

A STUDY OF RECRUITMENT PROCESS AND ORIENTATION PROGRAM IN A HOSPITAL WITH REFERENCE TO THE STANDARD LAID DOWN BY NATIONAL ACCREDITATION BOARD FOR HOSPITAL AND HEALTH CARE PROVIDER

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ABSTRACT

Quality has become an essential part of the management and evaluation of health care. The continual improvement of service quality in healthcare units has become a prime consideration to ensure patient satisfaction across the world in the modern economic scenario. NABH is a constituent board of Quality Council of India (QCI), set up with co-operation of the Ministry of Health & Family Welfare, Government of India and the Indian Health Industry. NABH accreditation system is one of the methods for commitment to quality enhancement throughout the whole of the health care system in India. It involves all professional and service groups to ensure that high quality in health care is achieved, while minimizing the inherent risks associated with modern health care delivery. Human resource management is concerned with the management of people at work. It reflects a new philosophy, a new approach and a new outlook. The human factor plays such an important role in the field of management that some people consider human resource management and management as the same thing. As Apply observes: "Management is the development of people and not the direction of things. Human resource Management in hospitals assumes significance in an era of stiff and global competition; though we do not right now have global brands in hospitals, it may not be too long since now to have such collaborations. The efficiency of any organization manufacturing or service lies in its employees, as they are the ones who help the organization to realize its goals. The onus of the management now lies in making the employees ready for any kind of challenging roles in the organization to face the onslaught of competition. It is here that HRM assumes greater significance as it helps in Selection, Training, Placement, Control, and Compensation of the employees. The study on recruitment process and orientation program in a hospital with reference to the standard laid down by National Accreditation Board for Hospital and Health care provider is conducted in selected hospital and findings of the study shows that the organization follows the guideline of NABH for recruitment and orientation program.

KEYWORDS: Recruitment process, orientation program, NABH, Standard.

INTRODUCTION

Quality management techniques, often borrowed directly and unchanged, from manufacturing and service sector settings, have often not lived up to their promise in terms of improved health care provider performance and hospital competitiveness. In India, health sector is one of the largest and fastest growing sector in which both the private and government care providers and hospitals put much emphasis on quality improvement and patient satisfaction. National Accreditation Board of Hospitals and Healthcare Providers (NABH) along with Quality Council of India provided the criteria based on which quality standard of hospitals is determined. Quality Assurance should help to improve effectiveness, efficiency, cost containment, and should address accountability and the need to reduce errors and increase safety in the system. Thus, the objective of NABH

accreditation is on continuous improvement in the organizational and clinical performance of health services, not just the achievement of a certificate or award or merely assuring compliance with minimum acceptable standards.

Since the quality is crucial factor in health care, initiatives to address the quality of health care have become a worldwide phenomenon. A commitment to quality enhancement throughout the whole of health care system involving all professional and service groups is essential to ensure that high quality in the health care is achieved, while minimizing the inherent risks associated with modern health care delivery.

Accreditation cannot be done without the cooperation of hospital staff especially the medical staff. The medical

staff has direct involvement in patient care, and major standards of accreditation are related to them. Hence, there is the need to assess the attitude of medical staff on accreditation and to know the knowledge level of staff on accreditation standards. This brings out the need of the topic "Knowledge and Attitude of Medical Staff on NABH Accreditation".^[5]

NEED OF THE STUDY

National Accreditation Board for Hospitals and Healthcare Professionals (NABH) is a constituent board of QCI (Quality Council of India), set up with co-operation of the Ministry of Health and Family Welfare, Government of India and the Indian Health Industry. This Board caters to the much-desired needs of the consumer and will set standards for progress of the Health Industry.

Accreditation benefits all stakeholders. Patients are the biggest beneficiary. Accreditation results in high quality of care and patient safety. The patients get services by credential medical staff. Rights of patients are respected and protected. Patient satisfaction is regularly evaluated. The staff in a accredited health care organization are satisfied lot as it provides for continuous learning, good working environment, leadership and above all ownership of clinical processes.

