

HOSPITAL MANAGEMENT

(1)

UNIT-1 OVERVIEW OF HOSPITAL ADMINISTRATION

Distinction between Hospital and industry

Challenges in Hospital Administration - Hospital planning

Equipment planning - Functional planning

Distinction Between Hospital and Industry

Very Simple difference Hospital and industry. In all other industries whether manufacturing or services

Hospital is a place where customers or patients do not come by choice. They are not sure of their outcome, cost and many times don't have the time or ability to choose the service provider is not possible.

Beyond these however, healthcare is different in many respects.

1 Complexity :-

Hospitals tend to have very complex organizational structures compared to their overall size

A 400 bed hospital might have over 1000 different job titles

Highly trained Professionals

A large portion of the workforce physicians, nurses, allied health and many technical positions, are highly trained and have a high level of autonomy.

Many have performance criteria defined by the profession and by state and national testing and licensing bodies

A. Fragmented Organisation Structure :-

An auto manufacturer designs the

entire workforce around production of the 131
care.

Hospital, only recently, have begun to take a service line or patient centered approach to organizational structure around the patient experience.

Decentralized and disparate hiring process:-

This autonomy often fosters a decentralized and inconsistent approach to security and hiring.

1. Healthcare specific solution:-

Basics of the shelf personality tests that might be fine for other industries don't work in healthcare. Nurses, physicians and other care providers are unique.

A Multi-level approach:-

Creating a patient and family focused environment means you can't just improve the level of customer service provided by the nursing staff.

Consider the future-state.

Healthcare is changing- rapidly. Our traditional better performers may not be what we need moving forward.

In order to build the workforce for the future.

Challenges in Hospital Administration:

Hospitals have become large complex

Organisations

Technology has advance exponentially. [5]

Healthcare financing has moved from private party to a complex third party reimbursement system

Government has taken on large role in healthcare delivery.

Harnessing Advanced Health Technology:

Research firm markets and Markets also reveals that the connected medical device market is expected to witness a three fold rise

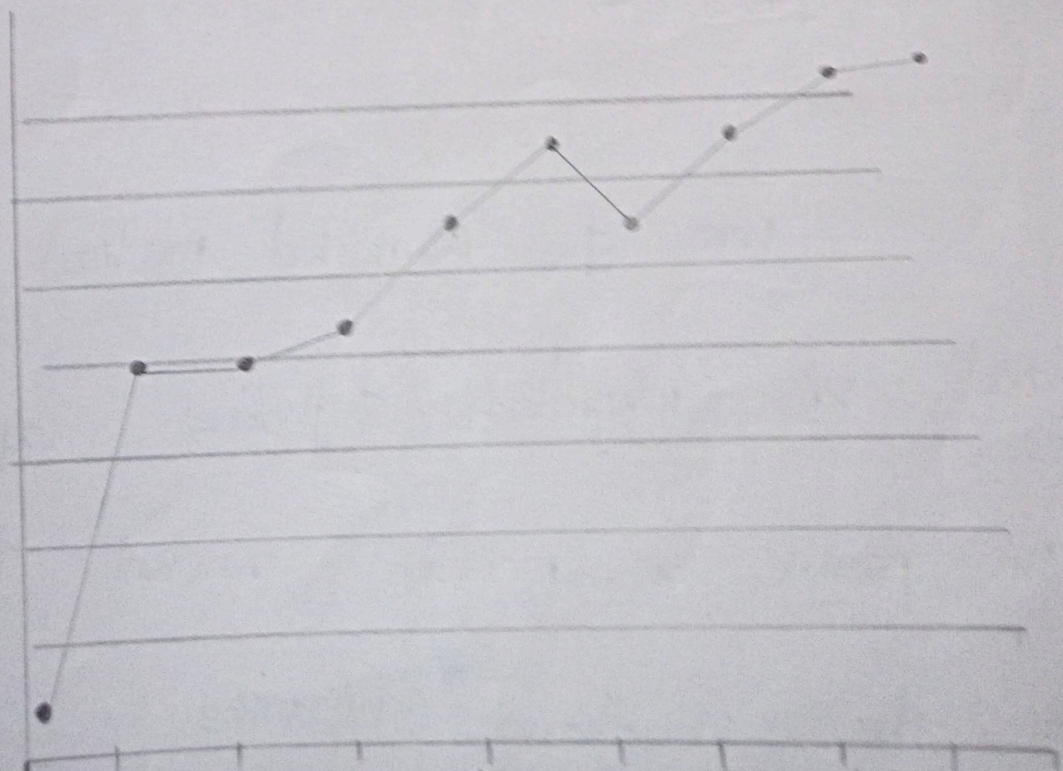
Information and Integrated Health service.

use of connected medical devices and AI integrated software application can provide a massive amount of data to the Healthcare companies.

Most care providers, even top healthcare companies, lack advanced architecture and data management system to management Cybersecurity.

Connected medical device and a greater need to keep the records of patients information attracts of malicious hackers to healthcare providers

