

## Role of Employees' Induction Program and Its Effectiveness in Smoother Integration of New Employees in Health Care Setup

Ms. Shilpashree C.R<sup>1</sup>, Dr. Amit Chaudhary<sup>2</sup> And Dr. Mamatha H.K<sup>3</sup>

<sup>1</sup>research Scholar, Department Of Health System Management Studies, Jss Academy Of Higher Education & Research,

<sup>2</sup>junior Resident, Department Of Hospital Administration, Jss Academy Of Higher Education & Research

<sup>3</sup>associate Professor & Coordinator, Department Of Health System Management Studies, Jss Academy Of Higher Education & Research

---

### ABSTRACT

Hospital is a high-performance delivery sector and every time only best results are expected. Providing best care and cure for patient is the main objective and this requires coordination between all the employees (both clinical & non clinical staff). This also requires dedicated and committed staff to work beyond the call of duty many a times. But as per research the employee turnover rate in healthcare is very high and recruiting employees is a continuous challenge for the HR managers. Once, recruited, their retention is yet another challenge.

Induction plays a very important role in familiarization of Hospital's Vision, Mission, Value and Goals in ensuring smoother integration of employees into hospital environment. The work environment in a hospital is itself a unique entity and not all can accustom to it. Incorporation of such unique features during Induction programmes may help orient employees and make them feel comfortable. This ultimately helps in retention of healthcare workers and saves on recruitment costs.

*Article Received: 10 August 2020, Revised: 25 October 2020, Accepted: 18 November 2020*

---

### Introduction

Hospital is a high-performance delivery sector and every time only best results are expected. Providing best care and cure for patient is the main objective and this requires coordination between all the employees (both clinical & non clinical staff). This also requires dedicated and committed staff to work beyond the call of duty many a times. But as per research the employee turnover rate in healthcare is very high and recruiting employees is a continuous challenge for the HR managers. Once, recruited, their retention is yet another challenge.

Induction plays a very important role in familiarization of Hospital's Vision, Mission, Value and Goals in ensuring smoother integration of

employees into hospital environment. The work environment in a hospital is itself a unique entity and not all can accustom to it. Incorporation of such unique features during Induction programmes may help orient employees and make them feel comfortable. This ultimately helps in retention of healthcare workers and saves on recruitment costs.

Induction helps in gaining knowledge, confidence, and motivation towards work. Employees get educated about hospital policy on safety (Fire safety, electrical, radiation etc.), infection control measures (Biomedical waste management, Personal Protective Equipment), Prevention of Sexual Harassment (POSH) and critical policies. This will help in increase employee satisfaction by preventing such

incidence from occurring as well as better defending any claims.

In some of the advanced healthcare centers training of Basic Life Support, Quality Assurance & Accreditation are made part of the induction program. This helps not only for enhancement of individual capabilities but more importantly, provides additional human resource during critical times.

This study was conducted with the objective of ascertaining the effectiveness of induction programme for new recruitee’s in a healthcare sector and scope for improvement based on the feedback collected from the employees.

**METHODOLOGY**

It was a retrospective, descriptive, questionnaire based cross sectional study.

**METHOD**

A structured questionnaire consisting of 20 questions was distributed to all the attendees attending the induction program both pre- and post-

session and the same was evaluated. Statistical analysis was conducted to know the positive and negative responses and recommendations were made to the HR department. For improvising the induction programme in the future.

**SAMPLE DESIGN**

All the new joiners attend the induction program conducted by the Human Resource Department.