PROBLEM STATEMENT

A study of recruitment process and orientation program in a hospital with reference to the standard laid down by National Accreditation Board for Hospital and Health care provider

OBJECTIVES OF THE STUDY

To assess the recruitment process and orientation program in hospital to the laid down by NABH.

OPERATIONAL DEFINITION

ASSESS

According to the proposed study, Art of estimation the recruitment process and orientation program in hospital laid down by NABH standard.

RECRUITMENT

According to the proposed study, Recruitment refers to find new people to join a hospital through standard laid down norms by National Accreditation Board of Hospitality.

ORIENTATION PROGRAM

According to the proposed study orientation program refers to making aware and understand the newly appointed employee to the hospital policies and procedure as per the standard laid down by National Accreditation Board of Hospitality.

MATERIALS AND METHODS

Research approach: Quantitative approach

Research design: Survey

Setting of the study: Human Resource Department of Orchid Specialty Hospital, Pune

Sampling

Sampling technique: convenient non-probability technique.

Data collection method

Formal permission was obtained from the administration of Orchid Specialty Hospital, Pune.

Ethical clearance was obtained from the institutional Ethical review board.

Data collection technique

Section 1: Self-Assessment checklist.

Data collection tool

Section A: Self-assessment tool.

ANALYSIS OF THE DATA

Table no 1: The organization has a documented system of human resource planning.

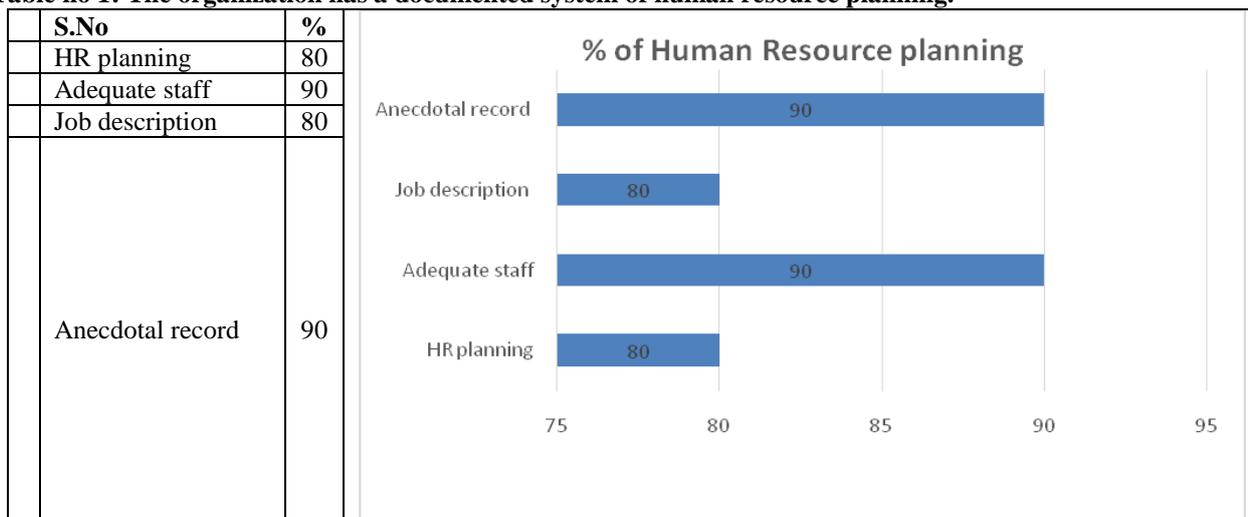


Table no 2: The organisation has a documented procedure for recruiting staff and orienting them to the organisation’s environment.

