

**Summer Training at
Rangadore Memorial Hospital,
Bengaluru
(June 1st 2012 - June 5th 2012)**

**Assessing the Present Training Program of Front Desk
Staff on Patients Rights and Responsibilities and Soft skills**

**By
Neha Joshi**

**Under the guidance of
Dr. Arindam Das**

**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 Ms. Neha Joshi from Institute of Health Management Research, Jaipur has undergone Summer Training in Narayana Hrudayalaya Health city Bengaluru from 9th April, 2012 to 2nd June, 2012.

The candidate herself carried out the project. Her approach to the study has been sincere, scientific and analytical. This summer training is partial fulfillment of the course requirement is recommended for the award of post graduate diploma in health and hospital management.

I wish her success in all her future endeavors.

Dr. P.R Sodani, Ph.D
Dean (Academic and Students Affairs)
IHMR, Jaipur

Dr. Arindam Das

IHMR, Jaipur



**Narayana
Hrudayalaya
Hospitals**

Caring with Compassion

PROJECT COMPLETION CERTIFICATE

11th, May, 2012

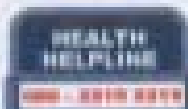
Bangalore.

This is to certify that Ms. Neha Joshi, a bonafied student of first year PGDHM of IHMR, Jaipur, has undergone training from 9th April, 2012 to 2nd June, 2012 at Narayana Hrudayalaya Private Limited, Bangalore, under the specialized guidance of Kribasagar Balachandar and was working on the project titled "Study of labour compliance in Narayana Hrudayalaya Hospitals".

During this period she has successfully completed the project according to the requirements specified. I am very happy with the quality of work she has shown and wish her the best for her future endeavours.

Sachin Shenoy

Group Head, Recruitment.



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Dr. P.R Sodani, Ph.D
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Dr. Arindam Das
IHMR, Jaipur



RANGADORE MEMORIAL HOSPITAL

Sri Sringeri Sharada Peetham Charitable Trust

(A Sringeri Math &  BKF Initiative)

Date: 05.06.2012

This is to certify that Dr Neha, student of IIMM, Jaipur, has done her visits to various departments and areas of Rangadore Memorial Hospital, Bangalore from 1st June to 5th June 2012. She was also involved in several training programs for Reception staff and Laboratory Staff under the guidance of Quality Manager Dr Chaitra A.

During this period she has completed all the task and responsibility given to her in our organization. I am very happy with the quality of work she has shown and wish her the best for her future endeavors.



Dr. D. Viwanath
Medical Director

Dr. D. Viwanath
Medical Director
SSSPC Trust
Rangadore Memorial Hospital

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SECTION A

GENERAL PROFILING
OF
RANGADORE MEMORIAL HOSPITAL

RANGADORE MEMORIAL HOSPITAL, BENGALURU

Hospital's Profile



Rangadore Memorial Hospital (RMH) is an initiative of **Shri Sringeri Sharadapeetham Charitable Trust** and **Bangalore Kidney Foundation (BKF)**. RMH is supported from its concept stage to implementation by renowned group of medical specialists who are dedicated to the objective of the project.

Main motto of RMH is to provide healthcare facility at affordable cost.

The Hospital was started on 5th May 2007 with blessings from His Holiness Shri Shri Bharathi Theerta Swamiji. The chief donors are Mr.H.R.Binod and Mrs.Nagashree Binod. Hospital is named in the memory of his father, Late Sri. H.S. Rangadore



Late Sri. H.S. Rangadore

Initially hospital was started with dialysis section and then developed in to a multi specialty hospital.

The core dedicated team comprised of Padmashri Dr. V.R. Gowrishankar (CEO of Sringeri Sharada Peetham Charitable Trust), Mr. P. Srinivas, Dr.P. Sriram, Mr. Sunil Krishnan from BKF, Mr. H.R. Binod (Chief Donor), Dr. Latha Venkataram (Obstetrics and Gynecologist), Dr. K.N. Sridhar (Urologist), Dr. B.S. Srinath (Onco Surgery), Mr. Neelakanta (Finance Manager), Mr.Sundaram (Chief Architect) and Mr.Ramesh V.R.