**STUDY SAMPLE**

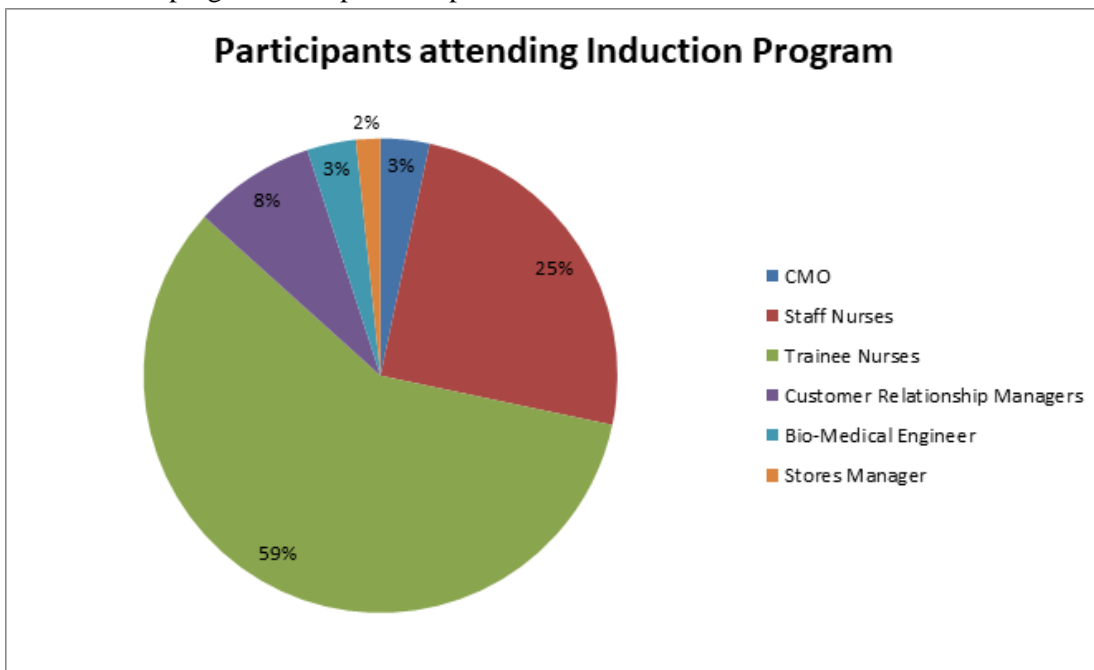
100 Participants

**STUDY PERIOD**

August 2019 to October 2019 (3 Months)

**RESULTS**

Employees from different departments attended the induction program altogether. During the study period from Department of Nursing 84% (Staff Nurses-25%, Trainee Nurses- 59%), Customer relationship Manager 8%, Casualty Medical officer 3%, Bio-Medical Engineering Department 3%.(Ref. Chart- 1)



**Chart-1**

Among all the new Employees 65% Female and 45% Male. (Ref Chart-2)

