



World Quality Month 2020 Celebration

SPOTLIGHT OF THE DAY - " YOU MADE MY DAY "



Ms. Smitha N
Senior Executive HR
Apollo BGS Hospitals, Mysuru

"APPRECIATION CAN MAKE A DAY, EVEN CHANGE A LIFE."

We have heard some amazing stories over the past about colleagues who have gone the extra mile to deliver whimsical patient care experience . To recognize such eventful resources a defined thoughtful approach was set up, thus recognizing such diligent employees.

Three "C's" of engagement was implemented

Communicate – Efficient and frequent ways to communicate with employees and patients

Collaborate – Effective collaboration means being integral part of the organisation

Celebrate – Being appreciated and acknowledged

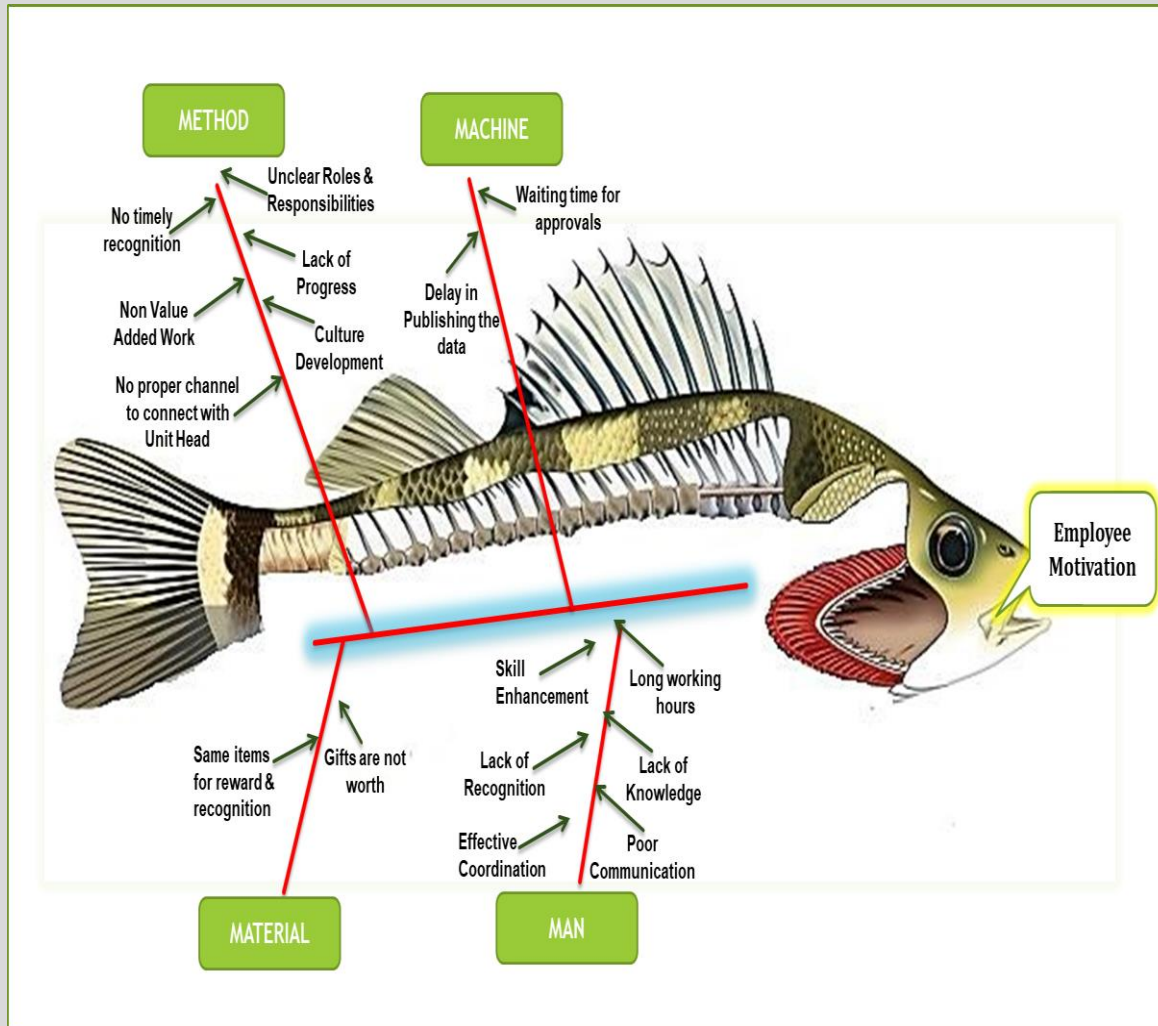
"Gratitude is not only the greatest of virtues, but the parent of all the other"

Inclusive Patient experience combined rewards and recognition of employees

“The secret to multitasking is that it isn't actually multitasking. It's just extreme focus and organization”

Need of the hour was to recognize and motivate employees combined with patient's first.

