



METAS ADVENTIST HOSPITAL
(Formerly Mission Hospital)

HUMAN RESOURCE INITIATIVES

DR. ANIL KUMAR CHILLIMUNTHA



1. REFLECTION INTRODUCTION

- **Quality initiatives efforts are taken by the organization to improve the Quality of Care**
- **Human Resource Department of METAS Adventist Hospital has implemented the following Quality Initiatives :**



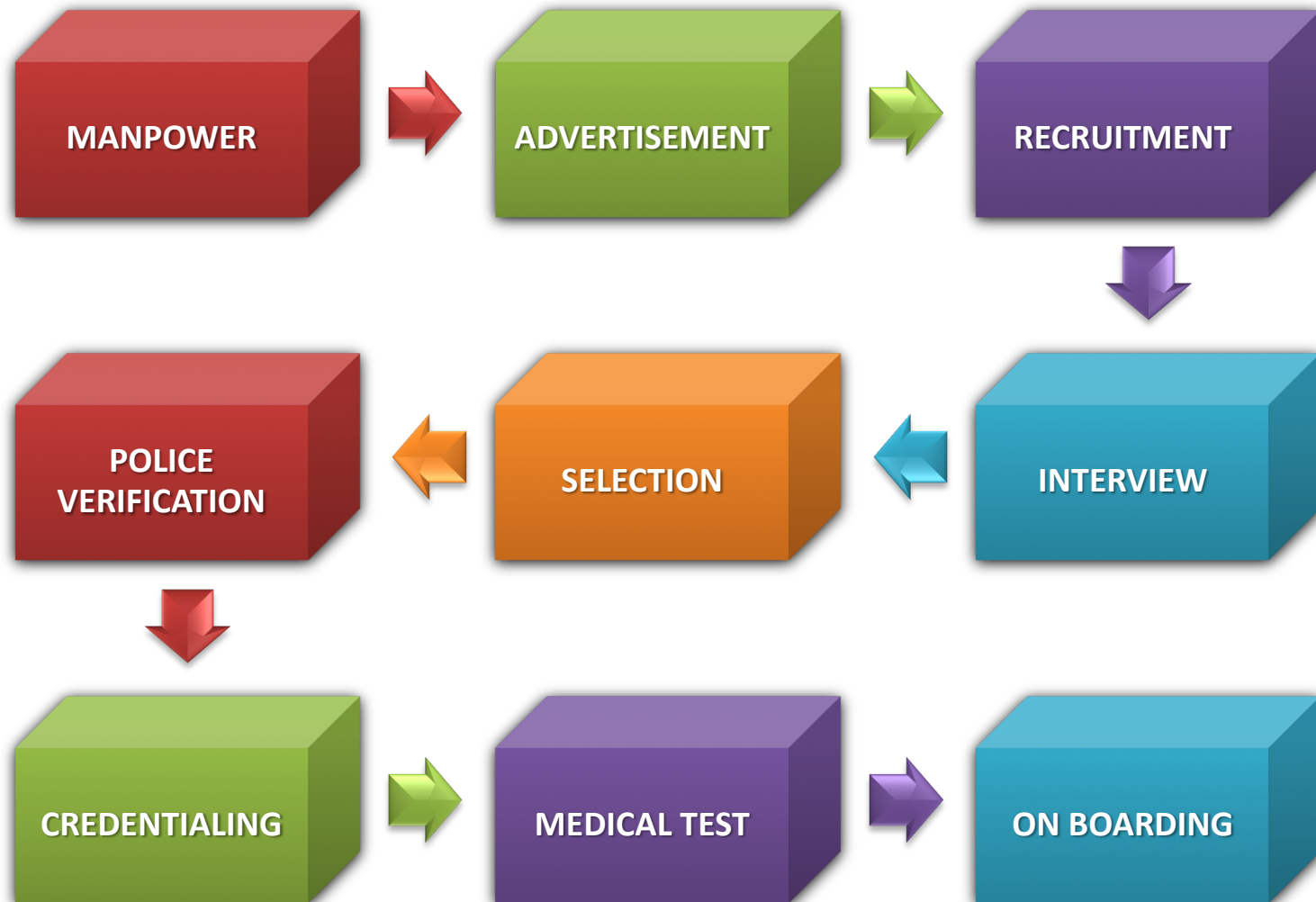
METAS ADVENTIST HOSPITAL

(Formerly Mission Hospital)





