

2. Employee Centric Hospital

Assessment criteria for Employee Centric Hospital

1. Adequacy and availability of manpower

- a) The organization has manpower planning in place to ensure adequate trained manpower are available in each department, commensurate with the scope of services.

2. Documented policies and procedure

- a) Organization has a documented policy and procedure on recruitment, induction training, performance appraisal, training and development, disciplinary and grievance handling, internal complaint committee for prevention of sexual harassment at workplace, employee health and welfare and service rules.

3. Awareness

- a) Employees are made aware of all the laid down policies and procedures of the organization including patient and employee rights.

4. Training and development

- a) Training and development policy for staff is in place.
- b) Every staff member entering the organization is provided induction training in 2 parts -Organization and Functional.
- c) Employees are periodically trained on fire and non-fire safety and training based on their specific job.
- d) Employees are periodically trained in infection control practices.
- e) Staff is encouraged to participate & contribute in conferences, seminars and group discussions etc.

5. Performance Review

- a) Periodic performance review (at least once a year) is conducted by the organization for all Employees based on pre-defined criteria
- b) The results of performance review are informed to the employees
- c) Training need identification incentivization is done based on the results of performance review.

6. Employee engagement and empowerment (Professional Development & Delegation)

- a) Established and documented staff empowerment policy and promotion of structural empowerment (access to information, support, resource, opportunity to learn and develop) and psychological empowerment (motivation and self-determination of staff)
- b) Delegation of responsibility and authority in place to subordinates to impact quality of patient care
- c) Employees are involved in decision making process as applicable
- d) Regular feedback (formal or informal) is taken from employees to keep them motivated and increase the level of trust and loyalty.
- e) The organization has in place leadership development programme for middle and senior management

7. Employee health

- a) The organization has a focus on employee health including mental health a pre-employment health check (for all employees) and regular/annual health check of employees (for vulnerable group) are conducted by the organization.
- b) Occupational hazards are addressed by the organization, including Adult Vaccination as appropriate.
- c) Adult Vaccination for employees as appropriate is implemented by the organization.

8. Achievements/Awards/Recognition/Welfare activities

- a) Employee achievements are recognized and celebrated.
- b) The organization undertakes employee welfare activities

9. Disciplinary and Grievance handling

- a) Organization has documented and implemented disciplinary and grievance handling policy including the policy for sexual harassment.

10. Credentialing and Privileging

- a) Credentialing and privileging of doctors, nurses and paramedical staff are done periodically
- b) Personal files of all employees are maintained and updated by the organization

11. Monitoring of HR Indicators

- a) Nurse patient ratio is monitored and analysed
- b) Employee attrition is monitored and analysed
- c) Employee satisfaction and employee experience is monitored and analyzed
- d) Training and Development Metrics including training hours per employee, training completion rates are monitored and analysed