

# EMPLOYEE AWARENESS ON ESSENTIAL HEALTHCARE POLICIES AND UNDERSTANDING LEARNING PLATFORMS IN A MULTISPECIALTY HOSPITAL OF PUNJAB

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Received: 14 March 2020 Revised and Accepted: 8 July 2020

## ABSTRACT: .

The study which is presented in this paper is an effort to find out the awareness of the hospital staff regarding hospital policies, safety parameters, and various employee awareness and employee benefits indicators. There are times when healthcare providers don't have sufficient time, motivation as well as a suitable platform for analyzing and understanding the policies of the organization. With the strong opinion that reading and understanding the hospital's policies, standard operating procedures can be a tedious task. It is required for the service providers in the healthcare unit to invest their time in taking care of the patients directly and on the other hand provide easy learning platforms for their staff members to undergo various policies. The survey was conducted in a multispecialty hospital of Punjab. The study is highly significant as it is required that the management of the hospital prepares and maintains policies and procedures despite other top significant aspects that include patient care. A self-structured questionnaire was used based on hospital policies, safety parameters, and awareness indicators. The three-point Likert scale applied to the study find out the awareness of hospital nurses. Throughout the field plan of three days, thirty staff nurses were observed which were selected with a convenient sampling method. Nursing Staff were questioned about various parameters and surprisingly the majority of nurses were averagely aware regarding hospital policies, safety parameters, and employee awareness indicators, wherein they were more handy and effective in practical knowledge and demonstration i.e. handling the patient in adverse and difficult scenarios, participating in emergency codes like fire and safety, grief counseling, etc.

**KEYWORDS-** employee awareness indicators, nursing staff, safety parameters, policies, standard operating procedures

## I. INTRODUCTION

There are times when many reasons come to the light as to why the hospital staff members don't read the necessary hospital policies, processes, safety parameters and various other employee-related schemes, including lack of motivation, difficulty locating policies, hard to have an access, non-friendly reading platforms and polices containing out-dated information. All the healthcare organizations are moving towards a more friendly learning management system to cater to the various needs of their employees to undergo all the policies, processes, and learning modules for their employees. E-Learning is the most pivotal tool that can be embedded in the system to motivate learning and development.

Many organizations have a specific Learning and Development wing to cater to the education needs of the employees. Their prerogative is to provide the overall company's induction including overview, vision, and mission, code of conduct, various policies like leave, attendance, maternity, etc. Apart from the induction training during the joining of the employees, a monthly training calendar is also floated and training is conducted based on a given schedule.

The priority of a healthcare organization is to ensure the patients' safety and understanding policies for safety parameters are the first stepping stone towards the same. In order to have a plan of action that ensures the required outcome, these policies need to be in the right place. **Robinson L. policymedical. Hospital Policy Compliance**

**For Policies and Procedures. 1** The evolving role of the healthcare enables them to invest more on their training and development of their employees. Information on new technologies and improvements on medication management need to reach to employees on time with the help of most effective learning tool.

It has been one of the important tasks of the managers to draft and make the required changes in the policies besides taking care of their regular tasks such as patient care. **Mohsin T. Hospital Security Policies & Procedures.**

When the policies are not read carefully then it leads to many errors in terms of patients' care as well as there is a lack of proper execution with regard to meet the basic parameters of the accrediting agencies of hospitals like NABH and JCI as they follow very stringent guidelines to be followed, leaving the organization open to lawsuits and at risk for losing accreditation. Pictorial E-Learning module on codes of conduct of the company attracts the employee's attention instead of hard reading manual with 100 pages.

The time when the policies, as well as the procedures become out-dated, there is less chance for the employees to read them. For reference, a handbook for the code of conduct of the company inclusive of 100 pages printed at the time of the hospital's inception is being out-dated now. Finding the specific information from the printed hard book is an impeccable task and it leads to possible delays in the task. With the formation of a learning management system to keep the patients and employees record handy, it is very well used for the e-learning platform as well, making sure that assigned policies and e-learning modules are duly read and analyzed by the employees.

The idea of announcing rewards always works to motivate the employees so that they read the policies and processes. For example, the link of the newly added policy along with the post-assessment test sent on the mobile phones of the employees so that they can read the policy and take the test at their convenient time. A reward system would add more motivation, for example, the first department that stands first in reading the new policy as well as taking the post-assessment test successfully will get an incentive such as a lunch party or the free movie tickets on Sunday. With such initiatives, employees can read and know a new or updated policy side by side, and learn how to navigate the organization's policy with the support of the learning management system.

To get the required national and international accreditations from the authorized agencies like NABH and JCI, hospitals have to maintain the required quality and safety standards of the hospital. This process involves high documentation, reading, writing, analysis, and filing process, any deviation in data could lead to findings in the result of such audits. The hospital management needs to induce and encourage the learning environment for their employees to be more aware of the hospital policies and have the important information on their fingertips.

Learning and Development wing should always support the comfy knowledge enhancing platforms like e-learning, test through surveys, quick quiz on the organization's policies and processes.

## II.LITERATURE SURVEY

There has been a great risk of security and privacy breaks with the rampant utilization of systems related to information technology (IT) in healthcare. In order to ensure the safety of patient's personal data, proper awareness regarding the IT related training is to be spread. The main objective of the study was to access the optimal utilization of currently used educational and mindfulness modules that lead to deliver the key messages along with IT security and privacy. E-training helps to escalate an elementary level of understanding with regards to IT security and privacy so that the breach of security doesn't take place. **Assessing staff awareness and effectiveness of educational training on IT security and privacy in a large healthcare organization.3**

The main aim of this research study is to highlight the level of understanding that is maintained by residents of post-graduation and nurses in a tertiary care hospital with respect to patient safety. The Children's Hospital Lahore has been chosen to conduct the field study that led to highlight the casual comparative research in the month of July, August 2017. In this study, the nurses and PGR were requested to fill in a questionnaire named APSQ-IV that deals with patient safety on 7 point Likert scale. SPSS version 20 and t-test have been used to analyze the data and the mean score has been compared between two groups. However, the details of the participants have not been disclosed for the security purpose. Whereas, the postgraduate residents and nurses welcomed this effort with positive viewpoint and showcased good deal of knowledge and insight towards patient safety. **Patient safety awareness among postgraduate students and nurses in a tertiary health care facility.4**

There is no doubt in the fact that the healthcare services related complexities can't be taken lightly by the risk management professionals. **Policies and Procedures for Healthcare Organizations: A Risk Management Perspective.**<sup>5</sup> The author highlight the fact there is no half measures to be taken when it comes to designing, writing and putting up the policies in the dandy form will eventually benefit the organization in achieving the end result and that is Patient Care.

The study provides a deep insight as how much the nursing staff knows about the policies and procedures that deal with the patient safety, general safety as well as quality of care, and evaluate the equivalence of information with execution. 85 Nurses in a tertiary health care unit have been interviewed to get the right deal of information. The insight of the nursing staff related to the quality, patient safety and general safety came out on a good scale. However, it has been observed that compliance in terms of quality and patient safety policies are lower than the required level. Awareness to Implementation on Select **Quality and Patient Safety Indicators Among Nursing Staff.**<sup>6</sup>

The main supposed obstacles to the execution of clinical governance included lack of proper management and leadership, inappropriate organizational culture, lack of full support, poor communication system lack of knowledge, and insufficient training. **A survey on clinical governance awareness among clinical staff: a cross-sectional study.**<sup>7</sup> The author has nicely emphasized on the hindrances encountered by the staff in understanding the key hospital policies and the role of management is pivotal in order to meet the barriers.

A descriptive A cross-sectional, questionnaire survey of registered nurses (n = 145) and physicians (n = 37) who in two specialised hospitals was conducted to examine newly hired nurses' and physicians' supposition of their orientation process. It has been concluded that the there is a constant need to update and refine the orientation process and the evaluation data. Health care managers are in a critical position to support the orientation process in practice and value it as a retaining strategy. **Newly hired nurses' and physicians' perceptions of the comprehensive health care orientation process: a pilot study.**<sup>8</sup>

The most frequent challenges that have been faced were absentees and handling of too many responsibilities. Study revealed that there are multiple challenges that hinder the performance of nursing administration that need to be addressed through appropriate national policy and strategies. **Challenges on-the-way of nursing administration at public hospitals in Kabul, Afghanistan.**<sup>9</sup> Authors of this article has nicely highlighted the issues nursing department was going through in terms of assigned with too many responsibilities which need to be look after by the policy makers.

### III. OBJECTIVES

- A. To assess the level of awareness of staff nurses regarding hospital policies, safety parameters, employee awareness indicators, and various employee welfare schemes.
- B. To ascertain the association between the level of awareness of staff nurses with selected socio-demographic variables.
- C. To develop and disseminate information booklets regarding hospital policies, safety parameters, employee awareness indicators, and various employee welfare schemes.
- D. To understand the level of learning and awareness of the company's policies and various patients and employees safety parameters about the learning methodology used by the hospital.

### IV. MATERIAL AND METHODS

#### A. RESEARCH DESIGN AND SETTING

The present study was conducted with the help of a descriptive research design. The survey was conducted in a multispecialty hospital of Punjab.

#### B. POPULATION, SAMPLE, AND SAMPLING

The present study was conducted in a multispecialty hospital in Punjab. 30 staff nurses were selected working in different wards, ICU, and emergency by using a convenient sampling technique over a period of 3 days.

#### C. TOOL AND METHOD OF DATA COLLECTION

Staff members were given a questionnaire of 15 items regarding awareness and satisfaction regarding hospital policies which was based on 3 point Likert scale parameters as always, sometimes, never respectively.

The Reliability of the patients survey was computed by collecting data from 03 staff members and reliability computed is  $r=0.73$  by using the split-half method and test- retest method. Data for the final study was collected by administering the questionnaire.

**D. METHODS OF DATA ANALYSIS**

The data was analyzed and presented using descriptive statistics such as frequency tables, mean, standard deviation.

**V. FINDING AND RESULTS:**

Table 1: Frequency distribution of staff nurses as per Socio-Demographic variables.  
N=30

S.NO	Socio-Demographic variable	Frequency	Percentage distribution
1.	<b>GENDER:</b>		
	a. Male	11	37%
	b. Female	19	63%
2.	<b>AREA OF POSTING</b>		
	a. Emergency	06	20%
	b. ICU	09	30%
	c. Ward	15	50%
3.	<b>Work Experience (in years)</b>		
	a. 0-5	13	43%
	b. 6-10	11	37%
	c. >10	06	20%

**A. LEVEL OF AWARENESS AMONG STAFF NURSES:**

Nurses were assessed for the awareness regarding hospital policies, safety parameters, and various employee awareness indicators and categorized as good, average, below average.

Table A.1: Level of awareness among staff nurses working in different areas.

N=30

S. No	Level of awareness	Frequency (f)	Mean±SD
1.	<b>Good (36-45)</b>	10	39.9±2.601
2.	<b>Average (26-35)</b>	16	30.6±2.093
3.	<b>Below average (15-25)</b>	04	19±1.633

Staff Nurses were assessed for the awareness regarding hospital policies, safety parameters, and various employee awareness indicators and the majority of them had an average level of awareness.

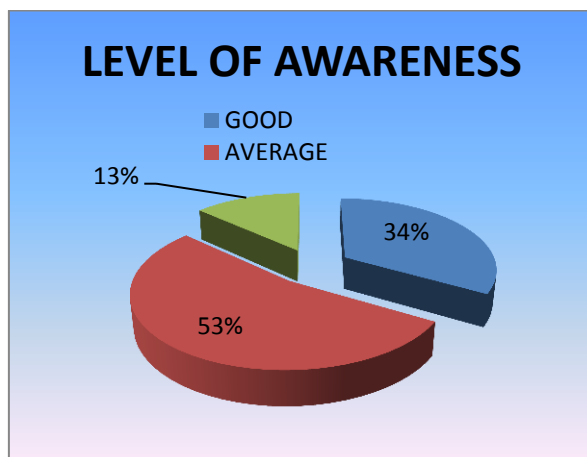


Figure A.1: Level of awareness among staff nurses

**B: TO FIND OUT THE ASSOCIATION OF LEVEL OF AWARENESS OF STAFF NURSES WITH SELECTED SOCIO DEMOGRAPHIC VARIABLES.**

Table B.1: Association of the mean score of staff nurses as per level of awareness with socio-demographic variables

N=30

S.No	Socio-Demographic variable	Frequency	Mean±SD	t/F value
1.	<b>GENDER:</b>			
	1. Male	11	27.8±7.4	t=2.64 <sup>S</sup> df=28
2. Female	19	34.6±5.6		
2.	<b>AREA OF POSTING</b>			
	1. Emergency	06	32±6.09	F=0.38 NS df=2,2 7
	2. ICU	09	33.8±4.9	
	3. Ward	15	31.2±3.8	
3.	<b>Work Experience (in years)</b>			
	1. 0-5	13	30.69±4.08	F=0.74 NS df=2,27
	2. 6-10	11	32.36±4.44	
	3. >10	06	35±6.01	

P value>0.02

Hence, it can be asserted that the mean awareness score was more in females and the difference was found to be significantly significant at p-value 0.02 level whereas no significant mean difference is found as per their area of knowledge and work experience.

**VI. CONCLUSION**

The purpose of healthcare policy and procedures is to communicate to employees the desired outcomes of the organization. Leahy T. *polycymedical*. The Importance Of Healthcare Policy And Procedures. 10 It can be concluded that the majority of staff nurses have average awareness regarding hospital policies, safety parameters, and various employee awareness indicators. Furthermore, findings revealed the significant mean difference between the mean score of staff nurses based on their gender. The hospital on the other hand has been providing the platform of e-learning, but only through e-documents like PowerPoint presentations, word files, pictures, and graphics. There is still an online management tool to be introduced to provide a progressive and evaluative learning on the online platform. Apart from that, various induction classes can be planned to raise the awareness of staff nurses so that the maximum level of job satisfaction and patient care satisfaction can be achieved. The organization must make sure that all the impacted personnel have been informed before a new or revised policy becomes effective. The lack of such activity also leads to the situation when a staff member is found following an out-dated policy, possibly consisting of patient care as well as the allegations that are related to corporate negligence. In order to save the organization from any sort of corporate negligence claims, documentation that sustains all affected workers—from all the departments and designations as well as profiles—have reviewed the new or revised policy before a new or revised policy becomes effective should be collected and piled in a file. To meet this objective, the hospitals must understand the changing needs of learning methodology from conventional learning like guide books, hand books, etc. to contemporary learning like e-books, learning management portal, graphical learning, simulations, etc.

There are many private hospitals now having specific training manager or nursing educator. They carry out training almanac which is further disseminated into a month-wise training calendar. The administration of the hospital should take the responsibility to ensure the monthly training calendar is followed and executed wisely. Pre and post-assessment tests are also conducted for the basic understanding of the employee on a particular subject or policy. There are many online available tools to conduct the assessments and many hospitals are using it effectively instead of taking it on hard copies.

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