RECURITMENT PROCESS





HOSPITAL INDUCTION PROGRAMME – 3 DAYS PROGRAMME

DEPARTMENTAL INDUCTION FOR NURSES

DAY - 1

TIME	TOPIC	METHOD OF PRESENTATION	PRESENTER
9: 00 am	Introduction	Lecture	Sr. Catherine
9: 15 am	Pre - Test	Written	Br. Samjaisheel
9: 45 am	Importance of Medical Evangelism	Lecture	Pr. Vikram Nayak
10:15 am	HR RELATED TOPICS	Lecture	Mr. Mathew
	<ul style="list-style-type: none"> • Mission, Vision & Values • Organizational Structure • Employee Rights & Responsibilities • Patients Rights & Responsibilities • Grooming & Communication Skills • Telephone Etiquettes • Service Standards & Scope of Services • Disciplinary & Grievance Policies • Leave Policies, Wages Increment • Bond/ Contract • Employee Handbook • HR Policies • Employee Appraisal System 		
12:30 pm	Introduction to Hospital & OPD	PPT	Mr. Jatin
1:00 pm	TPA, Health Checkups & Green Channel	Lecture	Mr. Caleb
1:30 pm	LUNCH BREAK		
2:30 pm	Nursing Procedures	Lecture	Br. Samjaisheel
3:00 pm	Admission and Discharge Procedure (MLC/ Non-MLC/Insurance)	Lecture	Sr. Jayasubha



DEPARTMENTAL INDUCTION -90 DAYS PLAN

DEPARTMENTAL INDUCTION NURSING

DEPARTMENTAL SOP'S	HR TOPICS	COMMON TOPICS	COMPETENCY PROCEDURES
Orientation Of Department	Canteen Facility	Code Blue	
Drug Box Inventory	Prevention Of Sexual Harassment	Code Red	Oral Medications
Fixed Asset Inventory	Compensatory Off	Hand Hygiene	Administration Of Drugs By Continuous Infusion
CSSD	Hostel For Nursing Staff	Code Black	Procedure Oxygen Administration
Bed Making	It Training In His	Telephone Etiquette	Oropharyngeal Suctioning
Dressing Trolley	No Smoking	Code Pink	Tracheostomy Tube Suctioning
Crash Cart	Leave Policy	Mercury Spillage	Blood Transfusion
Orientation Of Room	Employee Transfer	Universal Precautions	Blood Transfusion Reaction
Admission Procedure	Contract Workers	Vaccination Policy	Collection Of 24 Hr. Urine Specimen
Discharge Procedure	Medical Insurance	Blood Spillage	Collection Of Urine From Catheter
Drug Returns	Misconduct	BMW Management	Dressing Wounds With Drains
Pharmacy Indent	Performance Management	Needle Stick Injury	Administration Of Rectal Suppositories
Carrying Out Doctors Order	Mobile Reimbursement	Code Blue	Administration Of Enema
Attending Doctors Rounds	Prevention Of Sexual Harassment	Code Red	Giving And Taking Of Bed Pan
Informing Report To Supervisor	Disciplinary Policy	Hand Hygiene	Colostomy Care
High Alert Inventory	Selection	Code Black	Colonic Irrigation/Bowel Wash
LASA	Grievance Handling	Telephone Etiquette	Indwelling Catheter Care
FIFO	Patient Rights & Responsibilities	Code Pink	External Defibrillation
BMW	Informed Consents	Environmental Sanitation	Practical Nursing Procedures
Hazardous	Patient Feedback And Conflict Resolution	Chemical Spillage	Maintaining Progress Notes
Bed Side Handover	Patient And Family Education	Antibiotic Policy	Head To Toe Assessment
Shift Responsibility	Employee Rights	Hand Hygiene	Neurological Examination
NA' Drug Policy	Employee Responsibilities	Notifiable Diseases	Glasgow Coma Scale
Maintenance Complaints	Employee Recognition Scheme	Handling Of Linen	Emergency Situations
Ward Indent	Mobile Reimbursement	Prevention Of Hai	Prevention Of Pressure Sores
IT Problems	Prevention Of Sexual Harassment	Negative Pressure Isolation	Wound Care
Bio Medical Problems	Disciplinary Policy	Rapid Response Team	Glucose Test
Informing Leave	Selection	Positive Pressure Isolation	Glucometer Quality Control
Cross Reference	Grievance Handling	Management Of Infectious Diseases	Rapid Response Team
Incident Report	Patient Rights & Responsibilities	Out Break Policy	Care Of Eyes



