



INODAYA Hospitals - Kakinada

Documentation code:
INH/HRM.01.c.

Policy on Contingency plan to manage Work force shortage

Issue date: 12/12/2022

Reference: HRM.01.c.NABH Standards – 5th Edition

Issue No: 01

Prepared date:
12/12/2022

Review Date: 11/12/2023

Review No: 00

1.0 POLICY:

In order to address staff shortages, in addition to preparing and implementing contingency plans, the HR department will:

- Work closely with all the department heads to understand the hiring needs
- Interact with all departments and see to avoid the work interruption due to shortage
- Accelerate onboarding processes to maintain quality
- Actively manage return to work, and also see to prevent work refusals - through education, training, and enablement of team members

PROCEDURE:

1) Develop/review contingency plan to:

- Identify minimum staffing needs for each area
- Prioritize critical and essential services based on census or the need of work
- Identify backup for each shift and role and ensure training provided

2) Recruit and train for as many vacancies as possible and hire to fill gaps across all areas as established in contingency plan.

3) Review staffing schedules, availability of alternate staff, and emergency contact numbers for team members.

4) Work with Department managers/schedulers to:

- Increase staffing to support additional requirements/surge capacity
- To identify backup schedulers.
- Closely monitor absenteeism, execute contingency plans as needed, and adjust staffing plans accordingly.

5) Identify all available options to meet staffing needs, including:

- Agency contracts, Local healthcare facilities (Staff providers) / Recruit college/university students

6) Implement Return to Work protocols.

Prepared by:

Verified by:

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Manager HR

Accreditation Coordinator

Medical Director



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The HR department will:

Collect information from Colleges /Consultancies about:

- Availability &
- Skills (including cross training)

Method:

- ❖ We usually approach local Colleges for staffing Nursing personnel. Those are R K School of Nursing, Aditya school of Nursing , Saraswathi school of Nursing & Raghava School of Nursing.
- ❖ For Admin / Support Staff we approach Vikasa training and placement centre, Kakinada.

Any requests for recruitment are subject to the final approval of the Top Management / any other person nominated by the Top Management for this purpose.

- ✓ Once the request for recruitment is approved, Human Resource Department undertakes sourcing of candidates as follows:
 - Consult with requesting department whether any existing employee can be identified for promotion.
 - Advertise and source externally through job portals, job advertisements, agents, etc.
- ✓ Applicants are short listed according to their qualifications, experience and to meet the job requirements in accordance with the job description and specification.
- ✓ HR will conduct the first level of interview along with the concerned HOD for short listing the candidates so as to ensure the candidates meet the basic pre-requisites.
- ✓ Once the candidate is shortlisted in the preliminary interview, he/she shall be interviewed by the Selection committee. Once, the candidate is selected by the Selection committee he/she shall meet the Top Management subsequent to whom an offer letter shall be issued to the selected candidate.

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The selection committees for various levels of designations are given below

S.No	CATEGORY	DESIGNATIONS/DEPARTMENTS	SELECTION COMMITTEE MEMBERS
1	Medical Staff	Consultants, Surgeons, Anesthesiologist, Radiologist, Pathologist, Registrars, Medical officers..	Director & Medical Superintendent
2	Paramedical Staff	Radiographer, ECG technologist, ECHO technologist, Physiotherapist, Dieticians, Lab technicians, Anesthesia technologist	Medical Superintendent, Functional HOD, HR Department; and the Top Management (for approvals only)
3	Administrative staff	Managers, Accountants, Maintenance technicians, medical records, Front office, OPD, IP, IT, Marketing etc..	CEO, HOD, HR Department & Top Management (for approvals only)
4	Outsourced staff	Security, House Keeping	CEO, HRD, Top Management (for approvals only)

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