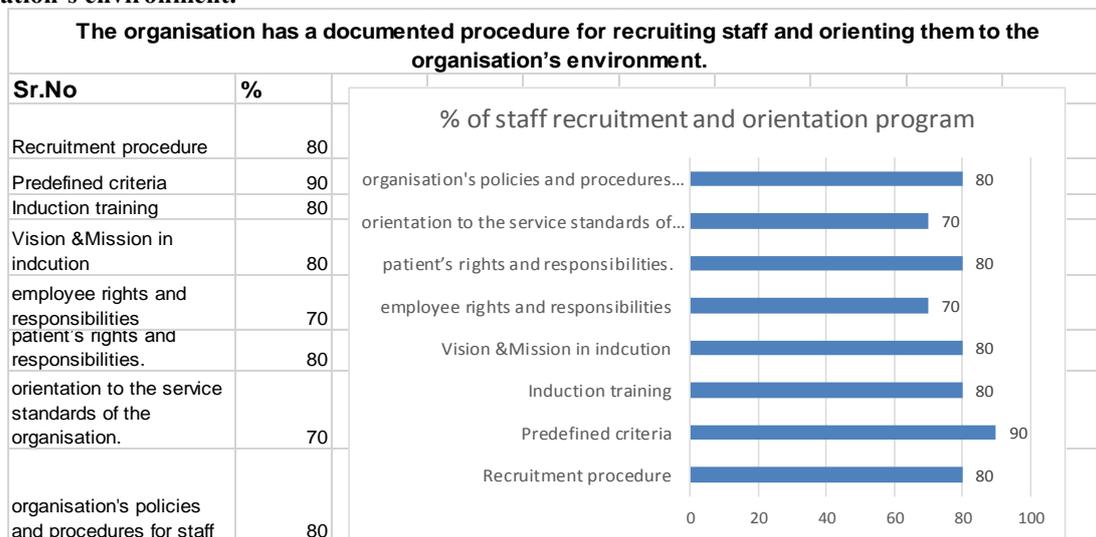


Table no 3: On-going programme for professional training and development of the staff.

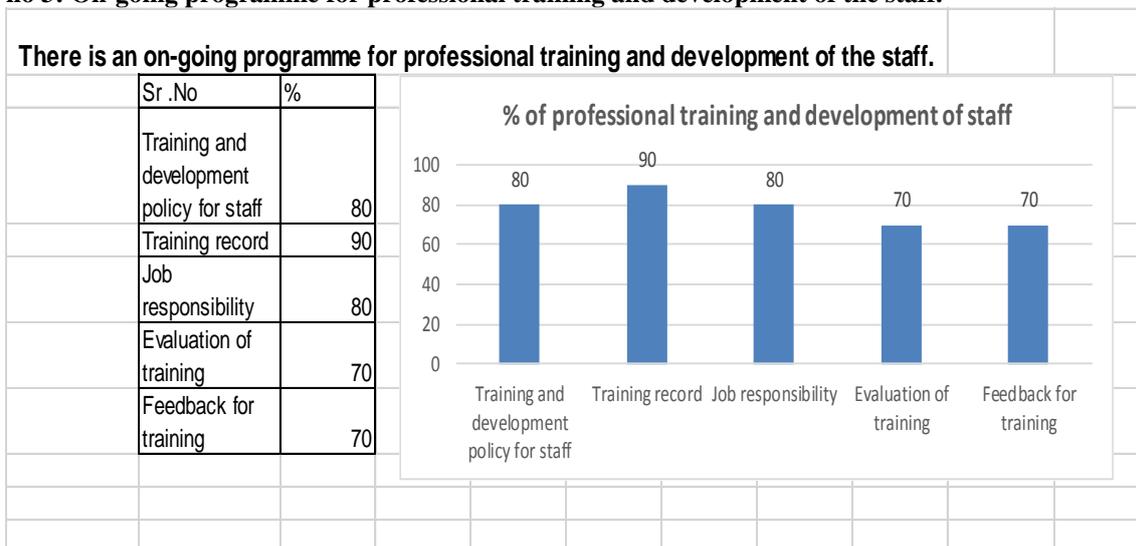


Table no 4: Staffs are adequately trained on various safety-related aspects.