- Daily 8 Sessions

COMMON TRAINING



- 29 Departments
- 3 Shifts Daily

DEPARTMENTAL TRAINING



- Every 3 Months

OSCE



- All Hospital Staff
- ACLS Training
- Nurses & Registered
- Medical Practitioner

BLS TRAINING



- As per requirement

NEED BASE TRAINING




COMMON TRAINING – 8 SHIFTS IN A DAY
TRAINING CALENDAR

SEPTEMBER 2018

Time: 8:45 a.m. To 9 a.m.

DATE	TOPIC	TRAINER	SIGNATURE
2.9.2018	Google Calendar	Mr .Lynnel C Kisku	
3.9.2108	Verbal Order Policy	Br. Mohan Ch	
4.9.2018	Handover Errors	Br. Mohan Prathipati	
5.9.2018	Importance Of Wearing Ppe	Br. Madhu Babu Ch	
6.9.2018	Rapid Response Team	Br. Surendra Reddy	
7.9.2018	Renal Patients Protocols	Sr. Leelamma Mathew	
SATURDAY			
9.9.2018	Isolation Techniques	Sr. Shyamala Sajjan	
10.9.2018	Handling Of Chemical Spills	Sr. Narkani Raj	
11.9.2018	ETO	Sr. Sandhya Puli	
12.9.2018	Chemotherapy	Sr. Geetha Pasnoor	
13.9.2018	Antibiotic Resistance	Mr. Jagan Mulpuri	
14.9.2018	Isolation Protocols	Sr. Jeevana Sunidhar	
SATURDAY			
16.9.2018	Opd Grievance	Sr. Sangeetha Kandulna	
17.9.2018	Sample Collection	Mr. Jebasingh	
18.9.2018	Feedback Analysis	Sr. Meena Tudu	
19.9.2018	Green Channel	Mr. Sunil Kethi	
20.9.2018	Prevention Of Patient Falls	Mr. Sushil Tudu	
21.9.2018	Taste Alteration	Mrs. Prerna S	
SATURDAY			
23.9.2018	Committees 2018	Mrs. Shwetha Preetham	
24.9.2018	Handling Of Biomedical Equipment	Mrs. Dimple Parmar	
25.9.2018	Document Control	Miss. Anusha Seelam	
26.9.2018	HIC Report	Br. Samjaisheel M	
27.9.2018	Outbreak	Sr. Jeevana Sunidhar	
28.9.2018	Musculoskeletal Physiotherapy	Mrs. Sudha Bethu	
SATURDAY			
30.9.2018	Audit Analysis	Dr. Ann Santosh	
DR. ANIL KUMAR CHILLIMUNTHA VICE-PRESIDENT		MR. RAJESHMANDALA HUMAN RESOURCE EXECUTIVE	



METAS ADVENTIST HOSPITAL
(Formerly Mission Hospital)

TRAININGS – PRE TEST & POST TEST



NURSES TRAINING



HOUSEKEEPING TRAINING



SECURITY TRAINING



EMPLOYEE TRAINING



OSCE – Objective Structured Clinical Examination – Every 3 Months



BLS



COMMUNICATION SKILLS



CODE RED



DRUG CALCULATION TEST



METAS ADVENTIST HOSPITAL
(Formerly Mission Hospital)