CAUSE & EFFECT DIAGRAM



Method :

- Timely recognition not available
- Employees were not aware what's in it for them

Machine :

- Employees needed effective communication

Material :

- Quality of rewards to be enriched

Man :

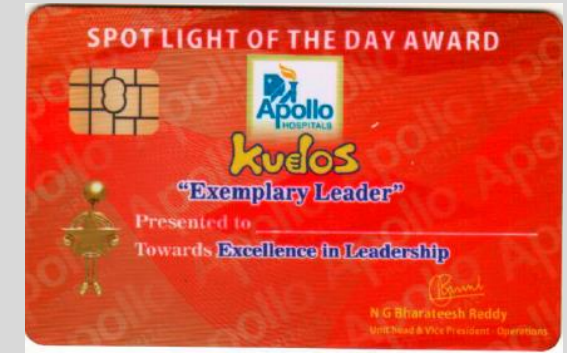
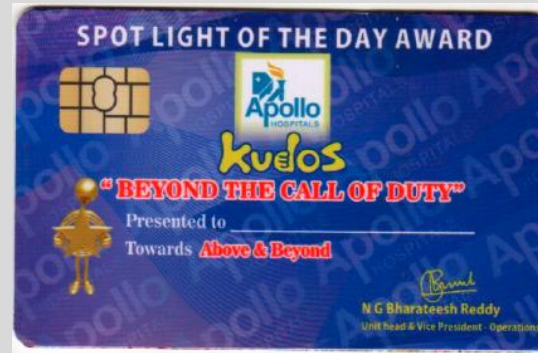
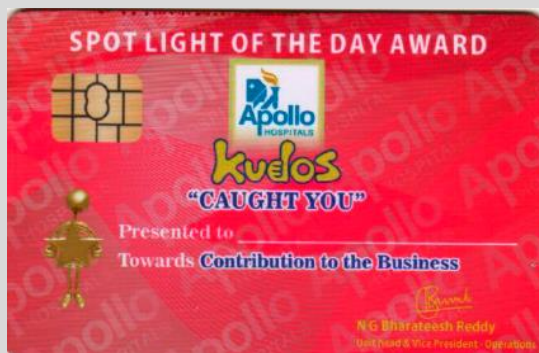
- Enhancing the working culture

“ Small Gestures Build Great Companies “

Brain storming lead to timely recognizing of employees would lead to enhancing patience experience. Employees who were going extra mile to be suitably rewarded and to create a culture where in all other employees strive to be the recipient of this award

Implementation process:

Nomination form is filled by the HOD who has recognized the work of the employee and submit it to HR. On approval from Unit head, a recognition letter duly signed by the unit head and a gift voucher would be a surprise for the employee the very next day.



LOCKING THE IMPROVEMENT

1. CONTRIBUTION TO THE BUSINESS :

- Aimed at achieving a significant improvement in the productivity or standard of work
- Assisting in achieving a department / unit or business objective
- Observed significant prospect that had a positive impact on hospital patient care / clinical outcomes (internal or external)

2. EXCELLENCE IN WORK :

- Helped to provide high level compassionate care to patient
- Positive feedback increased from Clients (internal & external)

3. ABOVE & BEYOND – “ BEYOND THE CALL OF DUTY AWARD” :

- Staffs made significant improvement and performed exceptionally well
- Staffs showed Good social responsibility – promoting positive morale through actions of good spirit

4. EXCELLENCE IN LEADERSHIP :

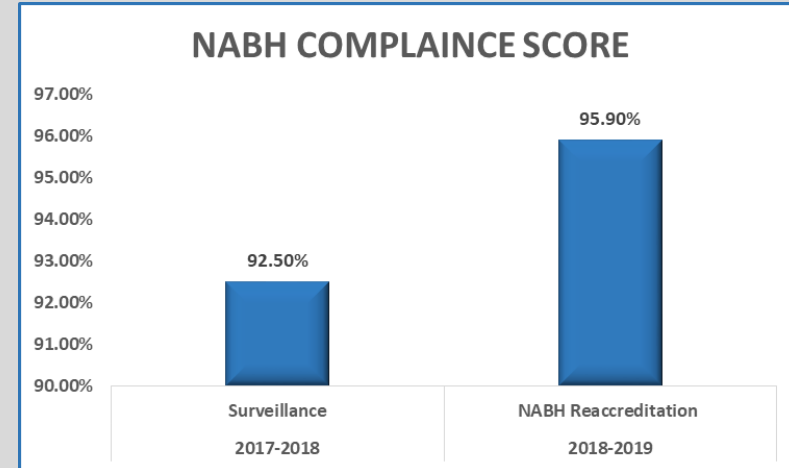
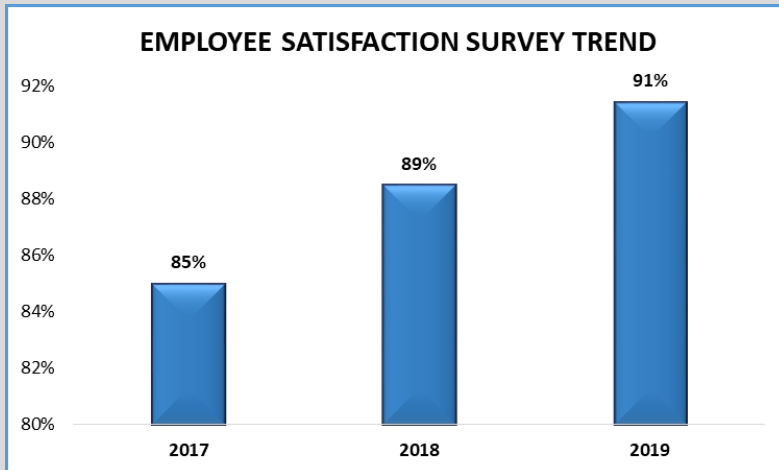
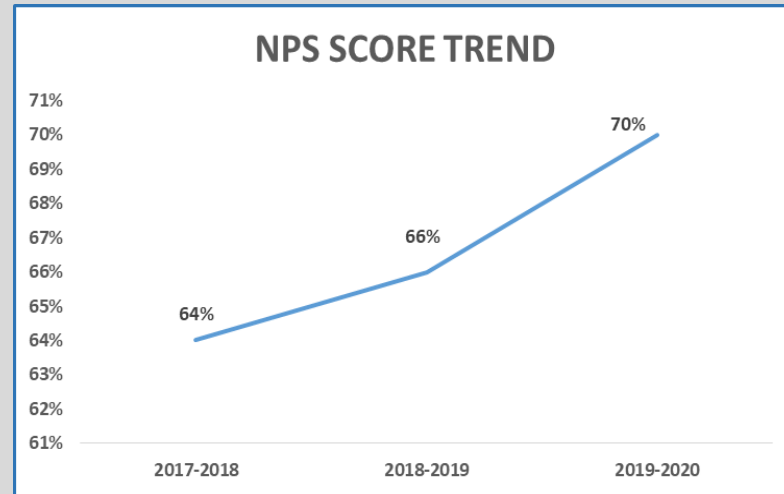
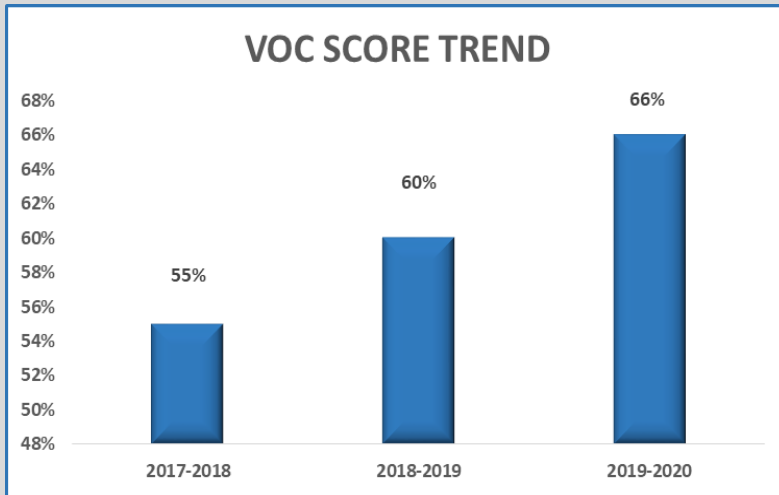
- Leaders showcased exemplary performance and inspired others to follow
- Coached and lead others to achieve the vision through partnerships, collaboration and mentoring
- Helped team members to enhance the skills and knowledge for the benefit of the organization