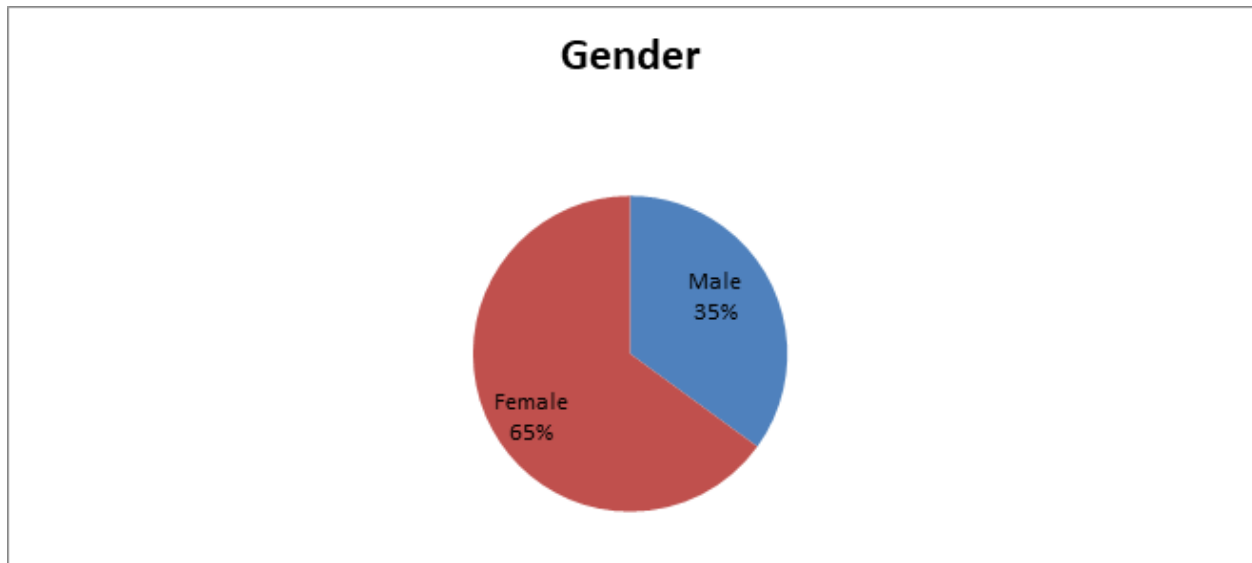


Chart-2

The Average score of respondents both pre and post Induction are 15.81 and 17.83 respectively. Ref Chart-3

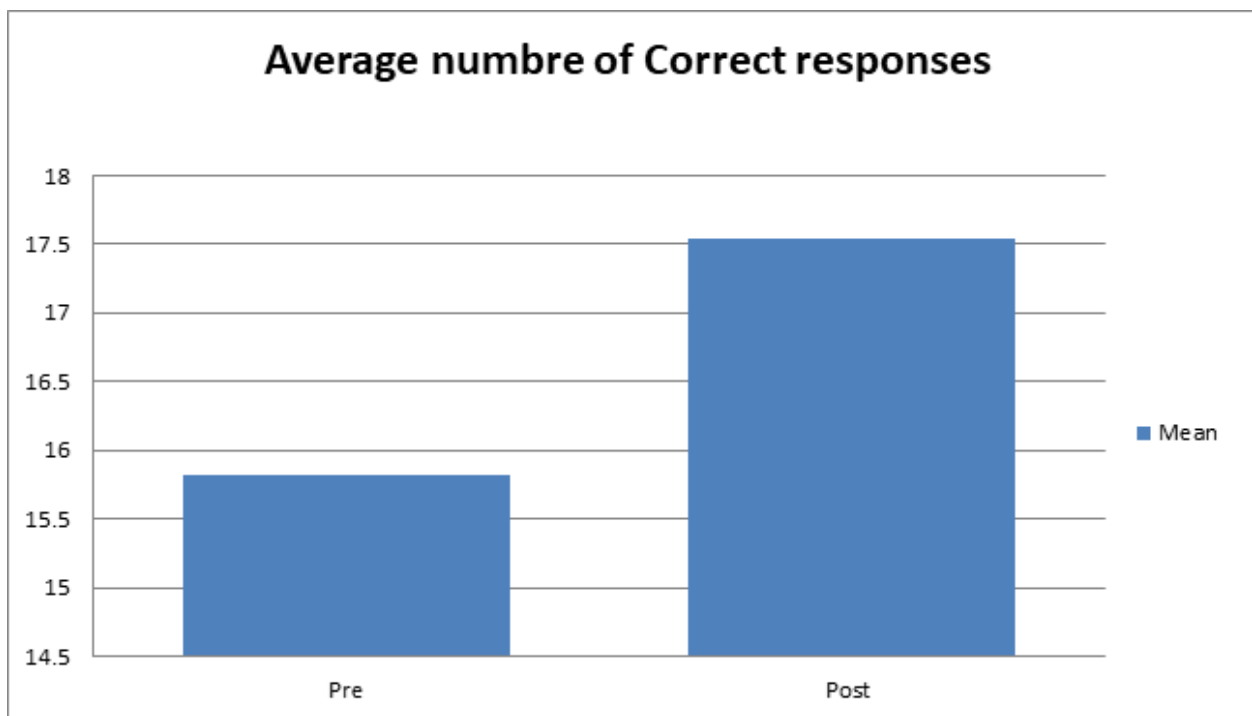


Chart -3

The Average percentage of respondents both pre and post Induction are 79.08% and 87.67% respectively. Ref Chart- 4