ACLS/BLS TRAININGS



SECURITY



HOUSEKEEPING STAFF



NON-CLINICAL STAFF



DEPARTMENT HEADS



CLINICAL ASSISTANTS



HEALTHCARE WORKER



PATIENT
SATISFACTION
SURVEY

EMPLOYEE
FEEDBACK &
GRIEVANCE

KEY
PERFORMANCE
INDICATORS

INCIDENT
REPORTS

PERFORMANCE
APPRAISAL

MEDICATION
ERRORS

TRAINING
ANALYSIS
(POST TEST)

NEED BASED TRAINING



METAS ADVENTIST HOSPITAL
(Formerly Mission Hospital)

NEED BASED TRAININGS



EMPLOYEE TRAINING



NURSES TRAINING



CLINICAL ASSISTANT TRAINING



NURSES TRAINING



EMPLOYEE TRAINING FEEDBACK FORM

METAS ADVENTIST HOSPITAL**IN-SERVICE TRAINING FEEDBACK FOR (HOD'S)**

DATE	TOPICS FOR THIS WEEK	TRAINER	PARAMETERS	RATING				REMARKS
				1	2	3	4	
09.09.2018	HAND HYGIENE	SR. SHYAMALA	Presentation Style				✓	
			Level of Interaction with the participants				✓	
			Applicability of the program to your duties			✓		
			Efficiency in handling participants' query			✓		
			Relevance of the topic				✓	
10.09.2018	QUIZ	SR. RUTH	Presentation Style				✓	
			Level of Interaction with the participants				✓	
			Applicability of the program to your duties				✓	
			Efficiency in handling participants' query				✓	
			Relevance of the topic				✓	
11.09.2018	O.T DASHBOARD	SR. LOGA	Presentation Style			✓		
			Level of Interaction with the participants				✓	
			Applicability of the program to your duties			✓		
			Efficiency in handling participants' query			✓		
			Relevance of the topic			✓		
12.09.2018	H1N1	SR. LEELAMA	Presentation Style			✓		
			Level of Interaction with the participants			✓		
			Applicability of the program to your duties			✓		
			Efficiency in handling participants' query			✓		
			Relevance of the topic					
14.09.2018	ISOLATION PROTOCOLS	SR. JEEVANA	Presentation Style				✓	
			Level of Interaction with the participants				✓	
			Applicability of the program to your duties				✓	
			Efficiency in handling participants' query				✓	
			Relevance of the topic				✓	

NAME: Manmaya

DATE: 16/9/18

DESIGNATION: NSQ Sup

DEPARTMENT: NSQ


SIGNATURE



EMPLOYEE TRAINING ANALYSIS – FEEDBACK FORM ANALYSIS

SL NO	TRAINER NAME	DATE	TOPIC	NO. OF FEEDDBACK FORMS	%
1	SAMJAISHEEL	04.09.2018	HIC REPORT	38	93
2	NARKANI	15.09.2018	GREEN CHANNEL	38	83
3	MOHAN P	13.09.2018	IPSG	35	82
4	SWETHA	11.09.2018	QUALITY INDICATORS	35	81
5	SHYAMALA	12.09.2018	MEDICATION ERROR	35	81
6	NOVINA	14.09.2018	NEW TRENDS IN NURSING	39	79
7	SURESH TOPPO	16.09.2018	DISPLINARY & GRIEVANCE	39	77
8	RUTH MOHAN	05.09.2018	SENTINEL EVENTS	38	72
9	SUSHIL TUDU	19.09.2018	DIASTER MANAGEEMNT	38	72
10	SURENDER REDDY	06.09.2018	END OF LIFE CARE	38	70
11	LOGA BINOY	20.09.2018	SCOPE OF SERVICES	38	70
12	SUSHIL	07.09.2018	BMW	38	70
13	JAGANADHA RAO	21.09.2018	NARCOTIC POLICY	38	70
14	ASHA	08.09.2018	TRIAGE MANAGEMENT	38	68
15	SULMA	22.09.2018	NUTRITIONAL SCREENING	38	68
16	NOVINA	09.09.2018	NEW TRENDS	38	68
17	GEETHA	23.09.2018	PATIENT SAFETY	38	68



