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## COVER PAGE AND DECLARATION

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**Introduction:**

Human resources are the basic wealth in any organization, whether it is production or service, so organizations seek to make use of their human resources to the maximum possible degree by working on their development, which will ultimately be reflected in the quality of the performance of individuals. Human resources management has emerged as a result of a set of overlapping developments that have contributed, directly or indirectly, to the emergence of the need for specialized individuals, whose goal is to take care of the affairs of the organization's personnel and work to provide the best mechanisms for managing the human capacity. The efficiency of organizations depends on the good investment of their resources, especially the human resources, which control the rest of the resources and the way they are used. Therefore, the need for an independent administration specialized in human resources arose.

As a worker in government hospitals, which are hospitals owned and managed by various government agencies, including ministries, agencies, and public institutions, in accordance with government systems and regulations that govern the work and procedures of work in these hospitals, the most important challenges facing human resource management and the relative management of human resources are the decrease in the administrative organization. That function to the Assistant Director-General, and confined systems and regulations for human resources in the legal aspects, contractual matters relating to the rights and duties of workers and employers and issues irregularities, and confined management practices most often in matters relating to employment and the calculation of salaries and benefits, and follow-up constantly and permit vacations, etc. Most of the human resources departments lack the future vision of the necessary needs of human resources, and their reliance on traditional methods in J Maintaining employee records and data, and in few cases there are information systems for human resources that depend on information technology and compute.

## **STAFF RETENTION PROGRAM POLICY**

### **I. PURPOSE**

1.1. To provide a framework for the retention of employees and shall be applicable to employees with critical skills that are needs-driven.

1.2. All processes and procedures relating to the staff retention should be based on best practice and evidenced based.

### **2. DEFINITION**

2.1. Employee Retention refers to the ability of an organization to retain its employees. It relates to the efforts by which employers attempt to retain the employees in their workforce.

### **3. POLICY**

3.1. King Saud Hospital recruits and retains staff that have necessary skills, expertise and qualifications that contributes to drive the hospital work forward.

3.2. All staff retention processes and procedures should be socially inclusive and should not unlawfully discriminate against anybody on the basis of their race, color, nationality, ethnic or national origins, religious beliefs, sex, marital status or disability.

3.3. All processes and procedures must meet the requirement of current employment legislation, Ministry of Health Guidelines and Ministry of Labor Guidelines.

3.4. All processes and procedures will be equitable, fair and auditable. Staff will be treated with courtesy and respect throughout all processes.

3.5. All staff involved in the processes and procedures covered by this policy must consider whether their family and other personal relationships create any actual or potential conflicts.

3.6. This applies to all King Saud Hospital employees, to all post irrespective of staff group or seniority.

## **4. PROCEDURE**

### **4.1. Provision of Resources**

4.1.1. The hospital ensures that there are sufficient resources available to meet the demands of the job. This motivates employees to perform their duties.

4.1.2. Essential resources such as stationary, computers, cartridges, must always be available.

### **4.2. Empowerment of Employees**

4.2.1. Training and skills development are continuous process rather than a once off event.

4.2.2. The organization empowers employees through financial assistance to those who are willing to pursue further studies and also through the in-service education program.

4.2.3. Regular educational needs assessment is conducted on annual basis to assist staff to identify learning gaps and apply corrective measures where necessary.

4.2.4. Rewards for excellent performance are done and introduces other means of rewarding satisfactory performance other than monetary terms such as awarding certificates of recognition.

### **4.3. Optimal utilization of Human Resources**

4.3.1. The Hospital delegates employees to take higher responsibilities and perform challenging work other than their normal routine duties.

4.3.2. Delegation of posts is done in a written way.

4.3.3. Service Directors and Department Heads, in consultation with the human resources

department initiate the delegation of employees to higher responsibilities. (See also Delegation of Authority policy)

#### **4.4. Communication**

4.4.1. Employees feel being important if they are informed.

4.4.2. The hospital leaders conduct vibrant communication strategies which allows feedback from employees. (Refer to Communication policy)

#### **4.5. Compensation and Benefits**

4.5.1. An integrated compensation and benefits plan is done which match the rewarding system Plans.

#### **4.6. Effective Orientation Program**

4.6. 1. Establish employee commitment through effective Orientation Process

4.6.2. Development of a well-structured orientation program for all new employees

#### **4.7. Exit Interviews**

4.7.1. Conduct exit interviews to resigning employees which will help to identify and deal with any issues causing them to leave.

