

HRM Practices in the Huge Hospitals of Dehradun, Uttarakhand

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Abstract - Health care is now an upcoming field in most cities of India, including Dehradun, the capital of Uttarakhand. Current hospitals, which provide the newest medical facilities, now employ thousands of personnel including medical, paramedical and support staff. Managing this vast human resource functioning in these hospitals is a major challenge as it require round the clock Human Resource support. The Human Resource management processes and practices in two large hospitals Dehradun were assess. These hospitals cater to a large number of patients not only from Uttarakhand, but also from the neighboring states of Uttar Pradesh and Himachal Pradesh. A detailed report on the Human Resource Management processes and practices which can be undertake in the large hospitals of Dehradun has been organized on source of nationally and globally adopt processes and practices. These have been presented in this paper and would be of use to big health care conveniences in Uttarakhand

Key Words: Health care, HRM processes and practices, HR support to health care, huge hospitals.

1. INTRODUCTION

Human resource management is the application of management values to management of people in group. It is significant part of supervision any organization, particularly business organizations. HRM includes various management functions like recruitment, training, development, salary administration, manufacturing dispute, social safety and labor welfare, promotions. In recent times, these practices are increasingly being used as a tool for meeting the objectives of the organization, rather than being classified to the traditional approach Human Resource Management is the process of bringing people and organizations together so that the goals of each are met. This has emerged as one of the major functions of any venture. This means focused human resources planning, employment, selection, placement, training, development, concert appraisal, compensation administration, incentive, employee benefits, social security, industrial dealings, employee grievances, collective bargaining, personnel records and accounting and many other fields directly or indirectly related to management of human resources

Human resources can be applied to any activity of the operations of an organization, regardless of the industry. The role of HRM as briefly discussed has different functions in the health care management these are include legal and ethical issues of the treatment, health and safety of employees and patients, career in health care, labor unions in health care, job analysis and design, recruiting and select employees, employee reimbursement, training and

motivating employees, and terminating employees. Premeditated planning, including labor budget and forecasting, is addressed because of the involvement of HRM to successful strategic planning.

Talented and current trends in human resource management are also discussed. The increased assortment of the patient and employee, the effect of technology and the globalization of the economy on healthcare liberation, the new trend of medical tourism, and the increased focus on accountability in the delivery of services and teamwork education are exhilarating changes in health care, which eventually will develop patient care.

1.1 OBJECT OF THE STUDY

The main objective of this study were

1. To assess the Human Resource Management processes and practices in to huge hospitals of Dehradun.
2. To bring out the specific problems in health care HR in large hospitals of Dehradun
3. To prepare a detail proposal on the processes and the practices this can be undertaken in large hospitals.

2. METHODOLOGY

The two huge hospitals in which the present study was conducted were

- ✓ Max Hospital Dehradun
- ✓ Synergy Hospital Dehradun

In this assessment was carried out on the basis of the primary and secondary information based on the personal visits of one of the authors to these large medical facilities which cater to thousands of IPD (indoor patients department) and OPD (Out patient Department)

PROCESSES AND PRACTICE

On the basis of this preliminary study the following processes and practices are being adopted in these large hospitals. The main function of the HR Department is recruitment, training, manpower management and general administration. This includes:-

MOBILIZATION

The recruitment function includes collection and sorting of the resumes as per the advertisement given in the newspaper or the website ; Conducting of the interview session which is conducted by HR manager and the Nursing Superintendent for the recruitment of the nursing staff like staff nurses and ward attendants; Conducting of the interview session for the new medical staff is conducted by the Medical

Superintendent and the Chairman of the Institute along with the support of the HR department .

The appointment letter is issued by the HR department on the basis of the interview and mentioning the salary which the candidate will receive after the signature from the account section of the organization. Thereafter the appointee joins and is placed in the hospital.

TRAINING FUNCTION

Training facilities are excellent in two hospitals but in one hospital it is average. The training facilities include the following topics Health hygiene, Safety policy, Bio- medical disposal, Hand washing techniques, Various codes for the emergencies , Hospital safety Policy , Fire safety management/ Disaster Management, Patients Safety , Ward Cleanliness, Biometric machine for attendance and public dealing including politeness and courtesy. Training is imparted to fresh appointees as well as regular staff.

HR MANAGEMENT FUNCTION

The HR management functions in these hospitals include maintaining the service records of all employees including leave and other benefits; processing various matters related to the staff; travel and other matters.

GENERAL ADMINISTRATION FUNCTION

General administration function includes protocol, attendance, security, safety, bio- medical wastes; labor, government regulations concerned with labor, ESI and other matters.

CONCLUSIONS

Based on this assessment of the three large hospitals in Dehradun city, the following conclusions and recommendations can be drawn:

HR functions are very important in all health care facilities.

1. The HR processes and procedures are fairly good in the hospitals which have come up recently while that of the older health care facility is also good and is in the process of being strengthened.
2. HR policy is important for all health care facilities as it is the guiding document for Human Resource Management.
3. HR department needs strengthening and constant updating in line with those of the corporate sector.

Based on these conclusions and recommendations, the HR processes and practices which may be adopted in larger health care facilities in Dehradun are:

1. The organization structure of the HR department should comprise of the Director as head, HR manager, Assistant Managers and a number of HR executives looking after recruitment; training; safety, security, general administration, labor, vigilance , government regulations and legal issues
2. Regular trainings at the inductions and in service levels need to be carried out as frequently as possible both within the country and abroad.

3. The HR department needs to be an integral part of the top management of these health care facilities so that HRM inputs and support for attaining the mission and vision of the organization are available at the highest levels.
4. Round the clock HR support to the functioning of the hospitals is required because of the nature of the work of the hospitals.
5. Human Resource Management modules may be introduced in brief in the training programmes for the medical and Para -medical staff.
6. Each hospital should have a HR policy drawn as per international and national practices and standards. This should include human resources planning, recruitment, selection, placement, training, development, performance appraisal, compensation administration, incentives, employee benefits, social security, industrial relations, employee grievances, collective bargaining, personnel records and accounting and many other fields directly or indirectly related to management of human resources . Before adoption, this policy needs to be discussed with stakeholders including staff, patients and others. This policy can then become the basic document for HR practices and processes in the organization, though it would need to be revised from time to time.
7. The health care organizations also need to have a strong grievance redressal mechanism both for the staff and users of the facilities. This should be inbuilt in the HR policy.

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