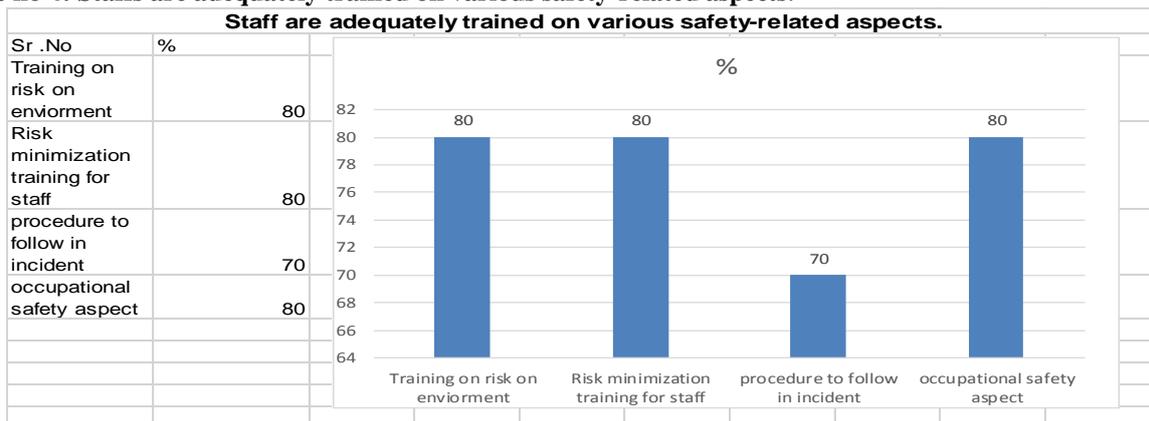


Table no 5: Appraisal system for evaluating the performance of an employee exists as an integral part of the human resource management process.

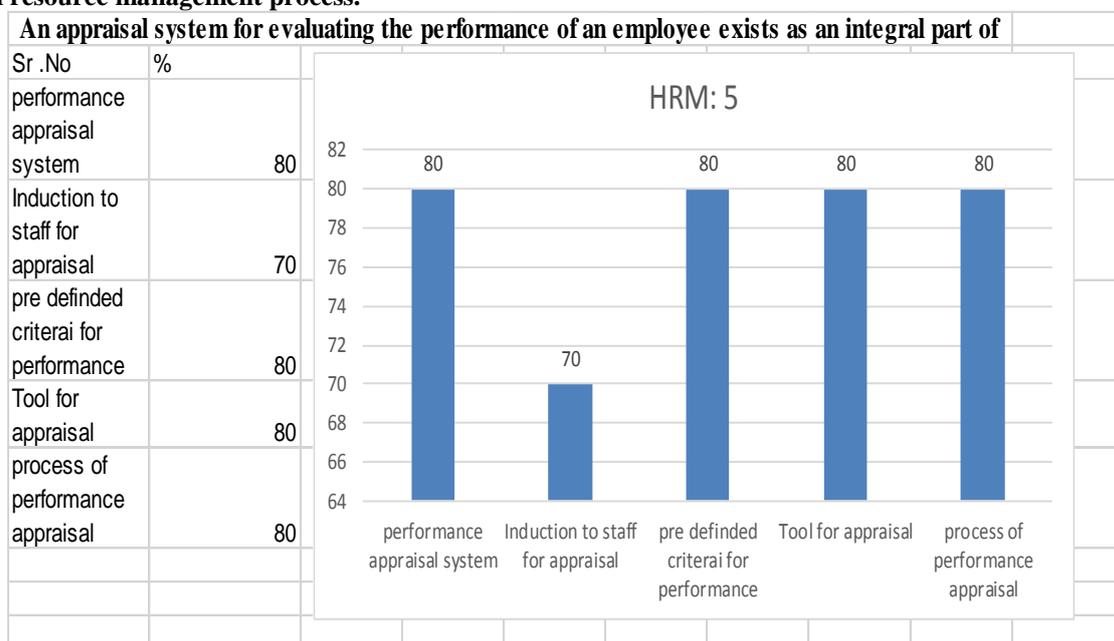


Table no 6: The organization has documented disciplinary and grievance handling policies and procedures.