4.7.2. Conduct exit interviews to all employees who intends to resign and the results of the interviews are analyzed and feedback is given to the hospital leaders as soon as possible.

#### **4.8. Employee Job Satisfaction Surveys**

4.8.1. Employee job satisfaction survey is done annually to determine employee grievances and will be utilized to improve the working conditions every employee in the organization.

## **4.9. Benchmarking**

4.9.1. Benchmarking with other healthcare organizations of similar scope in terms of competitive remunerations, better career growth opportunities, and better incentives.

## **4.10. Monitoring and Evaluation**

4.10.1. The Human Resources in collaboration with the Hospital Administration will continuously monitor and evaluate the implementation of this policy and submit report annually.

## **EFFECTIVE CUSTOMER SERVICE PRACTICES;**

When you care about improving internal customer service, you indirectly help in promoting customer service in your organization. The internal customer is one of the most popular concepts in the modern customer experience. External customers are those who primarily see your services as a provider of something they buy, while internal customers are involved in your business. By being a part of it, the internal customer is a customer directly related to the organization, and the internal customers are usually stakeholders, employees or shareholders, and the definition also includes government and investors.

The work environment should meet the needs of employees and live up to their aspirations at all levels, if you treat your employees poorly, the work environment in the organization will become negative, and your employees will perform the necessary performance only to maintain their jobs, but they are unlikely to take an additional step to take creative work. Or, caring for your external customers and providing them with assistance as it should.

Employees are the face of every organization. Customers interact with them when they search for services, broadcast complaints, or make a purchase. The great internal customer experience is translated into positive attitudes towards external customers, and customers

are likely to feel more comfortable seeing more friendly and helpful employees, rather than hearing Staff grumbling behind your back

Upgrading internal customer service requires proper attention to identifying a strategy that includes the optimal use of technology in stockholder relationship management. Internal customer service techniques are being updated rapidly, and should keep pace with development to ensure rapid and ideal communication with your internal customers. In the past, the phone was on top of the tools that are used in customer service. And communicate with them, then e-mail appeared, and modern technologies and tools followed the technological development.

## **INTERNAL COMMUNICATION POLICY**

### **PURPOSE:**

- 1.1. For effective information sharing among employees for the purpose of improvement.
- 1.2. To ensure the employees knows the basic information about the hospital as well as that it aims to increase their level of satisfaction and participation in their activities and thus ensure their loyalty to the hospital.

### **DEFINITION:**

- 2.1. Internal Communication is the distribution of information within the hospital through which leaders achieve the necessary impact to motivate employees towards achieving the main objectives of the hospital and to ensure transparency and clarity.

## **3. POLICY**

- 3.1. The Hospital has the objective of enhancing and streamlining internal communications to reinforce the organization's vision and strategic priorities.
- 3.2. It is ensured that information disseminated to staff is relevant, easy to access, accurate and appropriate in both content and quantity.



3.3. This policy is to be implemented in a way that ensures compliance with relevant services requirements and standards of best practice.

3.4. Staff are encouraged to share information with their peers and the hospital about activities and events which have an association with the organization.

3.5. It is expected that staff will use the channels and associated tools for hospital purposes and in compliance with this and other relevant policies and procedures.

#### **4. PROCEDURE:**

4.1. Contribute to the support in the development of the strategic plan in the department of Human Resources and make recommendations and proposals from the operational point of view through the MOH point of view.

4.2. Implementation of plans, strategies and procedures of the General Directorate for Internal Communication.

4.3. Activating and utilizing channels of internal communication for employees through e-mails, internal portal, social media the MOH website, call center and others.

4.4. Participate in the management, designs and updating policies, procedures, mechanisms and

reviewing and prioritize proposals, complaints and grievances and ways of dealing with them in coordination with the General Directorate of Internal Communication.