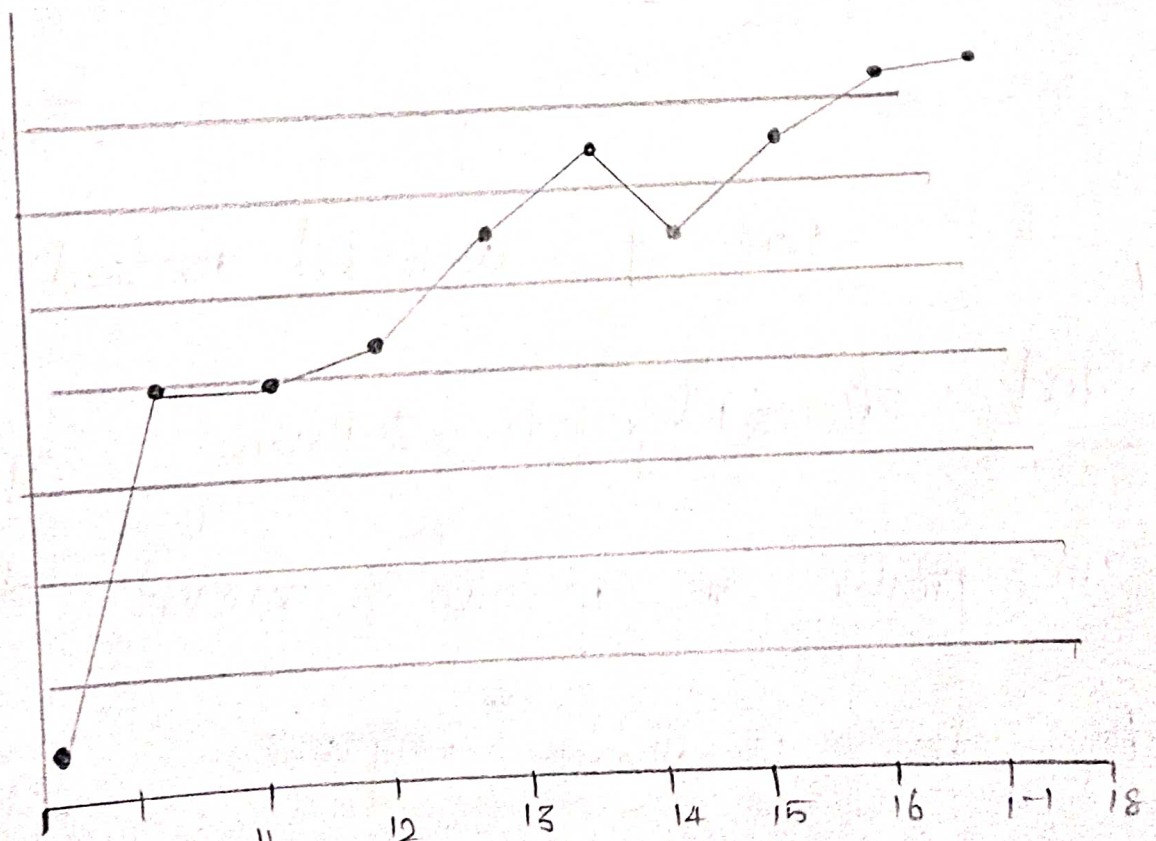
Healthcare data breach statistics clearly reveal an upward trend in data



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Rising Healthcare Costs.

The costs crisis in healthcare is not new.

The one many stakeholders who play a key role in determining the cost of healthcare services.

Conflict is natural when so many stakeholders are involved.

Healthcare Regulatory Changes

Regulatory challenges affect healthcare

companies in two ways:-

One is it drives up the cost of healthcare services.

Second is it create confusion among

Health Insurance Probability and

Accountability Act

Center for Medicare and Medicaid

Services

Joint Commission on Accreditation of

Healthcare Organization

Healthcare Staffing Shortage

The influx of technology in the healthcare industry has completely changed.

the way training and education is imparted

in healthcare sector

External Market Disruption

Healthcare Consumers are no different.

There are 5 key disruptors which will cause

disruptive innovation

The OPIOID CRISIS

Although there is still a lack of consensus or regulatory body that checks the use of opioids, a class of drugs which is available legally by prescription

It is important that healthcare employees and pharmaceutical companies come together to propagate tight laws and restrict the misuse of prescription drugs, a class of drugs which is available legally by prescription.

Misuse of prescription drugs is gradually gaining recognition in America.

together to propagate higher laws and restrict the misuse of prescription drugs.

Hospital Planning

Planning is the process of determining in advance that should be accomplished at.

Planning is an important skill for health.

Extension Practitioners because it is a key management function for all health workers.

Success of Hospital Planning Include.

Planning is the forecasting and Organising the activity.

All success hospitals, without exception are built on a bed of good planning.

It must be designed to serve people.

Apart from providing high environment for patients and care providers.

Products of administrative

Planning of services including workforce and staffing.

Needs Assessment.

child health immunisation

Epidemiological Studies.

Disease Registers.

Important Guiding Principle:-

Patient care of a high quality:-

Patient care of high quality should be achieved by the hospital through adopting.

Provision of appropriate technical equipment and facility

An Organisational structure that assigns responsibility

A continuous review of the adequacy of care provided by physicians.

Effective Community Orientations:-

A governing board made up of persons who have demonstrated concern for the community

Policies that assure availability of services to all people in area

Economic Viability.

A Corporate Organisation that accepts responsibility for sound financials management in keeping with quality

An Organisational Structure that assigns responsibility

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Effective Community Orientation:-

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Policies that assure availability of services to all people in area

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Orderly planning:-

Acceptance by the hospital administrator
of Prim Responsibility for short and long range.

Establishment of short and long range
planning objectives with a list

Preparation of a functional Programme

Sound Architectural Plan.

