

Hospital Management

INDUCTION PROGRAMME for the New Employees in Hospital



TASK
MANAGEMENT



INFLUENCE



LEADERSHIP



PRODUCTIVITY



COMMUNICATION



PATIENT
EXPERIENCE



INCREASE
REVENUE



OPERATIONAL
EFFICIENCY

*A “two days” intensive programme to
improve the Employee productivity*



Background

Based on the academic experience and expertise, Aduvaret Research and Consulting (ARC) has developed a 2 days intensive programme to induct the new hospital employees into the basic hospital management.

High Attrition and low productivity among employees in hospital set up is one of the major reasons for hospital profitability and positive patient outcomes. Ensuring right attitudes and expectations in the beginning of their employment, such issues are managed quite well. This leads to better quality and reputation of the hospital.

A survey indicates that 72% patients say that provider's reputation and personal experience are the top drivers for choosing the hospital. Again another study says that 33% increase in the patient volume in the hospital with patient satisfaction score in 90th Percentile. Increasing the customer retention by 5%, the organization can improve the stakeholder's value by more than 40%. Therefore such training programme would improve the patient experience, as we understand that hospital is a unique organization where the probability of interacting with a patient (Customer) is very high for each employee.

About the MDP

The programme designed by Aduvaret Research and Consulting (ARC) would deal with developing the right attitude among the new employees to synchronize themselves for achieving the purpose of the hospital. This programme would also create the understanding among the new employees so that the required level of performance is ensured quickly and swiftly.

It is a scientific approach to make the new employee to integrate into the organization (hospital) with a proper understanding that how her/his presence is adding value to the whole organization goal. While in many organizations the induction programme is an integral part of the organization culture, it can be further improvised through imbibing the basic management principles of hospital management. We strongly believe that creating a successful organization, a basic understanding of management principles is must for all the employees. Such training is more effective if done during the induction of the employees into the hospital.

Topics to be covers in the MDP



Why we exist as an organization
(value creation Mechanism)



Basic managerial Skills in a hospital set up - 1
(Values & Attitude management in healthcare organization (VEDA Matrix), Professional Quotient Score)



Basic Managerial Skills in a hospital set up- 2 (Self Confidence in making things happen, Time Management)

4

Communication with stakeholders (Patients and co-workers)-

Bed side etiquettes, Listening, Writing, Non-verbal communication

5

My Role in my hospital and how I can be the BEST actor

(Why I am here and selected for the hospital)

6

Role Efficacy

(Understanding the concept, Role and Job, Dimensions of role efficacy)

7

Ethical Practice and business Growth

(Laws & ethical practices, Issues & Challenges)

8

Stakeholder (esp. Patient) Relationship Management- As applicable to the audience

(Listening to stakeholders, Understanding Stakeholders)

Benefits of the Programme

The programme is designed for the newly joined associates in a hospital or healthcare organization. Successful completion of the programme would ensure the following;

- ❑ Improved efficiency due to understanding of “Must Know” management principle of hospital management
- ❑ Better contribution to clinical care delivery due to understanding and usage of data
- ❑ Improving efficiency while working within a team
- ❑ Enhance their role in understanding and contributing to the hospital goal
- ❑ Demonstrate a positive attitude towards work and improve the patient experience

Training Methods in the Programme

The Pedagogy includes interactive sessions & lectures, experiential learning, training materials include PPT handouts;. Hands-on experience is expected to be gained by doing exercises and working in small groups throughout the workshop.

Pedagogy involves:

- ❑ Interactive sessions & Lectures
- ❑ Experiential learning
- ❑ DO-IT-YOURSELF Approach
- ❑ Training materials include PPT handouts; worksheets etc.



Resource Persons

Dr Biranchi Jena: is the Director of Adiuvaret Research and Consulting (ARC) and also an advisor to healthcare Projects at TATA TRUSTS. Dr Jena is also visiting professor at Symbiosis Institute of Health Sciences (SIHS) and Symbiosis Statistical Institute (SSI). Prior to the current role, Dr Jena was the Director at Indian Institute of Health Management Research, Bangalore. Dr Jena has more than 20 years of experience in senior and leadership positions in Multi National Pharmaceutical organizations including Novartis, Novo Nordisk, Healthcare development organization, Govt. of India and academic field.

Dr Bharat Powdwal: is a senior consultant at Adiuvaret Research and Consulting (ARC). He is also a visiting professor at National Insurance Academy (NIA) and Insurance Institute of India (III). Prior to his academic pursuit, he was Vice President at Bajaj Allianz and Head of Fraud Management Unit. By profession he is a high end surgeon and practicing management professional. He has over 30 years of experience in hospital management, Insurance management and surgery.

Dr. Shoma Shrivastava: is a Doctorate in the Faculty of Management with more than twenty-two years of experience. This includes Academic and Corporate training as well as Marketing roles in multinational organizations. She is trained in sales management and behavioral programmes from Huthwaite International (UK), Carlson Learning Company (USA) and Indian Society of Training and Development (ISTD). She is also a Tata Institute of Social Sciences (TISS) certified and empanelled master trainer.

About Adiuvaret Research and Consulting

Adiuvaret Research and Consulting (ARC), is a research and consulting organisation with a prime objective of assisting aspiring organisation to grow to its potential at a shorter period of time.

Adiuvaret is a Latin word which means "Assist". The very basic value of Adiuvaret is to "Assist". It believes in the philosophy that "Assisting others to grow in life is a graceful thing". We also believe that assisting others requires only one skill and that is "Attitude". Therefore we at Adiuvaret invests significantly on developing a right attitude to assist others.

For further details, please contact

Adiuvaret Research and Consulting

R.H.- 4, Marigold, Veerbhadra Nagar, Lane-8, Baner, Pune- 411 045

Email: adiuvaret@gmail.com | biranchijena@hotmail.com

Cell: 7760997743

