (only in CTVS Ward). • Any other duty as assigned by the manager-Medical Administration.

Desired Knowledge, Skills and Abilities	• Knowledge of Medical Terminology. • Ability to study the patient files. • Knowledge of basic computer functioning. • Good typing speed • Good communication skills • Proactive, sincere, dedicated.
Desired Qualification	• Graduate in any stream.
Desired Experience	• Post qualification experience of atleast 0-2 years (Preferable- Healthcare).
Special Requirements	• Willing to work in shift duties including night duties.
Date:	
Signature of HOD Signature of HR Head	

REVISED JOB DESCRIPTION –MEDICAL

Job Description

Job Title	Medical Transcriptionist
Department	Medical Administration
Reporting To	Deputy Manager – Medical Administration
Job Objective	To prepare Procedure Reports and Discharge Summary
Job Responsibilities	• Collects information of discharges from Duty Doctor / Team Leader / Ward Secretary/Floor Manager. • Prepares discharge summary of discharge patients. • Informs the concerned doctor to finalize the discharge summary. • Prepares provisional discharge summary of planned discharges. • Any other typing work of the ward. • Informs Endocrine team in case of diabetic patients for their diabetic advice to be included in discharge summary. • Any other duty as assigned by the manager-Medical Administration.
Desired Knowledge, Skills and Abilities	• Knowledge of Medical Terminology. • Ability to study the patient files. • Knowledge of basic computer functioning. • Good typing speed • Good communication skills • Proactive, sincere, dedicated.
Desired Qualification	• Graduate in any stream.

Desired Experience	• Post qualification experience of atleast 1-2 years in Healthcare.
Special Requirements	• Willing to work in shift duties including night duties.
Date:	
Signature of HOD	Signature of HR Head