Vision

- To provide quality healthcare at affordable cost.

Mission

- To establish the multispecialty hospital with the help of philanthropists, with the support of Sringeri Sharada Peetham Charitable Trust (parent organization), who will be providing land and infrastructure facilities.
- This hospital is supported by the group of well trained reputed motivated consultants to administer the quality care.
- This center will follow NABH guideline which will further strengthen the quality care of patients.
- RMH will encourage the research in various specialties.
- The support obtained by philanthropic organization and SSSPT for procuring the medical equipments and infrastructure development will reduce the cost of therapy.
- Additionally the treatment of poor patient's is possible with the support of poor fund and organizations/sponsors.

THE DEPARTMENTS

- Department of Orthopedics
- Department of OBG
- Department of Pediatrics
- Medical Oncology & Surgical Oncology
- Department of Surgery
- Dialysis Wing
- Department of Medicine
- ICU and OT
- Casualty Block
- Laboratory

Department of Orthopedics



All trauma related surgeries, joint replacement, spinal surgeries are done on regular basis.
All emergencies regarding trauma associated with vascular, neurological injuries are taken care by the team of specialists from various department.

Department of OBG



The department of OB&G is being managed by specialists who are well trained and follow the internationally accepted, protocol based practice with quality care.

The main concept of OBG care is group practice concept which helps for uniform treatment protocols and uninterrupted care. The group is registered under the Banner of SBOBGYN Doctors Pvt Ltd.

The aim is to give best care on the route to motherhood, making the journey and destination an enjoyable one.

Special care clinic available are;

- Pre pregnancy counseling
- High risk pregnancy care (women with medical problems like Diabetes, Hypertension, repeated pregnancy loss etc.)
- Fetal scans specially for anomalies or genetic disorders by well trained Fetal medicine specialists
- Family planning/contraception
- Polycystic Ovarian Syndrome clinic
- Menorrhagia clinic
- General gynecology
- Menopause clinic
- Adolescent gynecological problems
- Minimal invasive surgery (Laparoscopy/Hysteroscopy)
- Preventive Oncology
- Gynec Oncology

Department of Pediatrics



8 bedded NICU is being organized with help of rotary international. The main objective is to help the needy population. The team takes care of any neonatal emergency.

Department of Medical Oncology & Surgical Oncology



This is one of the major center for onco surgery in the city with best onco surgeons of the city. The objective is the total care for cancer patients and also to train the nursing staff for optimal care of patients. Long term vision is to create awareness among the community and take preventive measures.

Shankara Cancer Hospital is being constructed near the existing hospital. This center will have all modern facilities for treatment of cancer.

Department of Surgery



Department of Surgery has qualified and experienced surgical team who can meet any surgical challenge. The hospital is also equipped with advanced laparoscopic equipments to cater for minimal invasive surgery and well utilized by the surgical team.

Dialysis Wing



One of the largest and most affordable dialysis centers in the city catering to up to 2000 dialysis per month. Most of the patients for dialysis are from lower middle class. Almost all dialysis are subsidized - some of them are fully subsidized and others are partially subsidized. All the patients get dialysis subsidy from Shri Sringeri Sharadapeetham Charitable Trust (SSSPT). There are about 29 machines working round the clock. The team consists of senior nephrologists , assistants and technicians who are dedicated to the cause of healthcare.

ICU



They have well equipped 8 bedded Intensive Care Unit (ICU) with all facilities to monitor sick patients managed by an intensivist assisted by trained medical and nursing staff.

OT

There are 4 major state-of-art operation theaters with all modern facilities. OT complex also has 6 post operative beds.

Casualty Block



Hospital is also supported by a spacious, well ventilated, separate 6 bedded casualty block with trauma care and a minor OT, managed by experienced doctors to take care of emergencies round the clock.

Laboratory Services



Rangadore Memorial Hospital has 24 hour laboratory to take care of the need of both Out-patients and in-patients.

Along with laboratory, they have X-ray unit both mobile unit and fixed unit and C arm unit.