PRIVILEGING – ONCE A YEAR

PRIVILEGING - INTENSIVE CARE UNIT DEPARTMENT

NAME:

ISSUE DATE :

DESIGNATION:

EXPIRY DATE:

SL. NO	NAME OF PROCEDURE	PERMITTED TO DO INDEPENDENTLY	PERMITTED TO DO UNDER SUPERVISION	NOT PERMITTED TO PERFORM	REMARKS
1	ABG Sample Collection				
2	ACLS				
3	Administering High Alert Drugs				
4	Admission & Discharge Procedure				
5	Assisting For Endotracheal/ Tracheostomy Suctioning & Care / Tapping				
6	Barrier Technique				
7	Bladder Irrigation				
8	Blood Transfusion				
9	BLS				
10	Care Of Dead Body				
11	Colostomy Care				
12	CVP & ABP Monitoring				
13	Dressing				
14	Taking ECG Strip				
15	Foley's Catheter Insertion				
16	Handling Narcotic Drugs				
17	Handling Of Sterile Articles				
18	Nasogastric Tube Feeding				
19	Nasogastric Tube Insertion				
20	Operating Defibrillator				
21	Operating Non-invasive				
22	Peripheral Line Insertion				
23	Receiving Patients From OT				
24	Restraints				
25	Suturing				

WARD SUPERVISOR'S SIGN**NURSING SUPERINTENDENT'S SIGN**



PERFORMANCE EVALUATION – MONTHLY

EMPLOYEE NAME :

JOB TITLE :

DEPT.

DATE :

		POOR	FAIR	SATISFACTORY	GOOD	EXCELLENT
DEDICATION	Reports to work on time.					
	Uses time constructively.					
PERFORMANCE	Good work knowledge of job assignment.					
	Organizes and performs work in a timely, professional manner.					
INITIATIVE	Performs assigned duties with little or no supervision.					
	Performs assigned duties with little or no supervision, even under pressure.					
COMMUNICATION	Communicates clearly and intelligently in person and during telephone contacts.					
TEAM WORK	Works well with fellow employees without friction.					
CHARACTER	Accepts constructive criticism without unfavorable responses.					
RESPONSIVENESS	Handles stressful situations with fact.					
	Willing to go to other wards for duty, when demanded by management.					
PERSONALITY	Demonstrates a pleasant, calm personality when dealing with customers and fellow employees.					
APPEARANCE	Well groomed, clean and dresses appropriately for work.					
WORK HABIT	Maintains neat and orderly workstation.					
	Maintains neat and orderly paperwork.					
	TOTAL INCIDENT REPORTS :		INSPECTED BY :			
	KPI SCORE % :					
	PRACTICAL SCORE % :					
	POOR : (1X) = FAIR : (2X) = SATISFY : (3X) = GOOD : (4X) = EXCEL. : (5X) =		DATE : COMMENTS :			
	Total Score : /75					



KEY PERFORMANCE INDICATORS - DAILY

DEPARTMENT – Nursing Name:		KPI Check List MONTH – OCTOBER 2018											
S.NO	ELEMENTS	S	Q	O	S	Q	O	S	Q	O	S	Q	O
		01.10.2018			02.10.2018			03.10.2018			04.10.2018		
1	Communication Register												
2	Special Assignment												
3	Inventories												
4	Handover Register												
5	Pharmacy card signature												
6	Initial assessments within 2 hrs of admission												
7	File audit												
8	Medication error (TE, AE, PE, IW)												
9	Monitoring of high risk medications (counter signs)												
10	Incidents & NE, SE, ME												
Total Score													
Percentage													
Signature													
Key: S-SELF, Q-QUALITY, O-OFFICER													