Erasing

Selection

Recognition

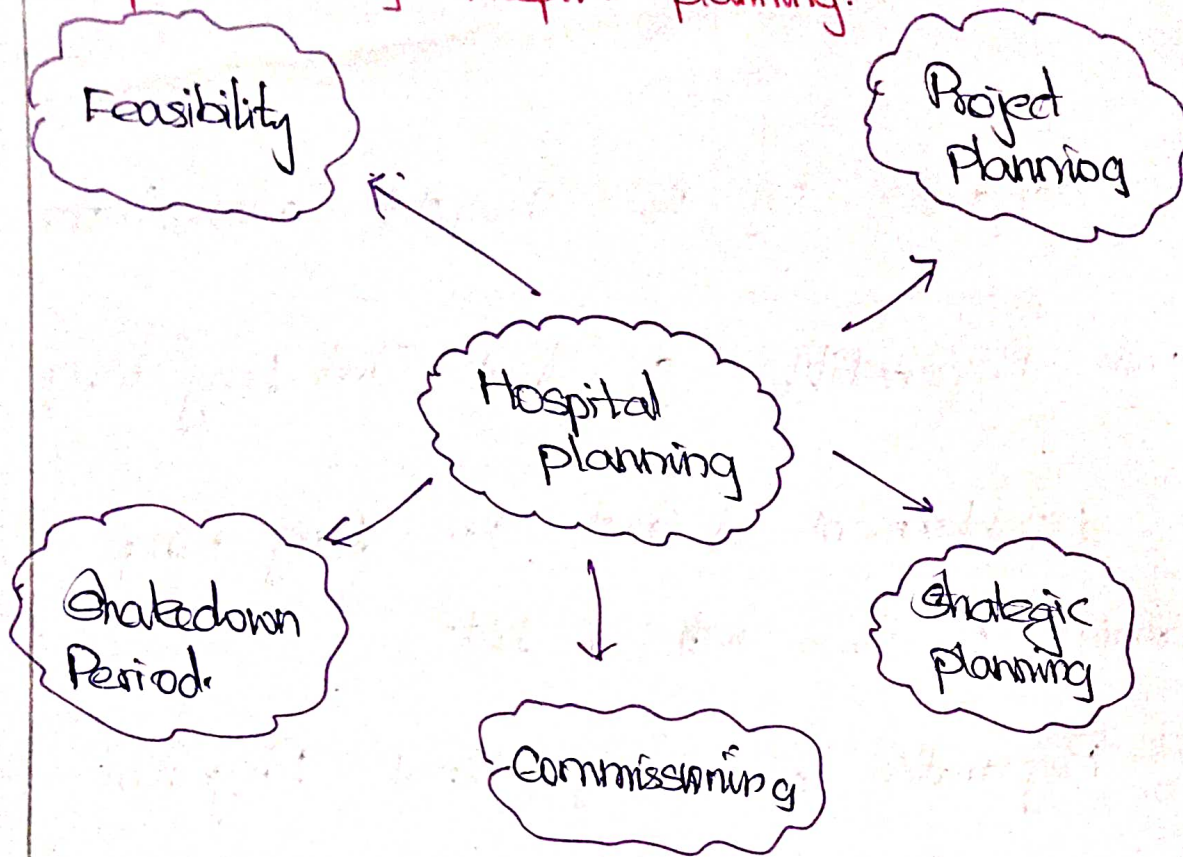
Medical Technology and planning

Development in Medical technology

Diffusion of Medical technology.

Rational planning of medical technology

Components of Hospital planning:-



Impact of Regulations on Hospital planning and Design

Patient safety is the reason for all the Regulations, codes, standards

Most of the regulations, codes and standards are very responsive

Additionally there are so many Regulations rules, codes and standards

Recent trends in Hospital planning and Designing in the world.

Design build is a cost effective time saving delivery method:-

Traditionally, architect and engineers designed and documented instructions for contractors

General contractors bid for the work and came in the project

This approach, called a turnkey delivery method, is meant to reduce the time cost and financial burdens of the projects

EDs will become a top priority for hospitals

Intuition may lead many to believe that more people is insured through

healthcare reform

There will be an increased demand for ED services, impacting all ED department

Hospital will increasingly rely on solid flexible master planning, a responsive to future technological, political and economic change

Masters plan are ongoing design that make a hospital strategic plan a physical Reality

Alternatively prepared too rigidity, within a short time.

Masters plan are the most cost effective tools for hospital development

Government officials may become increasingly involved in development

Massachusetts has become somewhat of a crystal ball for the nation when it comes to healthcare.

Government officials decided to review expansion application and certificates of need more stringently to curb healthcare costs.

Projects funded by philanthropy are sounder but still facing challenges

Many hospital foundations running campaigns have a few deep pocket resource from which to anchor a charity based project

Small project building booms may occur.

Hospital will need to survive on less income after the reform.

When healthcare reform was first being introduced many short term projects came to a screeching halt as hospital.

IT is becoming increasingly important.

Due to government incentives for a fully meaningful EMR system hospitals needs to integrate IT throughout the entire facility.

EMR upgrade that would integrate current and future MP of campus and

Hospital building

Equipment Planning

Healthcare Equipment planning is a specialised process and requires, not only a clear understanding of the clinical need but also an intricate knowledge of budgeting.

Equipment planners are highly qualified managers who are generally part of an equipment management group.

Equipment Planning Process

Equipping health facilities need detail planning and coordination, clinical needs and the equipment requirements are met with the design and function.

Equipment is a major part of project planning process.

Equipment Scope Identification.

Preparation of equipment : brief of Requirement.

Both fixed and loose equipment requirement

Equipment specification

Determination of estimated cost.

Project Approval

Project cost = Building Cost + Loose Equipment cost.

Pre implementation

Value management conducted to match equipment scope and equipment costing.

Adequate for function



Human Resource Management in Hospital

Principle of HRM - Functions of HRM - Profile of

HRD manager - Human Resource Inventory - Manpower

planning

Principles of Human Resource Management

Human capital essentials in today's

Industries.

The Principles of HRM are foundations
must be observed.

Deals with people as complete individuals.

Make people feel worthwhile and related

Treat all employees with justice.

Human resource management.

Do not underestimate the intelligence

of people.

Sell the HR Program. It must be sold

Deal with people as complete individuals

Consider an employee as whole person.

make people feel worthwhile and related

people are the most valuable.

asset of organisation

Treat all employees with justice.

No discriminations in terms of genders
Color, race and religion

The selection and placement process
should be realized.

Human Resource management is not personal

The indivisibility of the Human
resource must be recognised and cannot
be treated

Rewards should be earned, not be given

Rewards may be monetary and non monetary.