Ultra sound unit for diagnostic purposes especially for fetal Scan for routine and high risk pregnancy is available with specially trained fetal medicine specialist

Facilities

This is a multi specialty hospital having around 100 beds, with 8 ICU, 8 casualty, 2 labor wards, 4 major OTs and 1 minor OT.

The hospital has following facilities:

- This is one of the leading dialysis center of the city with 27 dialysis machines and 1800-2000 dialysis per month (75-80/day). Three shifts per day starting from 6 AM to 10 PM. Managed by a dedicated team of Nephrologists, doctors, technician and others.
- Fully equipped 8 bedded, spacious, casualty managed by qualified CMO round the clock.
- Well equipped 8 bedded ICU managed by intensivist and team.
- Laboratory facility available for 24 hours
- 4 spacious OT's with all modern facilities along with 5 post operative beds. Total of around 180 - 200 major surgeries are conducted per month (6-8 day).
- Labor ward with round the clock services offered by well qualified Obstetrician and consultants.
- Well ventilated, clean and spacious special wards and general wards.
- OPD block working from 9 AM to 8 PM
- Hostel for nurses within the campus.
- Sri Bharathi Theertha seminar hall to accommodate around 150 people.
- Hospital has its own Laundromat to take care of washing of linen.
- An 8 bedded NICU is being organized with the help Rotary club.

- Sri Shankara research center a state of art center for tissue engineering and center for molecular biology is being established.
- Physiotherapy and Yoga therapy
- Reputed consultants are available in this hospital namely Surgical and Medical oncologists, Obstetricians, pediatricians, orthopedic surgeons, General and Laparoscopic surgeons, general physician, Dermatologist, ENT surgeons, and specialists in various sub and super specialties are offering their services.

Section B

Project
On
Assessing the Present Training Programme of
the Front Office Staff on Patient Rights and
Responsibilities & Soft Skills
At
Rangadore Memorial Hospital,
Bengaluru

ACKNOWLEDGEMENT

Summer training is the golden opportunity for learning and self development. I would be failing in my duties if I don't say a word of thanks to all those who made my training period educative and pleasurable one.

I am thankful to the Institution, for giving me an opportunity to do a short training in the hospital. I have gained enriching experiences, learned a lot and become more matured as an individual.

My grateful thanks to Dr Chaitra (My project mentor), who in spite of being extraordinarily busy with his duties took time out to hear, guide and keep me on correct path. A Humble 'thank you' I would also like to thank Mr Arindam Das (my mentor at IHMR) for helping and guiding me through the whole process of training.

I am deeply indebted to my teacher, Mrs Tanjul Saxena, whose patience I have probably tested to the limit. She was always so involved in the entire process share her knowledge and encouraged me to think and kept my motivation and zest for knowledge always high through the tides of time. Thank you.

SIGNATURE

Neha Joshi

INTRODUCTION:

Front office is the first interface or contact of a patient to the hospital. Front office plays an important role as it represents the hospital and comes in direct contact with the patient.

Areas coming under Front Offices/Out Patient Area (OPD) are:-

- Main Reception
- Consultation Rooms
- Diagnostic
 - ECG, ECHO, MRI, CT-SCAN
- Sample Collection

The project is all about the training programme conducted by the management for the front office staff. As mentioned earlier Front office staff is the first point of contact with the patient and it represents the whole organization. Hence the training programme here plays a very important role as its aim is to improve the performance of the trainee and help them to understand how they can serve better.

EXECUTIVE SUMMARY:

Recognizing the importance of the front office in the hospital the management decided to have a training programme through which they can educate the front office staff on how to deal with the patient and what are the rights and responsibilities of a patient. There was no particular budget assigned to the programme as it was an in house training programme conducted by the quality department in charge.

We were assigned the task to assess their training programme and suggest them how can it be improved. Luckily it was schedule on the same day when we had joined the hospital so we attended the whole one day programme and observed the trainees while they were on their respective desks. We conducted two focused group discussions one with the participants and one with the HR department.

Based on which we had done a fish bone analysis of the training programme and proposed some modifications in the training programme and made a revised training programme and implemented it by conducting a one day training programme followed by the focused group discussion.