4.5. Receiving complaints, grievances and suggestions of employees, documenting, collecting, sorting and submitting them to the relevant authorities.

4.6. Conduct career and employee satisfaction surveys and draw recommendations to the concerned authorities for improvements.

4.7. Document and follow up procedures to deal with suggestions, complaints and grievances.

4.8. Document and follow up procedures to deal with inquiries.

4.9. Provide suggestions and ideas to develop tools for internal communication such as applications for smart phones and social networking groups and other means of communication.

4.10. Introduction of clear initiatives aimed to involve employees' understanding of the objectives of the public administration for internal communication and to review its programs, initiatives, achievements and services.

4.11. Activate loyalty programs such as benefit programs, trips, family gatherings and the like.

4.12. Develop internal communication plans and define the objectives to be achieved.

4.f3. Technical coordination and follow up with the General Directorate of Internal Communication in the ministry and ensure compliance with the policies and regulations.

4.14. Review and update every 2 years to ensure improvement and development of services provided.

4.15, Preparing the annual budget for the Internal Communication management

4.16. Prepare periodic reports on the activities and achievements of the internal communication department and submit to the Assistant Director General for Human Resources

## **EMPLOYEE PERFORMANCE APPRAISALS POLICY.**

### **1. PTIRPOSE**

1.1. To provide a uniform, consistent method of performance evaluation which will fairly evaluate employee performance and provide an established method for identifying improvements needed to achieve satisfactory ratings and take corrective actions.

### **2. DEFINAITION**

2.1. Performance Appraisal. Is the process of obtaining analyzing and recording information about the relative worth of an employee does? The focus of the performance appraisal is measuring and improving the actual performance of the employee and also the future potential of the employee. Its aim is to measure what an employee does. It is the systematic and periodic process that assesses an individual employees job performance and productivity in relation to certain pre-established criteria and organizational objectives.

2.2. Appraiser: The employee's immediate supervisor is the person that prepares the employee's performance evaluation. Employees are generally appraised for a 12-month period.

2.3. Probationary Period: A three-month period (90 days) which employees new to the organization must successfully complete prior to accruing permanent status.

2.4. personnel File: Collection of information about a staff member containing personnel issues such as licensure, Primary Source Verifications, certifications, leaves, appraisal reviews, and job description.

### **3. POLICY**

3.1. It is the policy of The Hospital that written performance evaluations shall be completed for each employ on new hire, transfer, promotion, demotion as follows- Probationary Evaluation and Annual Evaluation based on the Job Description, and to take necessary actions to improve the employee's performance based on the recommendations of his/her appraiser.

### **WHAT IS THE JOB OF A MEDICAL SECRETARY?**

He or she is responsible for receiving and assisting patients, maintaining medical and insurance records, as well as dealing with telephone calls, setting appointments for medical visits, providing information and assistance in solving the administrative problems of the medical institution. The position requires the ability to communicate with different personalities and experience in managing medical institutions.

**Job duties medical secretary:**

Receive and assist patients according to their needs.

Writing medical documents such as doctors' instructions and planning patient appointments.

Maintaining patient files in an orderly manner and reviewing medical records.

Communicate with patients and all inquiries using the various dispatch tools.

Managing and organizing medical appointment schedules.

Work with insurance companies to process claims.

Follow up on billing and payments procedures.

Ensure confidentiality of sensitive information.

**Skills needed for a medical secretary position:**

Knowledge of medical terminology, regulations, and medical office procedures

Proficiency in dealing with various medical symbols.

Ability to handle insurance claims.

Proficiency in basic accounting and bookkeeping skills.

The ability to use Microsoft Office programs and database systems.

Having distinctive communication skills and the ability to communicate with different personalities.

Ability to organize and arrange tasks.

**Requirements for working in a medical secretary position:**

Obtaining a high school diploma.

Preferred to study the field of medical management.

Previous work experience as a medical secretary.

**WHAT IS THE JOB OF AN ELECTRONIC MARKETING SPECIALIST?**

The e-marketing specialist uses various tools for online marketing such as websites, written and audio blogs, as well as videos, as well as cooperates in his work with different departments such as the graphic design department and sales management and carries out promotional campaigns in a way that helps to improve the institution's position in the market and increase the volume of sales through strategic plans.