DEPARTMENT – MAINTENANCE		MONTH – OCTOBER 2018											
SNO	ELEMENTS	S	Q	O	S	Q	O	S	Q	O	S	Q	O
		01.10.2018			02.10.2018			03.10.2018			04.10.2018		
1	Department KPI scoring												
2	Incident reports submission												
3	Department Training												
4	Daily rounds taken in hospital documentation												
5	Adherence to Quality Practices												
6	Updating of registers on daily basis												
7	Compliance with dashboard data												
8	Attended Complaints within Timeframe												
9	Complaints attended on Priority basis												
10	Safety devices installation for any disasters - smoke detectors, hose pipes checking												
Total Score													
Percentage													
Signature													
Key: S-SELF, Q-QUALITY, O-OFFICER													

[illegible]



METAS ADVENTIST HOSPITAL
(Formerly Mission Hospital)

EMPLOYEE APPRECIATION - MONTHLY



RESIDENT MEDICAL OFFICER APPRECIATION



HOUSEKEEPING APPRECIATION



EMPLOYEE APPRECIATION

**EMPLOYEE SATISFACTION- EVERY 6MONTHS**

NAME:

DEPT:

SL. NO.	QUESTIONNAIRES	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE
HUMAN RESOURCES:					
1	I am appropriately placed in my post				
2	I underwent orientation, induction and training specific to my job allocation				
3	I was given a clear job description				
4	I was convinced about the contents of job description				
LABOUR RELATIONS:					
1	I know and understand my scope of practices				
2	I know and understand my code of conduct				
3	I know and understand my leave entitlements				
4	I know the lines of communications within the institution				
MANAGEMENT:					
1	I have been informed of the line of authority				
2	I have developed my work plan with my supervisor				
3	My supervisor is supportive and polite				
4	I am informed of the staff meetings and outcomes				
SAFETY & SECURITY:					
1	The environment in and around my workplace is safe				
2	I am provided with adequate protective clothing while on duty				
3	I am satisfied with staff hospital services				
4	I am aware of the Employee Wellness Programme				
LEADERSHIP:					
1	My supervisor assists me to solve work related challenges				
2	My supervisor respects and listens to me				
3	My supervisor is fair, I am not victimized at all				
4	My supervisor inspires and motivates me				
ORGANIZATIONAL FOCUS:					
1	I know the Vision, Mission & Core Values of the organization				
2	I'm aware of the policies and procedures of the organization				
3	I have received orientation on the hospital's total scope of services				
4	I'm flexible for placement to other units where there is staff shortage				
ORGANIZATIONAL FOCUS:					
1	My supervisor assists me to identify training and developmental needs				
2	I participate in training and development opportunities				
3	I am considered for career improvement workshops				
REMARKS (if any):					

EMPLOYEE'S SIGN



EMPLOYEE SATISFACTION - ANALYSIS

EMPLOYEES' SATISFACTION ANALYSIS

JUNE, 2017

SL. NO.	PARAMETERS	DISSATISFACTION LEVEL	
		NO. OF DISSATISFIED EMPLOYEES	%
1	I am appropriately placed in my post	1	0.29
2	I was given a clear job description	1	0.29
3	I know and understand my scope of practices	1	0.29
4	I know and understand my leave entitlements	2	0.58
5	I know the lines of communications within the institution	1	0.29
6	I have been informed of the line of authority	2	0.58
7	My supervisor is supportive and polite	9	2.63
8	The environment in and around my workplace is safe	5	1.46
9	I am satisfied with staff hospital services	9	2.63
10	I am aware of the Employee Wellness Programme	1	0.29
11	My supervisor assists me to solve work related challenges	5	1.46
12	My supervisor respects and listens to me	4	1.17
13	My supervisor inspires and motivates me	5	1.46
14	My supervisor assists me to identify training and developmental needs	1	0.29
15	I participate in training and development opportunities	1	0.29
	342	48	14