The difference in the performance was noticed and as we had a very limited time we could not monitor the programme as a whole and note its outcome but the difference was appreciated by the manager.

We had also proposed a patient feedback form which would help the management to assess the implementation if the training programme and its success rate.

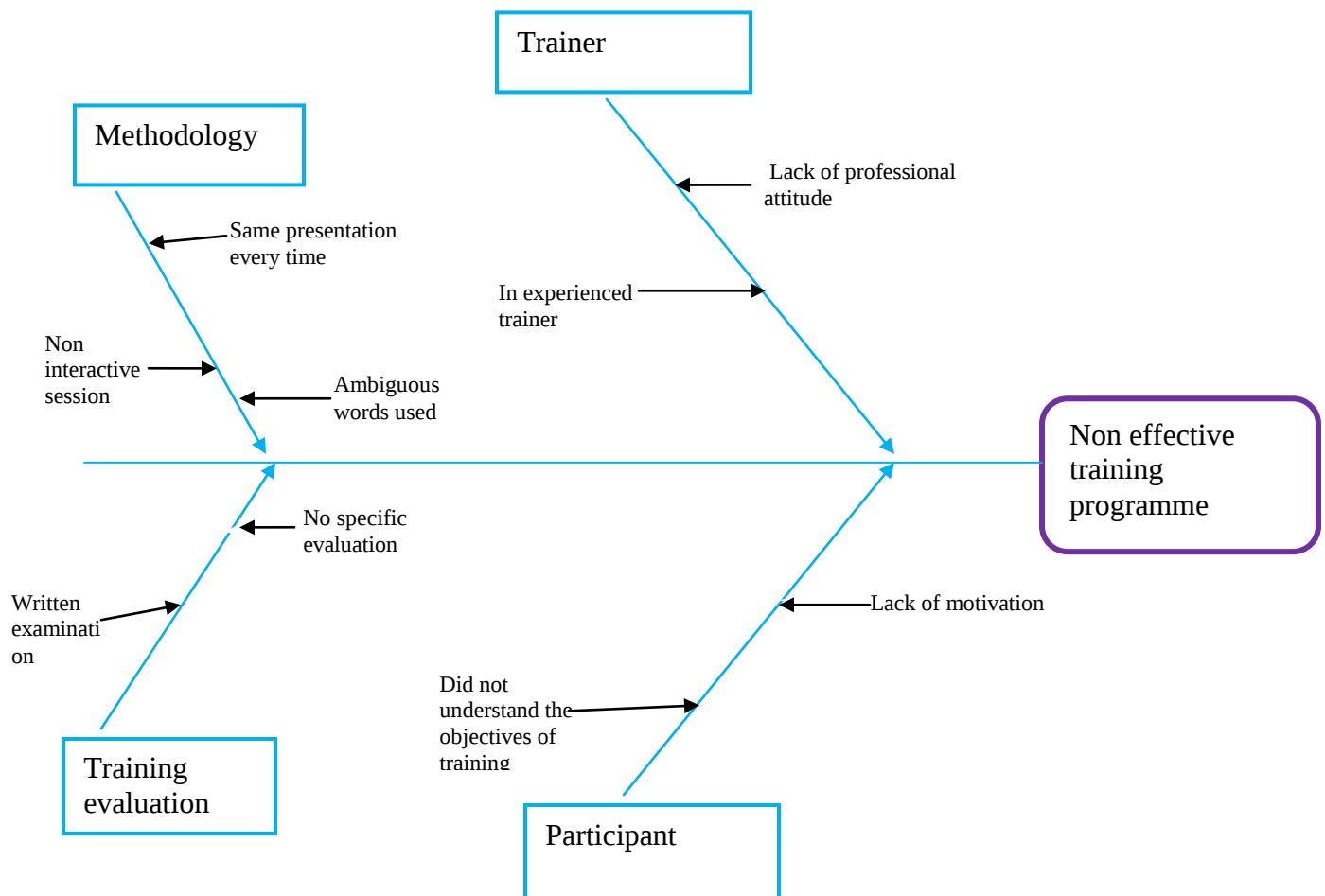
OBJECTIVES:

- To assess the current or ongoing training programme of the front office staff and to identify the gaps in the programme and provide suggestion for making it better.
- To know the satisfaction level of the HR department and the participants about the programme

RESEARCH METHDOLOGY:

- Type of study: Qualitative
- Data collection: Primary data
 - Focused Group Discussion
 - Observation
- Time of study:
- 1st June 2012 to 5th June 2012
- Place of Study:
- Rangadore Memorial Hospital, Bengaluru

FISH BONE ANALYSIS OF THE PROGRAMME:



ANALYSIS OF THE CAUSES:

A training programme is a mixture of trainee, trainer, methodology, and evaluating procedure. After observing the programme we had identified the following **gaps**:

1. METHDOLOGY:

- It was non interactive in the sense that the speaker comes looks at the presentations and reads them out and ends the session with a note that a written examination will be conducted.
- There was no feedback taken from the participants to know or to evaluate how useful or beneficial this session has been for them.

2. TRAINER:

- The trainer was not an experienced person in terms of providing or giving training
- Secondly it was an in house training and hence was taken as a part of routine and was not conducted as a professional training course.
- Thirdly, the trainer was known and friendly to the staff and hence there was lack of sincere participation.

3. PARTICIPANTS:

- As it was a one way presentation kind of thing hence the participants were reluctant to pay attention to the things going on.
- It was difficult for them to interpret certain things as the instructions were not clear.

4. EVALUATION PROCESS:

- There was no proper process to assess and evaluate the progress and success of the programme or the improvement of the staff after training.
- The programme did not have a proper monitoring system.

SUGGESTIONS:

- The programme should be conducted on regular basis and with a proper monitoring
- The trainer must make the participants understand why they are in this training and why it is important for them
- It should be a interactive sessions where different methods for learning should be used
- A feedback system should be there and actions should be taken on the basis of the suggestions provided.
- Along with the written test there should be patient feedback and supervisors feedback should be taken, as the topics dealt are of a very much practical nature hence to evaluate them we must ask the patients views and supervisors views and take the required action.
- The participants should be motivated.

REVISED TRAINING PROGRAMME:

On the basis of the suggestions given we had designed a training programme and had conducted it. It was a one day training (2 sessions for each batch).

No. Of Participants: 18 (divided in two batches)

Timings: 10:00 am to 5:00 pm

The programme was conducted in 2 sessions

Session plan was as follows:

Session 1:

- Introduction
- Question answer round to know their understanding on the topic
- Objectives of the training
- PowerPoint presentation

Session 2:

- Role play
- Explaining a given situation
- Feedback session

CONCLUSION:

As we had a very limited time period we could not evaluate the process but we had provided the feedback form so that the process could be monitored and evaluated by the management and at the end of the training i.e on the last day we conducted a Focused group discussion where we received a good response and the management was in favor of the revised training programme.

BIBLIOGRAPHY:

- <http://www.improhealth.org> (fish bone diagram)
- www.scribd.com .

ANNEXURE:

1. Feedback form for the training programme:

“WE VALUE YOUR SUGGESTIONS”

Facilitator: _____

Please share your opinions on what you thought about the sessions that took place. Your thoughts will be highly appreciated, as we strive to provide the best for all your academic needs.

Rating: A: Strongly Agree B: Agree C: Disagree D: Strongly Disagree

1. The session was interesting _____
2. The session was well organized _____
3. The session was well executed _____
4. I learned a lot from what was presented _____
5. I would encourage a friend to attend one of the lectures _____
6. I thought the session was quite lengthy _____
7. The facilitator did well in answering any questions that arose _____

Comments and Suggestions

If you have any other comments that you feel we should know about, please feel free to write them here.

.....

2. FEEDBACK FOR THE PATIENTS:

“SHARE YOUR EXPERIENCE”

1. was the registration procedure smooth? Yes/No

If No what was the problem

2. Were you informed well about the services available and the doctors? Yes/No

3. Were you informed about the cost of treatment? Yes/No

4. Were all your queries answered properly? Yes/ No

If no what was the problem?

Any suggestions:
