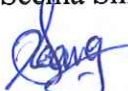
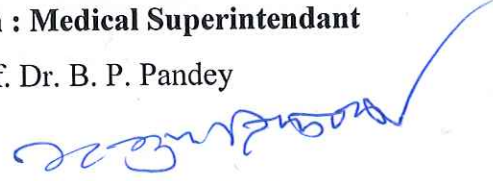

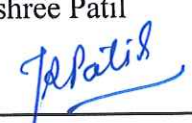


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DR. D. Y. PATIL COLLEGE OF AYURVED, HOSPITAL & RESEARCH
CENTRE, PIMPRI, PUNE -18

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The amendment sheet, to be updated (as and when amendments received) and referred for details of amendments issued.

The manual is reviewed once a year and is updated as relevant to the hospital policies and procedures. Review and amendment can happen also as corrective actions to the non-conformities raised during the self-assessment or assessment audits by NABH.

The authority over control of this manual is as follows:

Preparation	Approval	Issue
Human Resources Department	Principal /MS, Dr. D. Y. Patil College of Ayurved, Hospital & Research Centre, Pimpri, Pune -18	Accreditation coordinator

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1	Principal/ MS
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3	Accreditation Coordinator

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1.0 INTRODUCTION:

Human Resource Management requires good planning of human resources while at the same time use the human touch, expertise, and commitment towards ensuring productive use of human capital. Also to motivate the employees to bring out the best of potential in them towards patients care activities in the Hospital.

2.0 PURPOSE:

- 2.1 To plan the right mix of manpower for the Hospital in line with the volume of scope of the services being provided by the hospital.
- 2.2 To recruit competent people with a positive attitude towards organization and health sicker, and have the capability to guide or work in a group to achieve the goal of the hospital.
- 2.3 To ensure that employees are selected, trained, promoted and treated on the basis of their relevant skills, talents and performance without any discrimination as per the requirement of the organization.
- 2.4 To provide a clean, safe, healthy, professional and enjoyable working environment.
- 2.5 To motivate employees through reward system and build confidence among staffs.
- 2.6 To provide training and development for all the employees to enable them to achieve the highest level of skills possible and provide job satisfaction to a large extent.

3.0 SCOPE OF THE DEPARTMENT:

3.1 This manual covers the following:

- 3.1.1 Human Resource planning
- 3.1.2 Recruitment and Orientation of new employees
- 3.1.3 Joining, Induction Training & Development *
- 3.1.4 Job Training & Safety Training *
- 3.1.5 Disciplinary System
- 3.1.6 Sexual Harassment Policy
- 3.1.7 Health Needs of the Employees *
- 3.1.8 Personal Record of each Staff

4.0 ABBREVIATIONS:

- 4.1 **NABH:** National Accreditation Board For Hospitals And Healthcare Providers
- 4.2 **HR :**Human Resources
- 4.3 **IT:** Information Technology
- 4.4 **MS:** Medical Superintendent

5.0 DEFINITIONS

- 5.1 Human Resources Department: Shall mean the 'Department having charge of the HR function of the hospital'.

6.0 PLANNING AND POLICIES:

- 6.1 **Planning:** Manpower Planning is done in the hospital taking in to account the services scope, the volume of our patients, Emergency patients and Inpatients, based on the past. This also takes in to account the periodical staff turnover. The Medical Superintendent analysis at the beginning of every year such manpower requirements of various categories of staff – Clinicians (full time), Clinicians (On Call), Nursing staff, other paramedics – technicians for Diagnostic Labs, Medical records department, Administrative staff, Front office staff, Maintenance staff, Housekeeping staff (both in-house & contractual), other hospital workers, etc.

6.2 Workforce Planning (Non-Medical):

- 6.2.1 Responsibility for manpower planning for the hospital rests with HR department and the management ensures availability of the right mix of manpower required to provide quality healthcare services taking in to consideration the patient load, number of beds, number and type of procedures, type and level of care, specializations, infrastructure etc.
- 6.2.2 The assessment of manpower requirement in each department/division is periodically reviewed depending on increase or decrease of workload, technological changes or any other relevant factor.
- 6.2.3 In case any new staff is required to affect continuity of care either directly or indirectly, the same is communicated to the MS through Human Resources Manager, who is responsible for the approval and provision of the required manpower.
- 6.2.4 On approval by the MS, these manpower plans will constitute sanction for creation of posts form the general basis of recruitment according to the need of staff in each department.

6.3 Manpower Planning (Recruitment, Selection & Induction):

- 6.3.1 The mix of the employees shall be cosmopolitan.
- 6.3.2 The best available talent would be absorbed without giving any consideration to region, religion or race.
- 6.3.3 All recruitment along with the MS shall be done through the HR Department.

6.4 Induction Policy:

- 6.4.1 To ensure that a new employee settles down smoothly into the hospital so that he/she reaches standard level of performance as soon as possible.
- 6.4.2 To give maximum relevant information to the new employees in shortest time.
- 6.4.3 To eliminate the feeling of the uneasiness, apprehensions etc. in the new employee.
- 6.4.4 To enhance the image of the hospital as people friendly.
- 6.4.5 To help reducing the turnover of the employees.

6.5 Training Policy:

- 6.5.1 Training is the process of imparting necessary knowledge, skills and attitudes to the employees to enrich their existing knowledge, skills and attitudes, and develop newer ones.
- 6.5.2 **Induction:** This training is provided to all the new recruits at the time of joining. This training generally introduces the employee to the hospital's quality policy, Vision, Mission, hospital policies and procedures, employees Job Description etc.
- 6.5.3 **On Job Training:** On-job training is imparted by the department leads. The training includes management of various risks associated with the care environment. Nursing staff, OT/ICU staff, housekeeping staff, laboratory staff, Dispensing Unit, Imaging Dept. staff etc., are trained on infection control practices that include needle stick injury, hand wash practices, use of appropriate personal protective equipment's (PPEs), injection & infusion practices and bio-medical waste management practices.
- 6.5.4 **Change of Department/Rotation /Transfer:** Training is imparted to the employee at the time of Change of Department/Rotation /Transfer to other department in order to make him familiar of the new department, roles and responsibilities of the employee and equipment etc.
- 6.5.5 **Advancement/introduction/change in Technology / equipment:** All concerned employee will be provided training to upgrade them to such situation. In case of installation of new equipment training is also provided by the Service/installation Engineer to all the concerned staff.
- 6.5.6 **Mock Drills:** Mock drills will be conducted once in a year for employees to provide them practical experience of handling critical situations such as various Emergency Codes like fire etc.



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6.6 Sexual Harassment Policy:

- 6.6.1 The Hospital policy is to totally prohibit any form of sexual harassment in the way employees behave with each other.
- 6.6.2 This applies equally to relations between superior and subordinates as well as between peers.
- 6.6.3 Any incident of sexual harassment will be viewed seriously under Vishakha Committee.
- 6.6.4 A complaint or report of sexual harassment will be immediately investigated and appropriate action will be taken against the offending employee or employees.
- 6.6.5 Such action will depend on the nature and seriousness of the offense and will include strict disciplinary action including termination of service.

6.7 Attendance & Working Hours:

- 6.7.1 **Working Hours:** Employee in all departments / sections of the Hospital shall work for 48 hours a week which includes their tea & lunch breaks.
- 6.7.2 **Attendance:** All employees working in the hospital shall punch their Attendance to the system.
- 6.7.3 **Punctuality:** All employees are expected to report for work as per the duty timings allotted. For those who report late for more than 15 minutes three occasions, every third occasion of late coming will count the loss of half leave.
- 6.7.4 **Identification:** All the employees are required to display the Identity Cards on their person while on duty.
- 6.7.5 **Absenteeism:** Unauthorized absenteeism in the Hospital results in disruption of the work in the Hospital besides making an employee liable for disciplinary action. In case of habitual/ unauthorized absenteeism the management shall take suitable disciplinary action in accordance with the law.

6.8 Employee Personal Record Policy:

- 6.8.1 An employee's personal file is maintained by the HR department.
- 6.8.2 The employee can access to his / her Records by a written Request to the HR Manager- HRD & Personnel.
- 6.8.3 Once an employee leaves the organization or on cessation of his/her employment, the employee's file will be labeled as Ex-employee file.



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7.0 PLANNING AND PROCEDURES:

7.1 Classification Of Employee:

7.2 Annual Manpower Planning (Recruitment, Selection & Induction):

- 7.3.1** Manpower requirements of each department/section of the Hospital shall be determined and done. The manpower requirements so arrived, after approval of MS/HR Manager-(HRD & Personnel) shall constitute the approved strength of the department/section and shall form the basis of manpower planning of the department/section. All recruitment shall be as per the approved strength of each department/section.
- 7.3.2** Care must be taken that all recruitment exercise is done at a minimum cost and time.
- 7.3.3 Interview Call:** All interview call shall be done through the telecom communication by HR Department.
- 7.3.4 Selection Process:** Short listing of all 'CV' shall be done by the HR Department with active involvement of the Departmental Head. While recruiting manual employees their physical attributes shall be taken into consideration. Only those candidates, who fulfill the pre-defined minimum physical attributes, shall be recruited. All arrangements for interviews shall be carried out by the HR department with involvement of MS /HR Manager-(HRD & Personnel).
- 7.3.5 Joining Formalities:** Every employee on joining would be required to fill up the following forms: Employee Application Form. P.F. Nomination Form. Two Passport size photograph. Selected candidates should submit complete CV with proper address. Selected candidate should submit all certificates, should be verified with all original certificates.
- 7.3.6 Probation:** All employees would be appointed on probation of Six months. During this period performance would be reviewed. The performance review shall be initiated by the HRM (HR Department). Confirmation of the services of employees would be done only after successful completion of the probation period.

