

HRP at Immunity Healthcare Services

Immunity healthcare services is one of the known healthcare facility which is well accepted for its medical and remedial care. It is recognized for its focus on quality services, safety measures, performance and accountability. People sought its services for its accessibility, high quality and patient-centered service in its area. Out of all healthcare services, they provide medical and surgical investigations, diagnosis and treatment for physical illness or condition, injury or disease. They are into providing services to adults and children. Martin Malhotra is head of Immunity healthcare services. His job is to plan, direct, and coordinate medical and health services. He is responsible for managing the entire facility along with the medical staff and group of physicians. At present there are 15 nurses, 5 medical assistants and 8 doctors who form the core part of the medical team.

His aim is to ensure that the patients coming for the service should receive the best possible attention from his staff including doctors, nurses and medical assistants. This is possible only when his workforce is able to provide exceptional service to the patients by coming regularly to the job without taking unreasonable leaves.

He is an advocate of measuring absenteeism monthly considering the impact that absence has on workforce management. According to him the absenteeism rate is a key measure of organizational health and well-being. Although doctors, nurses and almost every staff member is working currently in high-stress roles because of COVID-19 times which has resulted in some avoidable and unavoidable situations leading to understaffed system. With increasing absenteeism at the service centre, available staff members and doctors are overloaded and are working overtime to meet the daily duties.

Martin has been struggling to plan his human resources effectively and is in need to match its people demand and supply by keeping an account for both present and future requirements. The indices of HR effectiveness for the previous month of November 2020 has been tabulated below:

Category	Value
Average no. of employees	88
Missed workdays	6
Number of workdays	30
No. of employees left in a month	12
Average no. of employees @ mid-month	80
Number of unavoidable separations	4
Number of avoidable separations	8

Questions:-

In reference to the situation given above,

1. Determine any two HRP methods to help Martin strategically forecast the human resource demand and availability in his organization.

2. Based on the data of HR effectiveness given above, apply the concepts of HRP framework and calculate:
 - Labour Turnover rate and
 - Absenteeism rate.

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