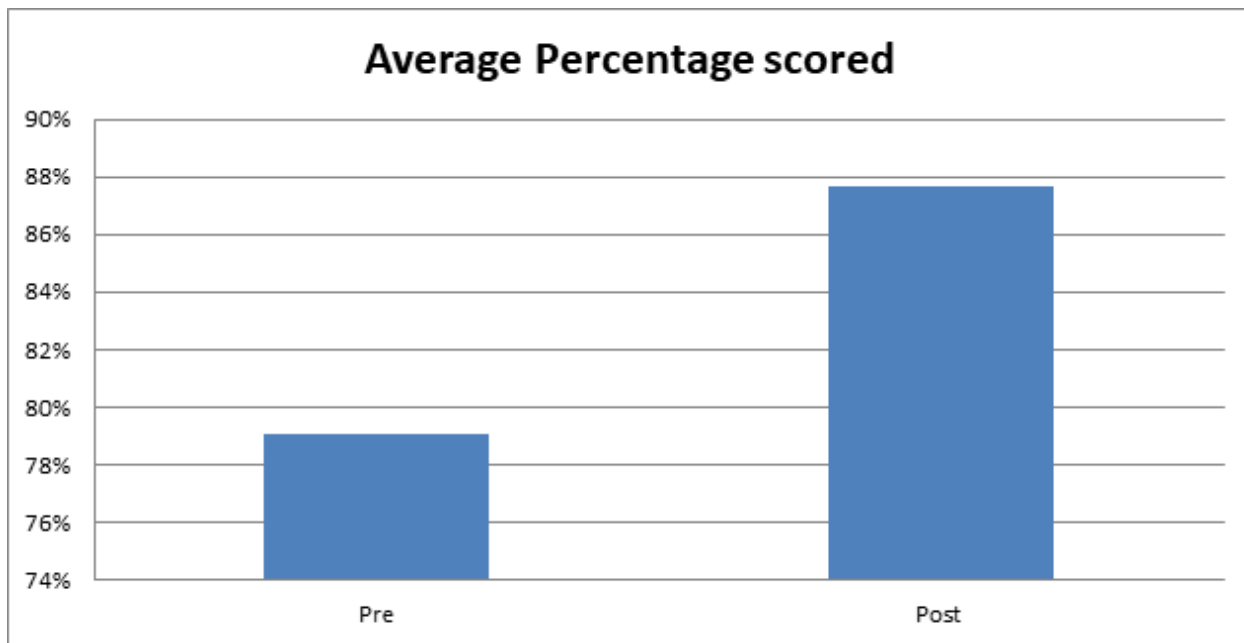


Chart 4

Knowledge amongst new employees about Hospital policy, Safety Norms, Quality Assurance and Basic Life Support are evaluated both Pre and Post

Induction program. Total number of Questions are 1200. 244 responses are incorrect during the Pre Induction and 147 Post Induction. Ref. Chart-5