**Job tasks for the profession of digital marketing specialist:**

Preparing marketing campaigns for digital media in line with the goals of the organization's plan. Format the creation of digital content for posting on the website, blog, email newsletter, podcast, or video.

Managing the organization's channels on various digital networks.

Increase customer knowledge about the brand by improving the presence on the websites.

Improving the organization's image by providing materials that benefit customers through social media.

Collaborate with Marketing, Sales and Product Development department to ensure brand consistency.

Provide recommendations and suggestions and implement direct marketing methods to increase sales volume.

Monitor return on investment as well as key performance indicators.

Keep up to date on developments in the digital medium

**Skills needed for a digital marketing specialist job:**

Proficiency in dealing with photo and video editing programs (such as Photoshop, premiere) or other media editing programs.

The ability to use various digital communication tools.

Knowledge of web design tools and content management systems.

Possessing analytical and project management skills.

Ability to organize time and various tasks.

Have verbal and written communication skills.

**Requirements for working in an electronic marketing specialist position:**

Obtaining a bachelor's degree in marketing, media, or a related field.

Take training courses in web design or market analysis.

Previous practical experience in the field of electronic marketing.

## **HEALTHCARE OPERATIONS MANAGER JOB DESCRIPTION**

The Healthcare Operations Manager acted as a liaison between the medical staff and the recipients of health care services. Generally, the healthcare operations manager oversees the overall performance of the healthcare facility. This position manages the financial well-being of the healthcare facility, implements policy, and manages medical and non-medical personnel.

### **What does a healthcare operations manager do?**

- Health Services Department: The Healthcare Operations Manager oversees the day-to-day performance of a health care center.
- Strategic planning: To maintain the stability of the healthcare center, the manager must be able to foresee future logistical needs.
- Technological competence: Healthcare managers must demonstrate proficiency in information technology.
- Policy implementation: To ensure patient safety, the manager must enforce rules and policies.
- Data analysis: The manager must recognize trends in data to plan future projects and monitor the day-to-day operations of a healthcare facility.

### **Benefits and advantages of working in healthcare operations**

The most important advantages of working in healthcare operations are:

**Stable Working Hours:** Working hours for healthcare operations managers tend to adhere to a set schedule, although there are occasions when these hours may vary.

**Developing Valuable Skills:** Healthcare operations managers learn problem-solving and decision-making skills that are valuable in the job market.

**Experience:** A role in healthcare operations management gives an employee valuable experience that is transferable to many types of operations management.

Qualifications required to work in healthcare administration

Many healthcare operations managers begin their careers in the National Health Service (NHS) Senior Management Training Program. To apply to this system, you will need a 2 to 2 degree or a postgraduate degree. The application process includes digital applications, interviews, and a personal assessment.

Medical professionals, including doctors and nurses, often move into management positions and do not have to undergo a formal process of the Senior Management Training System. Other employees can apply for management after gaining experience in the medical field.

**The top 10 responsibilities of a manager in healthcare operations are as follows:**

- 1- Personnel management: Healthcare operations managers supervise and evaluate healthcare facility personnel.
- 2- Ensuring safety: To protect patients, managers ensure confidentiality and integrity of the healthcare facility.
- 3- Maintaining financial stability: Because managers are responsible for the day-to-day operations of the facility, managers must secure the financial stability of the facility.
- 4- Generate reports: The manager creates reports that convey the daily logistics services and the long-term impacts of this daily logistics on the healthcare facility.
- 5- Maintaining facility integrity: To ensure patient satisfaction, the manager cultivates an efficient and safe environment.
- 6- Purchasing equipment: Healthcare operations managers replace failed and outdated equipment and maintain adequate quantities of healthcare supplies.



- 7- Data Collection: Managers collect important data and use the data to improve patient care.
- 8- Communication with staff: By promoting strong communication between medical staff and non-medical staff, managers create an efficient work environment.
- 9- Evaluate problems: Managers must be able to make decisions to solve problems quickly.
- 10- Policy management: Healthcare operations managers implement policies and oversee employee compliance with policies.