If the is given, it becomes a gift or donation.

Supply employees with relevant information.

Secrecy may create information. Information should be shared with employee.

Do not underestimate the intelligence of people.

People have lot of positive potentials

The employee should be empowered to utilize their talents.

But reality is that many people in developing countries remain undervalued.

Treat people with respect and dignity.

People deserve to be treated differently they are of high order in the universe.

This will enhance people's motivation to the organisation

Provides Opportunities for growth within the Organisation

It is believed that development is an individual initiative, provides necessary resources and supports

The predominance of group interest over individuals' interest

The HR manager must integrate the interest of stakeholders

Sell the HR Program.

It must be sold

ROLE OF HR MANAGER:-

Recruitment:-

Major Responsibility of a HR manager is to recruit personnel.

Learning and development

Learning is a continuous process and essential to enhance employee productivity

Responsible for statistical development

Programmers.

Building employee relations:-

Employee relations go to long way in boosting productivity and

Contributes significantly to an organisation
Success

Compensation and benefits

They are responsible for devising

Compensation Strategies

They pay benefit package with
potential employee.

Role of HRM.

Advisory Role.

HRM advises management
of the solutions to any problem affecting
people

- a) Personal Policy
- b) Personal Procedure
- c) functional Role

Operation function of HRM

Procurement:-

- Planning
- Recruitment
- Selection

Development:-

Training, Development, career planning

Integration.

Integration of Human resources with

Organisation

Maintenance.

Sustaining and improving working conditions, retentions

Separation:-

Managing Separation caused by

Resignation

Practices and Policies Human Resource Management

To analyse the jobs and its nature.

To plan for the manpower needs.

To recruit 'competent' people.

To select best people.

To building employee commitment.

Functions of HRM

* Managerial functions

* Operative functions

* Advisory functions

Managerial Function

* Planning

* Organising

* Directing

* Controlling.

Planning:-

To get things through the subordinates a manager must plan ahead.

Planning means the determination of personal program that will contribute to the goals.

Organising:-

The human Resource manager has established objectives and developed plans.

Directing:-

The plans are to be true into effect by the people.

The personal manager can motivate the employees in the Organisation

The motivational function poses a great challenge for any manager.

The personal manager must have the ability to identify the needs.

Controlling

The process of examining and verifying everything is as per the set plans.

Operational functions.

Employees have to perform the each and every department of the

Organisation

Hiring and selection

Primary function of Human

Resource management

Starts with hiring the right

employee

An HRM Helps to source and identify the ideal candidate for interview and selection

Once the primary functions of HRM in recruitment are completed.

Job design and Analysis

One of the foremost functions of HRM is job design and analysis.

Describing the skills and characteristics of your top performing employee vital day to day functions need to be identified and described

Employee Performance management.

Ensures that the output of the employee meet the goals and objectives of organisation

It focus on the performance of the Team.

Employee training & development :-

Imparting proper training and ensuring the right development of the Organisation

The role of HR should be to ensure that the new employee acquire the Company specific knowledge.

HRM plays a very crucial role in preparing employees

Compensation and benefits

Form. the major cost of the total Cost expenditure of an organisation

The role of an human resource management is to formula attractive yet

The primary objective of the benefits and compensation is to establish equitable and fair remuneration for everyone.

Human Resource

Integrating people through interaction at the work place.

Dealing with employee grievances timely through a well developed procedure.

Maintenance.

Merely appointed and training of people is not sufficient.

Working condition certainly affect to the higher management

Labour Relations

Labour relations is regards to the workplace who work within a trade union

Personal Research:-

Research is a vital part of Human Resource Management.

Personal Record:-

Involves Recording, maintenance and retrieving employee related information including employment history.

Advisory Functions.

Has specialised education and training in managing human resources. He is an expert in his area and advise

Advised to Top management.

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Advises the top management in formulation and evaluation

Advised to Departmental Heads:-

Personal manager offers advice to the Heads of various department or matters.

Profile of HDR manager:-

Enhances the organisation human resources by planning.

Maintain the work structure by updating job requirements

Manages a pay plan by conducting periodically pay surveys, scheduling and conducting job evaluations

Ensures planning monitoring and appraisal of employee work results

Contributes to team effort by accomplishing related results as needed

Features of HRM

A part of management Discipline.

HRM is a crucial aspect of administration.

Largely relies on management

Concepts, methods and procedures.

Universal Existence.

HRM is universal and is applicable.

Concerned with people:-

Is concerned with the management of human resources.

Human Resource Planning:-

It is the process of forecasting the future human resources requirements of the organisation and determining

HR Planning is a stage of anticipating of work force requirements rather than getting surprised by the change of events

Role of HR Manager.

Gradually gained recognition health care. owing to such such challenging as economic instabilities

The actual methods used to manage human

Human Resource Manager

Human Resource managers plans direct and coordinate the administration.

Junctions of an Organisation

Human Resource managers play an important role in strategic planning

HR Manager Daily Tasks

Coordinates and supervise the work of the human resource staff

Plan and oversee employee benefit

Programs

Supervise recruitment, interviews, selection hiring and training

Medical Staffing Manager

Medical Staffing are an operational HR team who focuses on the

Organisation

They tackle all staffing issues and new arrivals

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Assistant Director of Human Resources

Assistant Director lead the trust development.

Key elements:

effective leadership.

Staff development

work force planning.

Divisional Human Resources Manager

The Healthcare provide shortages
loom, Hospital and Health system training
and development programs become increasingly
important.

Yet, training and development
initiatives aren't often a top concern
for health system leaders.

Creating training Programs for different learning Styles:

Training Program should include material that appeals to various learning styles.

Training Programs also need to reflect the multilingual employee population in so many hospitals today.