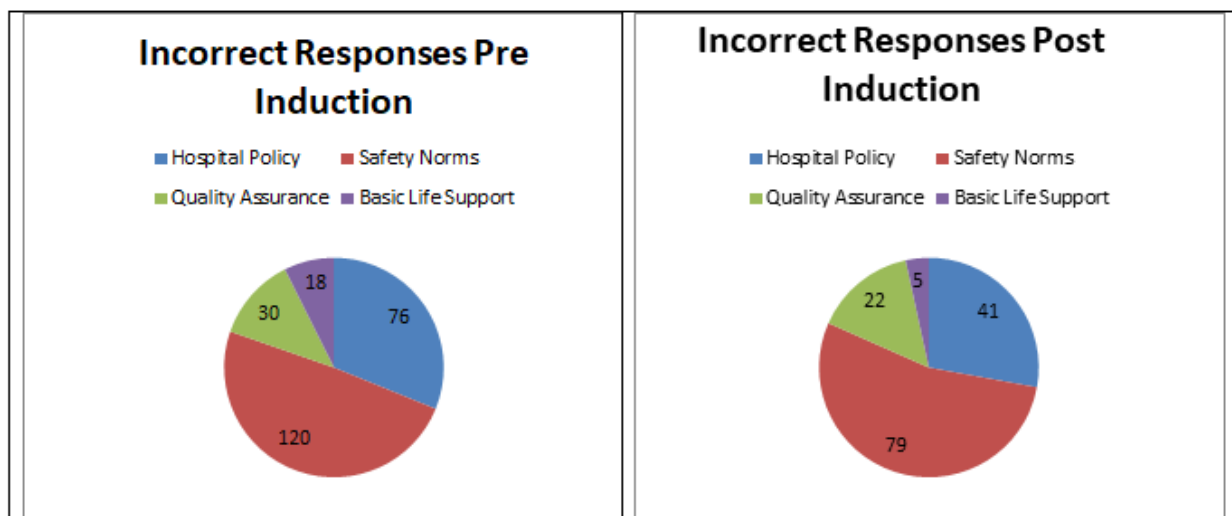


Chart 5

**OUTCOMES**

Pre- Induction test V/S Post Induction test. Chart- 6

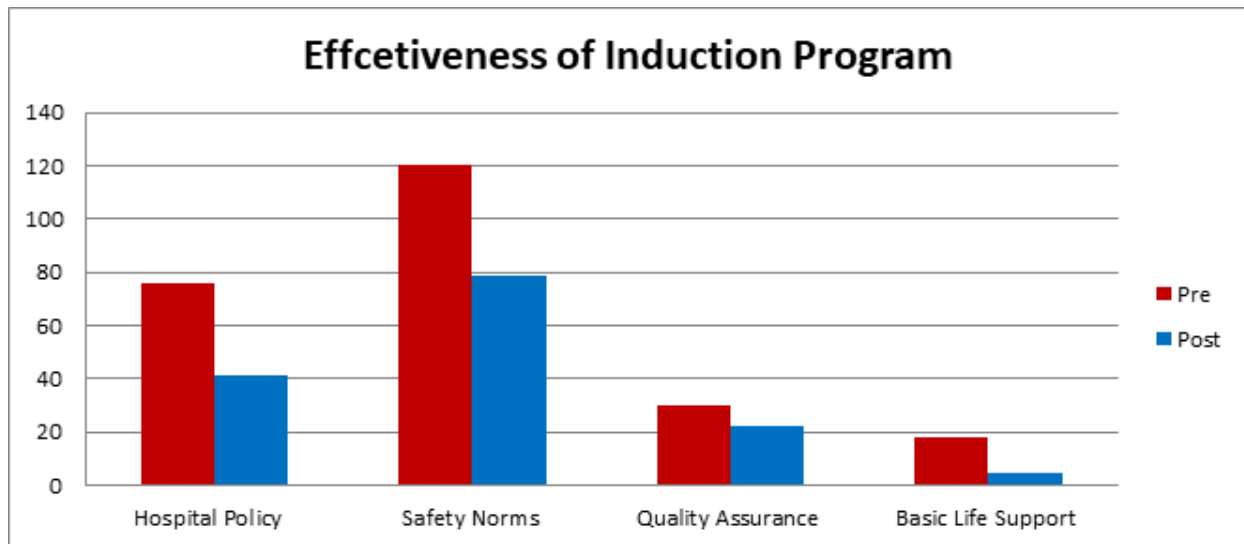


Chart-6

**DISCUSSION**

As hospital is Multidisplinary in nature, Induction program is been attened by New Joinees from the different department of the hospital, Maximum number of attendents are from Department of Nursing. The respondants are majorly females. During the pre induction program the average marks scored is 15.81(79%) whereas the avaaerge marks scored post induction is 17.53(87.67%). The number of incorrect responses during pre induction was 76 in Hospital policy, 120 in Safety norms, 30 in Quality Assurance and 18 in Basic life support. Whereas during the post induction the incorrect responses came down to 41 which there is 11.67% of improvement is observed in Hospital policy, 79 which 6.84% of improvement is observed in Safety norms, 22 which 6.6% of improvement is observed in Quality Assurance and 5 which 10.83% of improvement is observed in Basic life support. Before induction program the employee’s knowlegde about hospital policies and Safety Norms were found to be less.