### **Labor standards in healthcare operations**

Most healthcare operations managers work in offices with standard business hours. However, it is possible to work overtime sometimes during certain periods, and areas specializing in healthcare operations may differ in the usual work hours during the week.

Most healthcare service workers work in the National Health Service (NHS), but there are also opportunities in the private sector.

Employees hired through the National Health Service Senior Management Training System start with a salary of £20,000 per year. Depending on the assignment area and location, the entry level administrative salary usually ranges from £24,000 to £34,000. The most advanced positions increase significantly in wages and range from £73,000 to £95,000.

### **The following skills required to enhance professional development:**

1. Communication: The healthcare operations manager must be able to effectively articulate expectations and provide robust feedback for future operations.
2. Delegating: To maintain maximum efficiency, the manager must be able to delegate tasks to other employees.
3. Positivity: Employees are more efficient when working in positive work environments.

## **HEALTH, SAFETY AND WELLBEING POLICY**

### **1. PURPOSE:**

1.1 These procedures provide instruction for giving first aid measures to victim of chemical spill.

### **2. DEFINITION:**

2.1 Occupational injuries or Work Related Injuries are injuries and illnesses that arise out of, or are incurred in the course of job related activities on behalf of the organization.

### **3. POLICY:**

3.1 It is the policy of King Sad Hospital to provide a safe and secure working environment for all employees.

3.2 When a work related injury or illness occurs, the hospital shall provide appropriate medical care and treatment to the injured worker through the Employee health

Services.

### **4. PROCEDURE:**

4.1. Acid Accident Management

4.1.1. Acid Burn Accidents

4.1.1.1. Wash thoroughly and repeatedly with water.

4.1.1.2. Bath the affected skin with cotton wool soaked in 5oZ aqueous sodium carbonate.

4.1.2. Acid Splashes in the Eye

4.1.2.1. Wash the eye immediately with large quantities of water sprayed from a wash bottle.

4.1.2.2. After wash, put 4 drops of 2o/o aqueous Sodium Bicarbonate into the eye.

4.1.2.3. Refer the patient to a physician. Continue to apply bicarbonate solution to the eye while waiting for the doctor.

4.1.3. Swallowing Acid Accidents

4.1.3.1. Call a physician.

4.1.3.2. Make the patient drink 5% soap solution.

4.1.3.3. Give 3 - 4 glasses of drinking water.

4.1.4. After the first aid management, immediately transfer the employee to the

### **Emergency Department**

4.2. Alkali Accident Management

4.2.1. Alkali Burn Accidents

4.2.1.1. Wash immediately with large quantities of water.

4.2.2. Alkali Splashes in the Eye

4.2.2.1. Wash immediately with large quantities of water sprayed from a wash bottle or a rubber bulb.

4.2.2.2. After washing with water, wash the eye with a saturated solution of boric acid.

4.2.2.3. Refer the patient to a physician at once.

4.2.3. Swallowing Alkali Accidents

4.2.4. Send for a physician.

4.2.5. Let the patient immediately drink 5% Acetic Acid Solution or Lemon juice or dilute vinegar (1 part vinegar + 23 parts water).

4.2.6. Gargle with the same acid.

4.2.7. 3. 4 glasses of water to drink.

#### 4.3. Dealing with Sharps Injury

4.3.1. Safe handling of needles and sharps is the single most important practice in the prevention of accidental exposure of the Health Care Worker to blood borne pathogens such as Hepatitis B, C and HIV.

4.3.2. Make sure that you received the HBV vaccine

4.3.3. Allow the puncture site to bleed (at least 2 minutes).

4.3.4. Rinse thoroughly under running water then cover the puncture wound with gauze or sterile dressing

4.3.5. write an incident report documenting the occurrence and the name and medical record number of the patient sample & place of exposure.

4.3.6. Immediately notify the Department Head or the Supervisor.

4.3.7. Immediately report to the Infection Control Department with an incident report for routine screening and further management.

4.3.8. Act immediately and Do Not delay in reporting any needle stick injury.

## **REFERENCES:**

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- 5- CBAHI National Hospital Standard; 3rd Edition
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