You need to ensure all your different employee population

— From the house keeper to

facility workers all the way through.

the CEO

— can comprehend the information

System.

Man Power Planning

Manpower planning which is also called as Human Resource Planning.

Consists of putting right number of people.

Human Resource Planning has got an important place in the arena of Industrialization

Analysis

Making future

Developing employment

Steps in manpower planning:-

Analysis the current manpower inventory:-

Types of Organization.

Number of department

Number and quality

Making future manpower forecasts.

The factors affecting the future manpower forecasts are known as planning.

Type of Organisation

Number of department

Number and quality

Employees

Expert Forecast:-

Includes informed decisions formed

expert survey and Delphi technique.

Trend Analysis:-

Manpower need can be projected

through extrapolation.

Work Load Analysis

It is dependent upon the

nature of work load.

Importance of Manpower planning:-

Key to managerial Functions :-

The four managerial function is planning, organising, directing and controlling are based upon the manpower.

Efficient utilization

Efficient management of personnels becomes an important function in the industry.

Motivation:-

Staffing function not only includes putting right men on right job, but it also comprise of motivational programmes.

Better human relations :-

A concern can stabilize itself if human relations develop and are strong.

Staffing function also looks after training and development of the work force which leads to co operation and better human relations

Need of manpower planning :-

Manpower planning is two phased because manpower planning.

Shortages and surplus can be identified so quick action.

Objectives of Manpower Planning:-

Optimum Productivity:-

Skilled and qualified workers are recruited or they become so through the training Program.

Group Satisfaction:-

Satisfying work relationship between all the members of the organisation.

Effectiveness Recruitment and selection:-

Right Person can be placed, at the right job and at time through planning.

Example of Manpower planning:-

IT companies are often faced with the business

If they hire more people without planning they would end up with many resources on the bench

Staffing:-

It is truth that human resource is one of the greatest for every organisation

Function of staffing:-

The first and foremost of staffing is to obtain qualified personal.

it helps in promoting the optimum

utilization of human resource through.

various aspects.

Deal with people as complete Individuals ^{1/2/21} 111
Consider an employee as a whole person.

Make people feel worthwhile and Related
People are the most valuable asset of an Organisation

Treat all employees with justice

No discrimination in terms of gender and color, race and religion

HRM is not Personal

The individuality of the human resource must be recognised and cannot be treated like any other resources

Rewards

Recruitment and Training

Department In Hospitals

- i) Outpatient department
- ii) Inpatient Service
- iii) Medical Department
- iv) Nursing Department
- v) Paramedical Department.

Outpatient Department.

Most Hospital br. have an OPD.

The advantage of OPD is that most of the investigative work and curative work can be done there.

Inpatient Service :- (IP)

- * wards & rooms
- * Nurses station
- * Dietary service

ward can be
ICU

Medical Department

III-11111111

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~~print~~ the ~~medical~~ Department

has within it various services

Nursing Department

Organisational structure through

which nurses provide nursing care

for clients under the institution

The nursing education section

has the responsibility of preparing

nursing student to become professional

nurses

The personal consists of principal

or director of nursing education

Paramedical Department

Adjunctive to the practice

of medicine in maintenance

Pathology Department

Bacteriology Laboratory: Studies

about bacteria & toxins.

Bio chemistry:-

The chemistry of living organisms and of vital process

Haematology Process:-

Making Haemoglobin determination
Coagulation time studies, white cell counts
and special blood pathology.

Parasitology Laboratory.

It studies the presence of
parasites, the cyst and ova.

Serology Laboratory:-

It does blood agglutination
tests, wassermann -test

Primary space:- Required for technical work
Secondary space:- used for administrative Purpose.

circulation space:- unchattered movement

Physical Medicine:-

This department deals with clients who have functional disabilities resulting from disease.

This department will be under the direction of a well.

His staff should include therapists with qualification in the various

specialities

Location:-

OPD should be located at the entrance of the Hospital.

Facilities

Entrance - easily accessible with ramp, steps and wide door.

Reception lengthening

waiting hall

consulting rooms

Signboard and layout plan.

Public telephone.

Types of clients in OPD

Emergency cases:

Referred cases from doctors

outside.

Direct OP case

Flow patterns of client in OPD

Lack of punctuality

Lack of appointments

Missing file

Lack of physical facilities

Pharmacy Department

Pharmacy is a crucial factor in medical factor.

The pharmacy should be under the supervision of a registered pharmacist.

Radiology Department:-

X-ray rooms: 25%

Film Processing: 10%

Administration: 30%

waiting area: 15%

Circulation area: 30%

Dietary Department

The Dietary department has the responsibility for the food services to the client according.

Administration:-

The administrative staff, depending upon the size of hospital. composed of the administrator.

Laundry:-

Washing the dirty linen

Repairing the torn linen

Replacing the condemned.

Mechanical Department:-

Electricity, water supply, heat Air

Conditioning etc.

Maintenance Department:-

Keeps the hospital in a

good state of repair, carpenters, painters.

welders, gardeners etc.

Central Case supply:-

The purpose of the central

supply department is to prepare and furnish other departments with equipment

Social Service

The Social service department assists in obtaining financial aid for clients and their families

Pastoral Care

Under the leadership of the chaplain heads the spiritual needs of clients

Hospital Waste Management.

It is newly set department which takes care of the disposal of the entire waste both solid and

Liquid

Central Sterile Supply Department

Important Department supplies

Stair article throughout the Hospital.

work flow in case: Receiving - washing
Drying - Accounting - Sorting

Move in one direction from receipt
to issue

Medical Record Department.

"People forgets, Record Remember"

Divided into

Reception

Medical Records Library.

Statistical section.

Personnel Department:-

This department in the Hospital
must be well versed with Law
of the Land.

Organisation:-

Organisation of each hospital varies according to the ownership and administration.