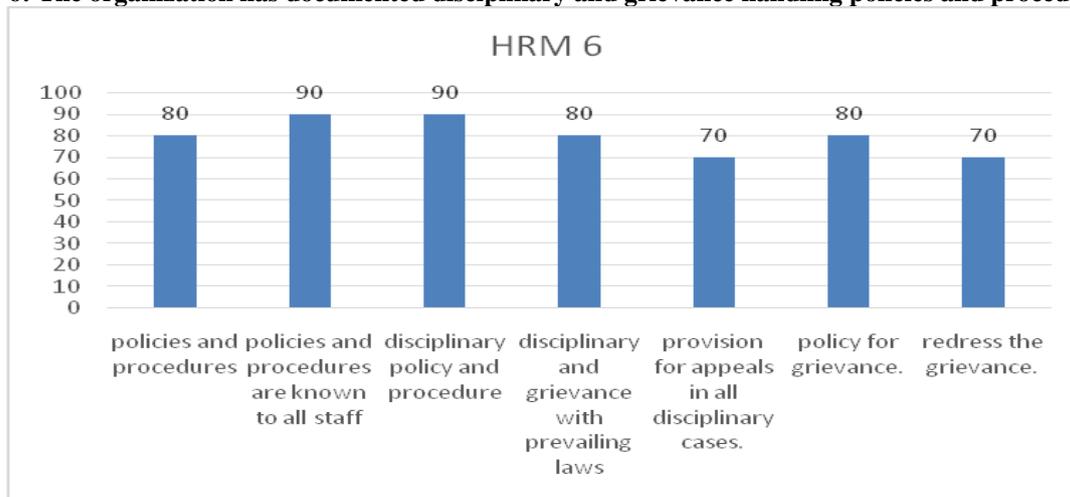


Table No 7: The organization addresses the health needs of the employees.

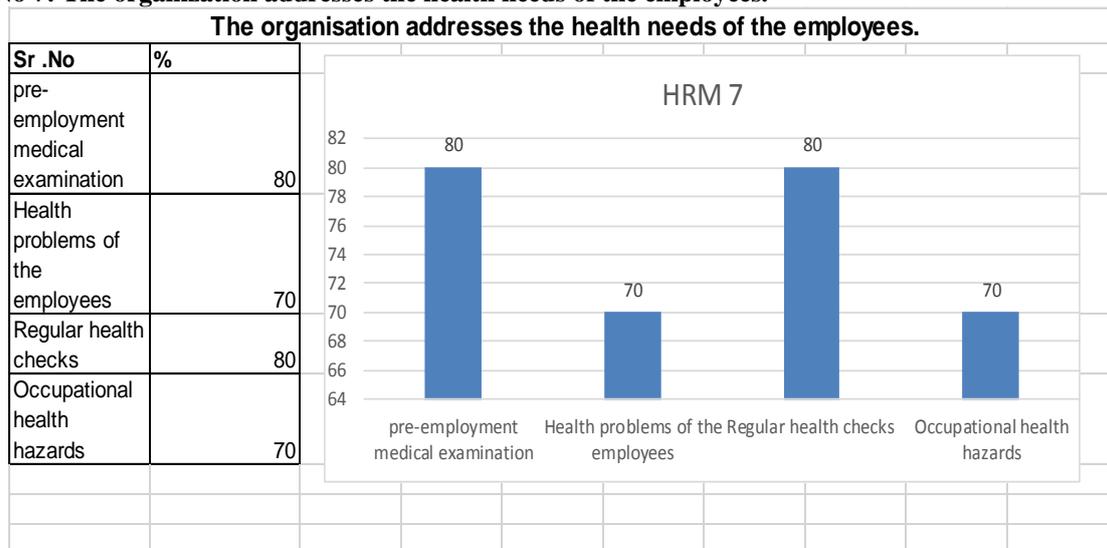


Table no 8: There is documented personal information for each staff member

The documented personal information for each staff member shows that Personal files are maintained with respect to all staff is 80%. The personal files contain personal information regarding the staff’s qualification, disciplinary background and health status is 70%. All records of in-service training and education are contained in the personal files is 80%. Personal files contain results of all evaluations is 80%.