CLONING THE IMPROVEMENT

QUALTECH PRIZE 2020
Healthcare

- The initiative was replicated in other location
- Hospital patient care / clinical outcomes improved

TANGIBLE RESULTS



All these matrix (Patient & Employee) are in upward trend and we have seen improvement

- VOC score increased by 11% from 55% to 66%
- Employee satisfaction improved by 6% from 85% to 91%
- NPS increased by 6% from 64% to 70%
- Our NABH compliance improved

INTANGIBLE RESULTS

N **Namratha Sreedhar**
17 Oct - 12:36 PM
★★★★★

I got my delivery done in Apollo hospital, Mysuru.. Due date was in September when Covid was in peak.. We were worried about it however choosing apollo was a good decision as we got the best safe treatment there.. The staff were extremely helpful.. I had c section and was not able to move for a day.. Got complete care for all the days we stayed in hospital.. Hospital food was also great which was both tasty and healthy.. The staff were available round the clock and used to help even at odd hours.. Lactation consultants were also there who helped me to breastfeed the baby better as it was difficult for a new mom like me.. I was overwhelmed with happiness and thought of giving some money to the nurse(which i am embarrassed now) who took care of me for 4days.. She outrightly rejected it saying, its her job and that she doesn't want extra money.. I was awestruck and still very happy.. I am extremely happy about the care and treatment i got and would suggest the hospital..

S **shoba uthappa**
1 Oct - 1:04 PM
★★★★★

Thank you health care heroes of Apolo hospital Mysore . Extremely happy with the service. 🙌🙌 Thank you for all the small things you do , And for your big heart ❤️ . This note would be incomplete without my 🙏 to Dr Harindra & Dr Mohan Appaji from Coorg. & all the supporting team . It is worth travelling 700 kms just for the best services we got . Hoping for the healthy healing too 🙌

Thank you note

I'm the attendant of the patient Sandhya HN (ward no 406) I'm writing this thank you note to all the people at hospital who directly or indirectly help my mom get better. Firstly I would thank for the hospitality of Apollo staff. I faced no issues with the facilities of the ward. Next I would also like to thank the doctors Dr. Pralhad, Dr. Shivprakash & the duty doctor who treated my mother with care. They were very transparent with all the details of the patient with family members. They explained us about the tests conducted, the symptoms diagnosed, the possibilities of other things in a way that we could understand. They responded to our concerns. I would also thank all the nursing staff who addressed the patient with smile always. Their work did not feel as just duty but also care was seen. I would thank a bunch to all of them. To specially mention, Anjelina, Ashwathi & one more nurse who asked me if I'm a coorgi (sorry for not asking her name as), these three people touched my heart. They were as sweet as candy. My mother liked Anjelina a lot. It would be wrong if I don't mention all the housekeeping staff who helped my mother in bathing, changing & all washroom related things, they also cleaned the room twice a day to help keep the room tidy & clean. They are not easy tasks, I thank them a lot. Last but not least, the food supply staff, I also thank them for providing yummy & variety food on time. My mother would appreciate the food to all the people who called her to check on her. These people were keen to smile everytime when they knocked the door for milk food & buttermilk. Also the dietician & other staff who kept checking everyday for feedback of services. I would thank them too. Today my mother is doing all charges & I'm walking out with a big & satisfactory smile because of all charges.

58 **Dr. Roopa Prakash**

Good evening sir. With utmost gratitude I would like to convey my heartfelt thanks to you for all the support you gave my husband who has reached back his nest safely. I wish to bring to your kind notice that the team of doctors, Dr sanjeev, Dr. Pralhad and Dr. Somanath vasudeva were extremely supportive, giving him support both medically and morally. The staff nurses and other support staff were very patient and pleasing in their communication. Mr. Ravi was of great help to me in arranging the room at the first request . He has always been so to me. Mr Rishith was kind enough to receive sir and accommodate him. Mr chirag also was very helpful. These were a few people whom I can name but I know that there are many unnamed here who have helped my husband in his phase of recovery. Mrs. Geeta was kind enough to arrange to send him home after recovery with a wonderful bouquet of Roses and zerbervas which are so dear to him. Let corona not trouble anyone but you proved that if by chance it happens, you are there to support totally. Thank you once again for helping my husband, Dr Prakash Prabhu to be a corona warrior and return home safely. 🙏🙏🙏

10:03 PM

SPOTLIGHT OF THE DAY

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THANK YOU 😊