It is impossible for the administrator to be the governing body of the hospital, which is usually called board of trustee.

Recruitment and selection.

Recruitment is the key responsibility of the HR department.

While HR works in many areas including employee management.

develop development

Recruitment may be defined as the process of searching for prospective

Recruitment and selection:-

(1)

Need an appropriate Recruitment and Selection Process

Recruitment is the process of attracting qualified candidates for a job role and Selection

The contribution of each employee play a pivotal role.

The impact to your business

When you hire the wrong candidate is often much more than not

hiring a person at all! Recruitment is not only an operational activity

Enablers Recruitment Process

Integrate Job posting with job description

Creates a database of job

posting and Link validate the vacancies

to well defined job description

and skills

Simplify the application Process

You want to excite a candidate

and sell the job to them.

Display job posting

Publish the jobs on the career

page of your website along with postings on

other social platforms

Maintain touchpoints with candidates.

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It is important to remain in touch with candidates on a periodic dates.

Keep in touch with often builds relationship and can reduce the time to hire for future.

Robust onboarding Process

Improving day on readiness of new hires by seamlessly onboarding new employee.

Maintain data on the recruitment Process

To literally improve the recruitment and selection process.

Different recruitment metrics that you can manage.

Steps in human Resource Planning

Analyzing Organisational objective



Inventory of present human



Forecasting demand of supply of HR



Estimating manpower



Formulate the final human Resource action plan.



Monitoring, control & feedback.

The objective to be achieved in future in various field such as Production

Inventory of Present Human Resource.

Updated human resource information storage system, the current number of employee

Forecasting Demand and Supply:-

The human Resource requires a different position according to their job profile are to be estimated.

Estimating Manpower Gaps.

Comparison of human resource demand and human resource supply will provide with the surplus or deficit of human Resource.

Formulating the Human Resource Action

The human resource plan depends on whether there is deficit or surplus in the organisation

The plan may be finalised either or new recruitment

Monitoring, Control & Feedback

Implementation of human resource action plan.

Are allocated according to requirement and intentions

Comparison between the human resource plan and its implementation is done to ensure the action

Analysis Organizational Objective

The objective to be achieved in future in various field such as

production

Inventory of present human.

The updated human resource information storage system.

To fill the various job requirements

Forecasting Demand and supply of human Resource

The human resource required at different position according to their job profile are to be estimated.

Estimating Manpower Gaps:

Comparison of human resource

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Formulating the Human Resource Action Plan.

The human resource plan depends on whether there is deficit or surplus in the organisation.

Monitoring, control and feedback.

Implementation of human resource action plan.

Human plan are allocated according to the requirement

Comparison between the human resource plan and its actual implementation

TRANSFER

Transfer is the process of placing employee in position where they are likely to be more effective or where they are not get more job.

Purposes of Transfer

To increase productivity of employees:-

Transfer may be made for the proper utilisation of the services of an employee when he is not transferring satisfactorily and ample.

For adjusting the employ training

Transfer may be made at the request of the employees to help work according to their convenience so far as training as concerned.

To make employee more versatile:-

Transfer may be made to increase the versatility of the employee

Five Types of Transfer.

Type #1 Production Transfer:-

Employee are posted in different departments, based on their interest and qualification

Benefits :- to both the employee

Transfer benefit both the employee of the organisation

Transfer does not imply any promotion or demotion of employee.

- * To meet Organisational needs
- * To meet employee need

UNIT-4

Supportive Services

1. Hospital Services:

The hospitals also provide services related to research, development and training of healthcare professionals. According to the service type they provide the hospitals can be divided into three types - General hospitals, specialized branch hospitals and training hospitals.

The aspect of hospital services include three main services such as

1. Line services
2. Support services
3. Auxillary services

Medical records department:

Medical records department is involved in keeping and organizing medical records of outpatients and inpatients.

Objective of Medical Record department:

To evaluate the existing medical record keeping system.

To assess and evaluate the effectiveness of the current medical record system.

To assess the logical and logical aspects of the current medical record keeping system.

4. To identify the shortcomings if any & provide suitable recommendation to improve the existing medical recording system.

Functions of Medical Records Department:

The medical record serves as a personal, impersonal and also legal document - depend upon the place and time of usage.

the outpatient, inpatient registration sections and medical case record department are computerized with net connection.

Since it is a teaching hospital, the following staff members are working in the Medical records department as per the norms prescribed by the medical Council of India.

Level of Medical care

Healthcare service at 4 levels

1. Primary → primary care providers may be doctor, nurses, or physician assistants.

2. Secondary care level → The next higher level of care is the secondary healthcare level.

3. Tertiary care level → is more specialized level than secondary level and requires specific facilities.

2. Central Sterile Services Department (CSSD)
CSSD refers to Central Sterile Supply department.

Need for centralization:

Need for fewer supervisory staff
Greater care in overcoming staff development problems in case of absenteeism.

Optimum equipment utilization
Smaller capital and power costs.

Overall economy.

Objectives of CSSD

To provide inventories supplies and equipment to customer areas.

To promote better patient care by providing prompt and accurate service.

To provide supplies of sterile linen packs, basins, instruments and other sterile items.

To operate efficiently to reduce overhead expense. To establish and maintain sterile processing and distribution standards.

Functions of CSSD:

Sterile processing departments are typically divided into four major areas to accomplish the functions of decontamination, assembly and

sterile processing, sterile storage and distribution.

1. Decontamination process

→ It is the physical or chemical process that renders an inanimate object that may be contaminated with harmful microbial life safe for further handling.

1. Transport → used supplies & equipment should be collected.

2. Sorting - Sorting begins at the point of use.

3. Washing → Detergent & Equipment

2. Assembly & Packaging process:

After the instruments have been cleaned and inspected, they are typically assembled into sets according to recipe cards that detail instructions for assembling each set or tray.