Assessment no 9: There is a process for credentialing and privileging of medical professionals, permitted to provide patient care without supervision.

The process for credentialing and privileging of medical professionals, permitted to provide patient care without

supervision shows that Medical professionals permitted by law, regulation and the organization to provide patient care without supervision are identified is 80%. The education, registration, training and experience of the identified medical professionals is documented and updated periodically is 70%. All such information pertaining to the medical professionals is appropriately verified when possible is 80%. Medical professionals are granted privileges to admit and care for patients in consonance with their qualification, training, experience and registration is 80%. The requisite services to be provided by the medical professionals are known to them as well as the various departments / units of the organisation is 70%. Medical professionals admit and care for patients as per their privileging is 70%.

Assessment no 8: Process for credentialing and privileging of nursing professionals, permitted to provide patient care without supervision.

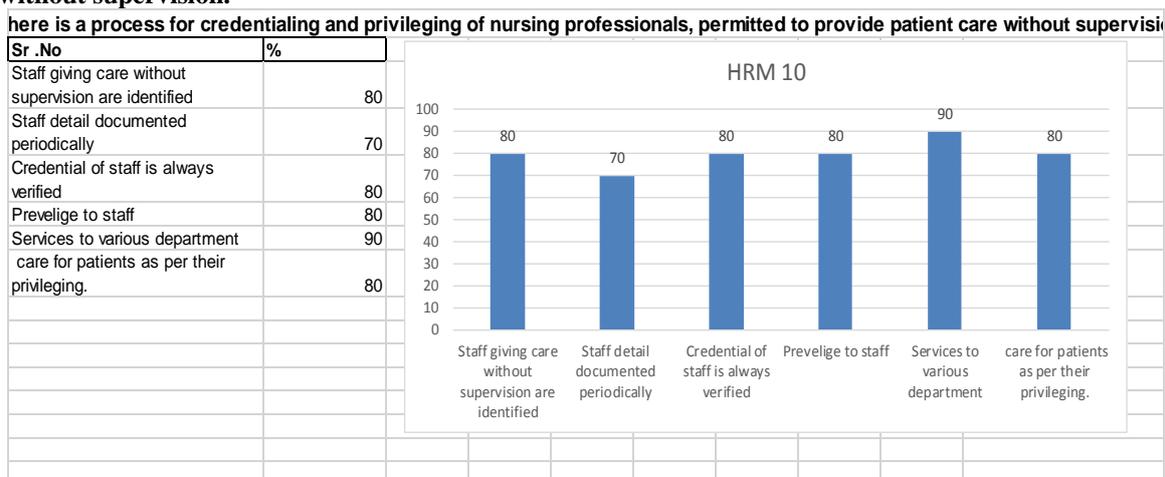


Table no 11: Average % of HRM 1 –HRM 10.

% of HRM 1 to HRM 10 assessment	%
HRM.1.	68
HRM.2.	78.5
HRM.3	78
HRM.4	77.5
HRM.5	78
HRM.6.	80
HRM.7.	75
HRM.8.	77.5
HRM 9	75
HRM.10	80

Table no 11: Mean of the assessment tool

The above table shows that the mean value of the assessment of all 10 criteria.

MEAN of Assessment tool	Mean
HRM.1	8
HRM.2.	7
HRM.3	7
HRM.4	7
HRM.5	7
HRM.6	7
HRM.7	7
HRM.8	7
HRM.9	7
HRM.10	7

CONCLUSION

The above study on recruitment process and orientation program in a hospital with reference to the standard laid down by National Accreditation Board for Hospital and Health care provider is conducted and findings of the study shows that the organization follows the guideline of NABH for recruitment and orientation program.

Conflict of interest –NIL

Source of Funding- self

Ethical clearance – Yes

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