METAS ADVENTIST HOSPITAL

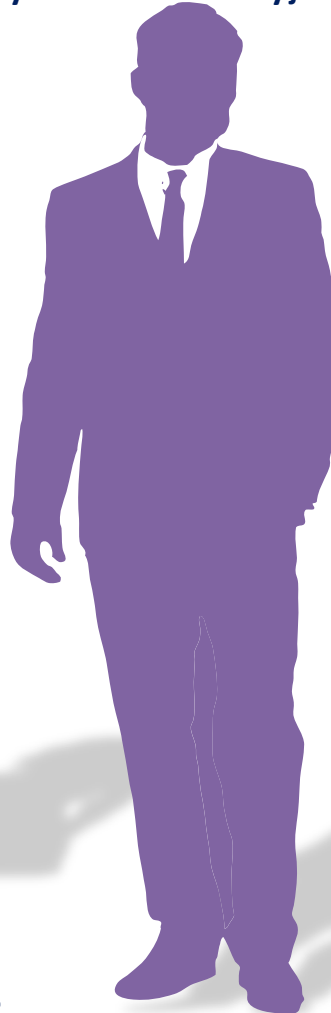
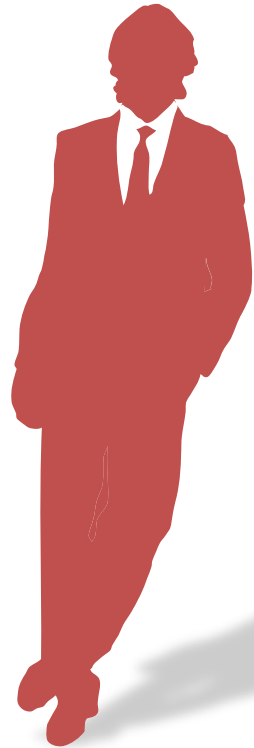
(Formerly Mission Hospital)

EMPLOYEE MEETINGS

Consultant Meeting
{Every Thursday}

Employee Meetings
{Monthly – 1st Wednesday}

Inter Departmental Meetings
{Every Tuesday}



Review Meetings
{Daily}

Ward Conferences
{Monthly}

Mortality Review Meeting
{Monthly 1st Thursday}



METAS ADVENTIST HOSPITAL
(Formerly Mission Hospital)

EMPLOYEE MEETINGS – EVERY MONTH





METAS ADVENTIST HOSPITAL
(Formerly Mission Hospital)

INTER DEPARTMENTAL MEETINGS – EVERY TUESDAY





METAS ADVENTIST HOSPITAL
(Formerly Mission Hospital)