Types → Textiles

→ Nonwovens

→ Pouch packaging

→ Rigid Container Systems.

5. Pharmacy Services:

Hospital pharmacy:

Pharmacy is one of the most extensively used therapeutic facilities of the hospital. It is one of the ~~most~~ highest revenue generating centers.

Qualified personnel, modern facilities, efficient organization and operations, sound budgeting and the support and cooperation of the medical, nursing and administrative staff of the hospital.

Role of Clinical Pharmacist:

1. Medication Assessment:

Patients' medication requirements are regularly assessed and responded to, in order to keep them safe, optimise their outcomes from medicines.

2. Case as an inpatient

Patients have their medicines reviewed by a clinical pharmacist to ensure that their medicines are clinically appropriate, and to optimise their outcomes from their medicines.

3. Monitoring patient outcomes:

Patient outcomes from, and experiences of, treatment with medicines are documented, monitored and reviewed.

4. Continuity of care for patients not admitted.

Patients who are taking medicines at home or in non-acute care settings have access to continuing supplies of medicines and to pharmacy services and support appropriate to their care.

Responsibility of Pharmacist in Hospital pharmacy

Pharmacy means a making availability of all drugs and pharmaceuticals needed for patients care, according to the hospital formulary

1. Drug Distribution Standard
2. Interpretation
3. Procurement of Drugs
4. Receiving / Storage of Drugs
5. Inventory Control
6. Medication profiles
7. Unit dose Medication system
8. Individual patient description.
9. Controlled dosage system Medications
10. Delivery Medication
11. Returned Medications
12. Ward Stock Medications
13. Investigational drugs
14. Administration of Medication

4 Food services in Hospitals:

Food service in hospitals is often given a low priority instead of being recognized as an integral and important part of patient treatment and care.

Hospital Food Guidelines:

The standard menu for acute hospitals should be energy-dense and high protein providing at least 40% of energy from fat.

All menus must take into account the ethnic and religious needs of patient.

Only evidence based therapeutic diets should be prescribed.

Nutrient databases should be improved, with more reliable data on nutrient losses with different food service systems.

Feedback from patients about the acceptability of the food provided should be sought.

Food chain:

The nutritional status of the patient depends on a chain of interacting links.

1. Food seeing and ambiances
2. The patient eating the food
3. Food preparation
4. Appropriate Menu
5. Screening & Monitoring
6. Food distribution.

Obstacle to Avoid in Food Service:

Several actions must take place to ensure a patient has adequate food intake while in hospital.

1. Lack of clearly defined responsibilities in planning and managing nutritional care.
2. Lack of sufficient education in nutrition among all staff groups.
3. Lack of influence of patients.
4. Lack of cooperation of staff groups.

Responsibility and skills of Food service workers. ⁴

Food service supervisors and technicians take a two year course at a Community College and at least one person on each shift is required to have food safe.

Food service workers are particularly troubled by these changes in hospital routines and are conscious of the implications this has for patients. ⁹

5. Laundry services:

Housekeeping

Housekeeping may be defined as the provision of a clean, comfortable and safe environment.

Hospital housekeeping is an essential public service agency.

Objectives of Laundry service:

It is provide adequate quantity linen to the indoor patients, the operation theatres, the outpatients and other patient care areas of the hospital.

Main types of Hospital Laundry System:

1. Contract
2. In plant
3. Cooperative
4. Linen rental.

The laundry services can be in house or outsourced. As a rule only following items may be cleaned in the laundry:

1. Hospital patients linen
2. Hospital curtains
3. Hospital kitchen linen
4. Hospital staff uniforms.

Other authorized items like blankets, mattresses and pillows staff personal clothing is not cleaned in the hospital laundry.

Responsibilities and skill of Laundry workers.

Laundry work associated with health care facilities carries responsibilities and risks that differs sustainability from hotel laundry work.

UNIT-5

COMMUNICATION AND SAFETY ASPECTS IN HOSPITAL

1. Purpose - Planning of Communication

The care of patients now almost inevitably seems to involve many different individuals, all needing to share information and discuss their management.

The hospital management shall ensure clear, accurate and timely communication and information management to ensure informed decision-making, effective collaboration and cooperation.

Importance of Communication in healthcare

For hospitals and health care institutions, ensuring that patients receive proper care takes more than performing procedures and making diagnoses. Communication is a crucial component in all steps of the health care process. Whether it is a clinic accurately sharing patient information with other facilities, or a group of doctors, nurses, specialists, and other staff at a hospital discussing how to treat current and incoming patients, the need for concise, effective communication is always present in the health field.

Purpose of Robust Communication System in Every hospital/ Healthcare zone.

Develop a robust communication protocol, including streamlined mechanisms for information

exchange between hospital administration, department heads and facility staff.

Brief hospital staff about their roles and responsibilities during crisis situations.

Modes of Communication Methods:

Interhospital Communication involves information sharing among multiple sites or institutions. This includes transmissions between facilities owned by the same organization and between completely separate healthcare entities.

Moving patients from one facility another, sending medical records, and transporting vital medical equipment all require clear communication between sites.

Types are

- Transmitting patient data
- Sharing Research Findings
- Collaborating with Colleagues
- Telemedicine Advancements

Teamwork and Communication:

To increase the quality of communication between people involved, regular feedback should be provided.

There are several techniques, tools and strategies used to improve communication. Any team should have a clear purpose and each member should be aware of their role and be involved accordingly.

1. Internal Communication (IC) Technologies used in Hospitals.

Electronic Dashboards

Mobile Computing

Electronic Health Records (EHR)

Digital Voice Communication

Hospital Intranet and Email

Information and Communication Technologies:

Without communication, the foundation of a health care facility's ability to support uninterrupted patient care crumbles. Hospitals and health care facilities must ensure a robust, reliable telecommunications network to support every form of communication.