7.3.9 Employees' Rights And Responsibilities:

7.3.9.1 Employee Rights

- 7.3.9.1.1 To be aware of the hospital wide policies.
- 7.3.9.1.2 To be treated considerably and respectfully without any discrimination.
- 7.3.9.1.3 To be aware of the terms and conditions of his/her employment before joining the organization.
- 7.3.9.1.4 If any one believes that he/she has been the victim of any kind of harassment, or knows of another employee who has the right to, report it immediately to the HR Department.
- 7.3.9.1.5 To seek clarity on the targets to be achieved and the roles/responsibilities associated with the task to be performed.

7.3.9.2 Employee Responsibilities

- 7.3.9.2.1 Employees are expected to work on their duty hours to support the Hospital's 24*7 operations and are also required to work overtime when the workload necessitates.
- 7.3.9.2.2 Employees shall be responsible for the equipment allocated to them and maintain it in accordance with the standard operating procedures.
- 7.3.9.2.3 Employees are expected to maintain proper discipline, professional ethics.
- 7.3.9.2.4 Employees are expected to plan leave well in advance and if unable to report to work on schedule he/she shall intimate to the department head.
- 7.3.9.2.5 Employees are responsible to maintain complete confidentiality of patient's information.
- 7.3.9.2.6 Employees shall be encouraged not to converse in their local vernacular language while in patient contact areas.
- 7.3.9.2.7 Employees are expected to maintain proper dress code.



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7.3.9.2.8 Employees shall devote their time exclusively for the work assigned to them and do not engage in unwanted activities.

7.3.10 Duty Hours & Shift Working: The rules regarding hours of work, shift, weekly holidays and rest intervals, etc. shall be in accordance with the law applicable to the establishment and as specified by the Management. The provisions regarding period of duty and hours of work of each category of employees and each shift will be fixed by the HR Dept. and the same are liable to be altered from time to time either to suit the Administrative requirements of the Hospital or to ease the pressure of work, as the case may be. No employee shall change his shift without orders and permission from the Hospital Head. Such change may be made either temporarily or permanently.

7.3.11 Attendance: An employee has to punch his attendance while coming on duty and while leaving from duty. No employee shall mark attendance for another employee. After marking the attendance every employee shall present himself in uniform where provided, and keep himself ready for work in his/her respective department at the appointed time. An employee who does not report for duty at the appointed time will be considered as late.

7.3.12 Hospital Safety Rules: The only way to do a job in the Hospital is the safe way.

- Urgency is not a justifiable excuse for neglecting safety. Know your job thoroughly, when in doubt, do not indulge in guesswork, ask your supervisor.
- Do not handle or operate machinery, tools and equipment's without authorization. Be alert and observe keenly.
- Report immediately any faulty equipment, unsafe condition or act, and defective or broken equipment.
- Do not try amateur repair.
- Stay physically and emotionally fit for work by maintaining good health and a proper diet.
- Abstain from alcoholic drinks.
- Take sufficient rest and practice cleanliness. Personal hygiene is important. Wash your hands often in many areas of the Hospital. This is absolutely necessary.
- Wear proper uniform or clothing for your job: Neither too tight nor too loose. Tight clothing does not permit freedom of movement, while loose one runs the risk of getting entangled. Jewelry and high-heeled footwear may be hazardous.
- Prevent the spread of infection and contagious disease

- Cooperate with the Hospital infection control committee by observing established procedures.
- When you are ill with an infectious disease, report to the doctor immediately and stay at home.
- Walk, not run particularly when you are carrying delicate, breakable article or instrument.
- Be extra cautious at the corridor intersections, in front of swinging doors (especially when they do not have view panels), as blind corners and in congested areas.
- If you see some foreign material, loose wire, oil spill, etc., on the floor that may cause an accident, make sure it is removed as once.
- Never indulge in horseplay or practical jokes involving fire, acid, water, compressed air and other potentially dangerous things.
- Pay attention to all warning boards. Their signs caution you about dangerous and hazards that may cause injury or harm. For example, smoking in an area where oxygen is being administered or oxygen cylinders are stored.
- Be familiar with your work procedure. All departments have within work procedures that include safety practices at work and handling equipment's.

7.4 Employee Personal Record:

7.4.1 Employee's Personal Records contains:

- 7.4.1.1** Employee Detail Form With Photograph
- 7.4.1.2** Appointment Order Photocopy
- 7.4.1.3** Employee Biodata / CV.
- 7.4.1.4** Employee documents supporting his/her Educational Qualification in the order- Matriculation, Inter, Degree, Post-Graduation, Professional courses,
- 7.4.1.5** Employee Health Record.



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8.0 RECORDS:

- 8.1 All the below mentioned records shall be maintained for one year in the HRD like attendance register, Late Mark Register, Movement Control Register & Leave Register.

9.0 Occupational Health Hazard

- 9.1 Vaccination: Our hospital is providing vaccination against vaccine preventable diseases (HBV) to all employees those who are working in patient care areas and have direct contact with patients. Eg: Doctors, Nurses, Laboratory staff, HK staff, Maintenance staff and biomedical engineers.
- 9.2 Swine Flu Prevention Decoction:-Our Hospital with the help of our Ayurvedic Pharmacy preparing & distributing Swine Flu prevention Decoction to the patients & hospital employees during out breaks of Swine Flu.

10.0 Hospital has Disciplinary System