DEPARTMENT CONFERENCE – EVERY MONTH



CLINICAL WARD



OPERATION THEATRE



INTENSIVE CARE UNIT



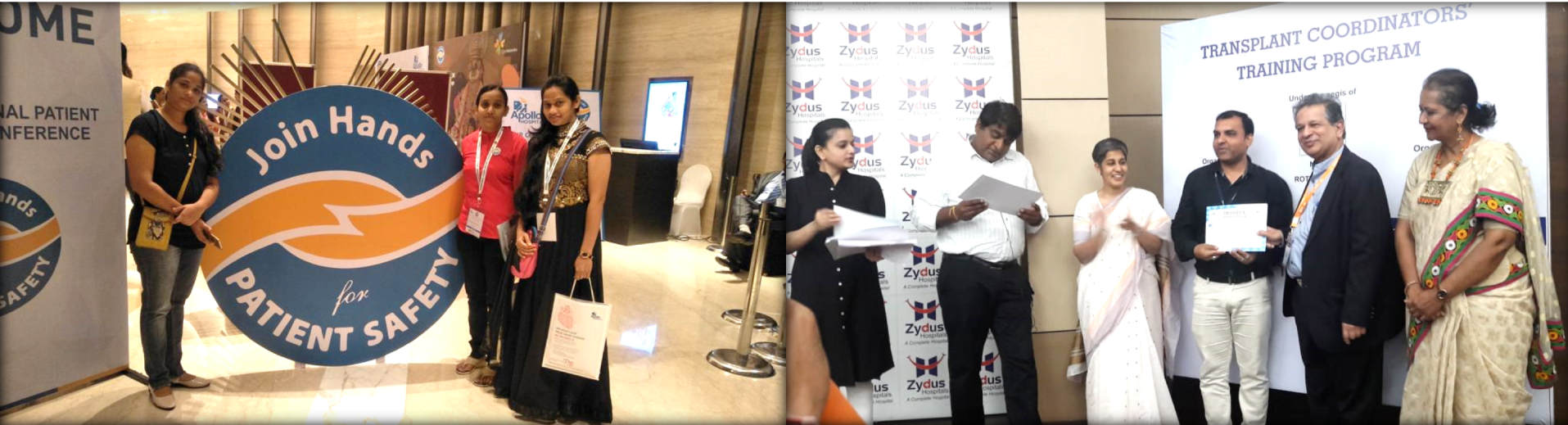
INTERNAL AUDITS – EVERY 3 MONTHS

BIOMEDICAL		SCORING
PRIMARY		
FMS 4 a	<ul style="list-style-type: none"> Biomedical equipment planning - in accordance with its service and strategic plan 	
	<ul style="list-style-type: none"> Equipment inventory, asset list review, asset tag & log 	
FMS 4 c		
FMS 4 i	<ul style="list-style-type: none"> Response times are monitored from reporting to inspection and implementation of corrective actions. 	
	<ul style="list-style-type: none"> Procedure for medical equipment recalls. 	
FMS 4 h		
FMS 4 b	<ul style="list-style-type: none"> Equipment are selected, rented, updated or upgraded by a collaborative process. 	
	<ul style="list-style-type: none"> Equipment inventory, asset list review, last three month new assets & their physical location, asset tag and log 	
FMS 4 d	<ul style="list-style-type: none"> Qualified and trained personnel operate and maintain the medical equipment 	
	<ul style="list-style-type: none"> Preventive maintenance and calibration - review of PM tracker 	
FMS 4 e	<ul style="list-style-type: none"> Adherence to manufacturer/international guidelines with regard to preventive maintenance and frequency of calibration 	
	<ul style="list-style-type: none"> Review of preventive maintenance record as per checklist like anaesthesia machine, ventilator, IABP etc. 	
FMS 4 f	<ul style="list-style-type: none"> Traceability of calibration report 	
	<ul style="list-style-type: none"> Preventive and breakdown maintenance plans 	
FMS 4 g	<ul style="list-style-type: none"> Documented procedure for equipment replacement and disposal 	
	<ul style="list-style-type: none"> Interview with bio-medical head 	
	<ul style="list-style-type: none"> Job description (as per HR records) vs actual for biomed and team 	
HRM 3 c	<ul style="list-style-type: none"> Training of staff when new equipment is installed 	
SECONDARY		
	<ul style="list-style-type: none"> Scope of Department 	
	<ul style="list-style-type: none"> Staff Interview 	



METAS ADVENTIST HOSPITAL
(Formerly Mission Hospital)

CME (CONTINUOUS MEDICAL EDUCATION)



PATIENT SAFETY - MUMBAI

TRANSPLANT TRAINING - AHMEDABAD



JCI WORKSHOP - MUMBAI

SAFETY WORKSHOP - BANGALORE



GRIEVANCE REDRESSAL

The aggrieved employee needs to document his/her grievance in a form



The documented grievance needs to be submitted to the Department Head for the taking necessary actions



Dept Heads need to analyze the same and must take an action within 24 hours



If it is beyond the capacity of the HOD, the same will be forwarded to the HR



The HR manager needs to bring about a satisfactory solution within 3 working days.



If it is beyond the capacity of the HR Manager, the same will be forwarded to the admin. The Admin will call for a committee and will bring about an amicable solution to the problem.



A copy of the same will be kept in the employee's file. If any person is found to be guilty the same will be penalized.

GRIEVANCE AND DISCIPLINARY COMMITTEE HELD IN ONCE IN TWO MONTHS



SOCIAL ACTIVITIES



NURSES WEEK



INFECTION CONTROL WEEK



NUTRITIONAL WEEK