From digital data access and voice networks to mobility solutions, facilities must strategically integrate each form into its overall operational plan.

2. Public Address and piped Music:

Abletak has worked with a wide range of healthcare services and the National Health Service (NHS) in support of new installation projects and on-going support and maintenance for over 10 years.

Emergency Department (ED) Communication:

Reliable and effective audio communications within hospital EDs is essential.

Healthcare and NHS Audio Application:

Typical Healthcare and NHS audio appl.

- Traditional and 2P Public Address (IP)/Tannoy
- Next Patient (call for patient)
- Audio over IP (AoIP) Applications.

Healthcare Tannoy and Public Address:

Many healthcare organizations including NHS trusts, use public address Tannoy systems to coordinate staff and to also inform the general public.

Healthcare IP Audio (AOIP) Applications:

Healthcare settings can employ Audio over IP (AOIP) technologies and applications to improve their existing traditional audio system and communication capabilities.

3. CCTV Security:

Urgent care centers, healthcare facilities and hospitals are perfect locations for video surveillance. Hospital CCTV and surveillance cameras allow you to effectively monitor large areas with minimal manpower while helping to increase security and control costs.

Hospital Security Camera Benefits:

→ Safety and Security - Security cameras installed insurance claims, break-ins and allow security operators to monitor the property for patients in trouble or unauthorized visitors

in restricted areas:

→ Employee productivity - CCTV cameras present throughout the property helps to improve employee communication between departments

24hr - Real time Monitoring - Hospital cameras can be monitored or viewed from various different platforms such as PC, Mac, iPhone, and Android.

Digital HD Storage - Digital storage from security cameras has many advantages for hospitals. Camera systems enable the hospital to store digitally recorded footage onto digital video recorders with large capacity hard-drives.

Healthcare Surveillance Risks:

→ Reliance - CCTV cameras are a very important aspect and tool for hospitals but it's crucial for hospitals to maintain a good level of physical security personnel on staff.

→ Privacy Concerns - Patient privacy is important and should be considered when installing security cameras.

→ Camera tampering - Tampering can be an issue especially when cameras are on low level ceilings or hallways. 6

Hospital Cameras Setup Advice:

Install security cameras so they may monitor and record all exits and entrances of the hospital building its imperative to capture detailed video of those leaving and entering the premises. Cameras should be installed at all fire escapes and in elevators.

5. Fire Safety :

1. Fire - fighting, Security and Safety
Private hospitals can be victims of fires, thefts and accidents. It would result in indiscipline, dissatisfaction and poor image of the hospital. Fire fighting and security staff must be well trained in preventive measures along with their routine task.

Hospital Engineering Service provision for Fire protection according to NABH.
Fire fighting installation approval must be obtained
location of control room should be easily accessible.

pumps and pump room

Arrangement of filling fire tenders

Proper access for fire tender to fire tanks.

Fire drill should be performed.

Landing hydrant & hose reels

Wet riser system must be installed.

Automation smoke detector/ heat detectors

Provision of fire alarm system & fire

extinguishers

General Recommendations for fire safety in Hospitals

→ Hospitals of high rise buildings are found to be utilizing the cellars for generators and transformers, which is strictly prohibited.

→ Canteen, Office blocks, dormitories and pathological labs are not allowed in cellars.

→ Regular refresher training courses for the fire brigade personnel.

→ Recommendation for establishment of disaster control room for cities.

5. Alarm Systems.

Despite numerous strategies and guidelines aimed at establishing proper use of clinical alarms, patient harm still occurs. These patient safety issues often signal problems pertaining to inappropriate alarm use, ineffective alarm coverage, or delayed alarm response.

1. Competing Priorities

Clinical alarms alert health care providers to changes in a patient's health and prompt the health care team to respond.

2. Improvement Framework

Infrastructure provides the framework for alarm management improvement. It refers to elements like architectural layout, staffing patterns and care models, alarm coverage models and policies currently in place. Architectural layout includes the actual physical design and structure of the hospital's units, such as patient rooms, nursing stations and hallway layouts.

Key factors of Alarm Management:

1. Architectural layout

Hospital physical layouts can unwittingly create ineffectiveness, often fatiguing responding nurses and creating unnecessary coverage plans. The planning and design team may consider establishing unit zones based on current floor designs.

2. Alarm escalation and coverage plan

This type of escalation plan could improve alarm response times significantly. Often, improper alarm escalation plans can lead to alarm management inefficiencies.

Impact of Design on clinical Alarm Management:

Hospitals are now more like hotels than patient care centers. Nurses are now expected to cover more ground while treating patients, leading to increased nurse response time and a reduction in patient visibility.

1. Place remote displays in strategic hallway locations

2. Install annunciators.

3. Create alarm zones
4. Consider installing an alarm escalation plan
5. Costs to consider when improving clinical alarms.
6. Run conduits everywhere
7. Ensure structural integrity
8. Test current system.

6. Safety TIPS / Rules:

Patient safety involves avoiding errors, limiting harm, and reducing the likelihood of mistakes through planning that fosters communication, lowers infection rates, and reduces errors.

Establish a safety and Health Management

The assessment tool for hospitals, published by the occupational safety and health Administration (OSHA), suggests that care providers should formulate guidelines that determine enterprise safety and health management system performance.

1. Build a rapid response system

- Status of the patient
- Team members
- Environment
- Progress toward goal.

2. Make sure that employees know and understand safety policies.

- Employees and employers must understand their roles in organizational safety.

3. Develop a safety compliance plan.

- Building community trusts as a responsible organization

→ Developing compliance standards suitable for the community and organization.

- Establishing a framework to evaluate employee and vendor compliance.

4. Practice patient-centered care.

Patient-centered care is a hot topic among debates about service quality.