**CONCLUSION**

Induction program played important role in understanding of Hospital’s Vision, Mission, Value and Goals is ensured smoother integration of

employees into hospital environment. Employees got educated about Hospital Policy on Safety (Fire safety, electrical, radiation etc.), Infection Control Measures (Biomedical waste management, Personal Protective Equipment), Prevention of Sexual Harassment (POSH) and critical policies. Induction helped in gaining knowledge, confidence, and motivation towards work. Although there is improvement in knowledge of employees the effectiveness of induction can be still increased by making it more specific and elaborated manner by taking the new joinees all over the Hospital and giving practical knowledge about the same

**References**

Cusway, B., (2011). An Essential Guide to Employment Law, Personnel Policies and Procedures. The Employers Handbook 1st ed.. Kogan Page Limited. London , p.110.  
 2. Francine D., Janet M. Currie, Rachel T.A. Croson, Donna K. Ginther (2010). Can mentoring help female assistant professor, Interim results from a randomized trial, NBER Working Paper.  
 3. Krishnaveni, R., (2008). Human Resource Development: a Researcher’s Perspective..

- New Delhi, Anurag Jain for Excel Books. 1 p.115.
4. Thomas Christine (2012). Influence of a Clinical Simulation Elective on Baccalaureate Nursing Student Clinical Confidence. *Journal of Nursing Education*,51(4) 236-9
  5. Whitehead, D. (2005). Health promoting Hospitals: The role and function of nursing. *Journal of Clinical Nursing*, 14,20-27.
  - Cusway, B., (2011). *An Essential Guide to Employment Law, Personnel Policies and Procedures. The Employers Handbook 1st ed.. Kogan Page Limited. London , p.110.*
  2. Francine D., Janet M. Currie, Rachel T.A. Croson, Donna K. Ginther (2010). Can mentoring help female assistant professor, Interim results from a randomized trial, NBER Working Paper.
  3. Krishnaveni, R., (2008). *Human Resource Development: a Researcher's Perspective.. New Delhi, Anurag Jain for Excel Books. 1 p.115.*
  4. Thomas Christine (2012). Influence of a Clinical Simulation Elective on Baccalaureate Nursing Student Clinical Confidence. *Journal of Nursing Education*,51(4) 236-9
  5. Whitehead, D. (2005). Health promoting Hospitals: The role and function of nursing. *Journal of Clinical Nursing*, 14,20-27.
  1. Cusway, B., (2011). *An Essential Guide to Employment Law, Personnel Policies and Procedures. The Employers Handbook 1st ed.. Kogan Page Limited. London , p.110.*
  2. Francine D., Janet M. Currie, Rachel T.A. Croson, Donna K. Ginther (2010). Can mentoring help female assistant professor, Interim results from a randomized trial, NBER Working Paper.
  3. Krishnaveni, R., (2008). *Human Resource Development: a Researcher's Perspective.. New Delhi, Anurag Jain for Excel Books. 1 p.115.*
  4. Thomas Christine (2012). Influence of a Clinical Simulation Elective on Baccalaureate Nursing Student Clinical Confidence. *Journal of Nursing Education*,51(4) 236-9
  5. Whitehead, D. (2005). Health promoting Hospitals: The role and function of nursing. *Journal of Clinical Nursing*, 14,20-27.
  6. Kennedy TJ, Lingard L, Baker G, Kitchen L, Regher G. Clinical oversight: conceptualizing the relationship between supervision and safety. *J Gen Intern Med.* 2007; 22: 1080-1085.
  7. Shekhter I, Nevo I, Fitzpatrick M, Everett-Thomas R, Sanko JS, David J. Birnbach DJ. Creating a common patient safety denominator: The interns' course. *J Grad Med Educ.* 2009 Dec; 1: 269–272