



CHAPTER-01

ASSESSING AWARENESS OF HOSPITAL POLICIES AND QUALITY STANDARDS AMONG THE EMPLOYEES OF ADITYA BIRLA MEMORIAL HOSPITAL

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INTRODUCTION

Training employees in the healthcare industry not only enables organizations to evaluate their skills but also empowers them to improve their overall performance in their job responsibilities. With the provision of relevant and foundational training, healthcare professionals are better equipped to handle their duties, ensuring the delivery of high-quality services [1]. Enhanced service delivery ultimately translates to improved care for those in need, leading to the potential saving of more lives through efficient healthcare practices.

In today's healthcare landscape, the focal points are hospital accreditation, certification, and adherence to quality standards. To navigate the changing healthcare environment, which is increasingly patient-driven and outcome-focused, it is imperative to explore innovative strategies. Considering the evolving needs of hospitals and healthcare facilities, certain essential staff training programs have become obligatory. Crucial classroom trainings encompass topics such as an introduction to hospital quality standards, infection control measures (HIC), human resource policies, patient care quality, facility management (FM), management of medication, and medical records management, along with standard operating protocols. Onsite trainings, including events and incidents reporting, patients' rights and responsibilities, communication skills, biomedical waste (BMW) management, hand hygiene, occupational safety, spill management, disaster management, cardiopulmonary resuscitation (BLS) & emergency codes, and fire safety, have become imperative in the current scenario.

The comprehension of quality standards and policies is essential for achieving objectives, providing a comprehensive roadmap for attaining desired outcomes, and serving as a foundational framework for decision-making. Healthcare policies and procedures play a critical role in communicating the ultimate goals of the organization to staff members. Specifically, within the healthcare sector, these policies should establish the groundwork for delivering high-quality, safe, and cost-effective care [2].

As per leading healthcare consulting firms in India, both JCI (Joint Commission International) accreditation and NABH (National Accreditation Board of Hospitals) accreditation hold paramount importance, aiming to enhance the quality of patient care through various approaches. Achieving these national and international accreditations necessitates hospitals to adhere to prescribed quality and safety standards. This intricate process involves extensive documentation, reading, writing, analysis, and filing, where discrepancies in data can lead to audit inconsistencies. Hospital management plays a crucial role in fostering a learning environment that encourages staff awareness of hospital policies and provides immediate access to vital information [3,4].

RESEARCH AIM

This study aimed to evaluate the awareness levels concerning hospital policies and quality standards among ABMH employees.

RESEARCH QUESTIONS

1. What was the extent of awareness among ABMH employees regarding hospital policies and quality standards?
2. Were there variations in awareness regarding hospital policies and quality standards among ABMH staff in different categories?
3. What were the training requirements of ABMH employees based on their awareness levels?

RESEARCH OBJECTIVES

1. To evaluate employees' awareness levels regarding hospital policies and quality standards.
2. To pinpoint training requirements based on the awareness levels concerning hospital policies and quality standards.
3. To examine and compare the awareness levels across different departments within the hospital.
4. To recommend measures for enhancing employees' training needs.

RESEARCH METHODOLOGY

The study aimed to assess the awareness levels regarding hospital policies and quality standards among Aditya Birla Memorial Hospital (ABMH) employees, employing a structured questionnaire-based descriptive cross-sectional study design. The research was conducted at ABMH, a 500-bedded tertiary care multi-specialty hospital situated in Pimpri-Chinchwad, Pune, Maharashtra, covering a sprawling 16-acre area.

The study population included employees of ABMH, with inclusion criteria encompassing those categorized as payroll and utility staff (class IV employees) who provided verbal consent for participation in the interview. Exclusion criteria comprised managers and executives, employees declining verbal consent, and those unavailable or on night shifts during the data collection period. The study spanned 12 weeks from March 28, 2022, to June 25, 2022. For sample selection, purposive sampling was employed, with 20-30% of employees from each department of utility staff and payroll employees included. All available employees in departments with fewer than 15 staff members participated. A total of 305 employees were included in the final study, comprising 110 utility/class IV employees and 195 payroll employees.

Data collection involved structured questionnaire-based interviews, with the first part capturing demographic details such as name, employee ID, department, and gender. The second part comprised 12 questions related to the five training modules provided to all ABMH employees, irrespective of department, covering various aspects of hospital policies and quality standards.

RESULTS & DISCUSSION

The study involved 305 participants from Aditya Birla Memorial Hospital (ABMH), with 110 (36%) from utility departments and 195 (64%) from payroll departments. Males constituted 67.3% in utility and females 63.1% in payroll. Housekeeping, security, and food & beverage were prominent in utilities, while nurses, technicians, and junior doctors were significant in payroll. Overall, 61% had average awareness, 33%

below average, and 6% good, falling short of the organization's 80% standard. Housekeeping and office staff had over 70% in the good category, but transport lagged at 14%. In specific training categories, utility departments scored below 35% in HR policies (F&B 50%, Transport 43%), while nurses in BLS had 96% awareness, and linen & laundry scored 0% in the A category.

Housekeeping led in quality standards with 78%, and FMS awareness was highest in housekeeping and office staff at 83%. The transport department scored highest in the B category at 64%, and HIC training exceeded 80% in housekeeping and nursing. Comparison between utility and payroll employees showed no significant overall awareness difference, but utility scored lower in the good category (56% vs. 64%) and higher in below average (9% vs. 4%). In specific training categories, payroll scored higher in HR policies (34% vs. 19%), while utility had greater awareness in BLS (64% vs. 48%) and quality standards (66% vs. 62%).

CONCLUSION

In conclusion, the study revealed that overall employee knowledge was high, yet specific areas of deficiency were identified. Notably, there was no significant difference in awareness levels between utility and payroll staff. This insight provides the organization with a focused area for additional training, aiming to elevate the overall awareness level beyond the current 60.98 percent. Prioritizing employees in the B category, who require fewer training hours compared to those in the C category, is recommended to expedite the enhancement of general awareness.

To address these findings, the introduction of an e-learning platform is recommended, leveraging audio-visual presentation techniques to create more engaging and participatory training programs. Capturing employees with a good level of awareness in videos, presenting essential facts in the local language, serves a dual purpose – educating average and below-average employees while motivating high performers to excel further. This approach also eliminates language barriers that may hinder complete information dissemination. These

videos can be utilized in group sessions, orientations, and training programs.

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