

# CHAPTER: 07

## ASSESSMENT OF NABH TRAINING FOR HOSPITAL STAFF OF SHALBY HOSPITAL, JAIPUR

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## **INTRODUCTION**

Training positively influences performance by expanding the skill base and elevating the level of capability, thereby fostering an environment conducive to learning. This, in turn, supports self-managed learning practices, including guidance and mentoring. Training is a deliberate process aimed at altering attitudes, knowledge, or skill behavior through new learning experiences to enhance effective performance in each activity [1]. The motivation of employees for training is contingent on their engagement and the clarity with which knowledge is communicated to them through all interactions. Ensuring that the training is transparent and demonstrates attentive concern for individuals participating in the program is crucial for motivating employees [2].

Assessment is gaining recognition as a potent instrument to enhance the efficiency of training. The paragraph underscores three key methods for evaluating training: quality description, quality assessment, and quality control. To boost the efficacy of training, evaluation needs to be seamlessly integrated into organizational processes throughout. Training serves as an avenue for employees to enhance themselves, receive encouragement, and find job satisfaction. This is achieved by offering improved training facilities within the organization and fostering an ability to adapt and navigate changes [3].

## **RESEARCH OBJECTIVES**

1. To assess the effectiveness of staff training and development programmes about NABH standards.
2. To enhance awareness and educate individuals about NABH standards.
3. To ascertain the level of awareness among individuals regarding the formulated policies.
4. To clarify the implementation methodology of NABH to hospital staff.

5. To assess the outcomes of the staff training program.
6. To gauge the skill development progress before and after the training and development program on NABH standards for staff.

## **RESEARCH METHODOLOGY**

A descriptive study was conducted involving the personnel at Shalby Hospital, where 225 employees were randomly selected over a three-month training period from March to May 2019. A structured, self-designed questionnaire, consisting of ten questions in each section and presented in English, was distributed during the training sessions, incorporating input from users. All training participants completed the questionnaire, and the collected data were analyzed using MS Excel. Staff members were categorized into Clinical, Support, and Utility roles based on patient care level and knowledge.

## **RESULTS & DISCUSSION**

The results of the research showed that the staff's comprehension of NABH standards had improved as a result of the training. Their comprehension was improved by the training, which made them familiar with all the requirements and norms. Additionally, it gave the personnel the skills they needed to improve patient care. According to the evaluation, ninety percent of the participants are satisfied and firmly believe that NABH training programmes are appropriate and helpful. Both pre- and post-training tests show a noticeable and considerable improvement in the staff members' knowledge and understanding of the full NABH procedure and standards.

## **CONCLUSION**

The hospital and healthcare system's most crucial asset are its workforce. The objective of human resource management is to acquire, provide, retain, and sustain skilled staff in sufficient numbers to meet patient needs. Therefore, it is crucial to enhance the staff's familiarity with NABH standards to guarantee the delivery of high-quality services to patients. The training program plays a role in enhancing knowledge,

skills, and abilities. Choosing candidates for the training session should be grounded in a needs analysis, offering opportunities for every staff member genuinely requiring training. This approach will be beneficial for both the organization and the staff.

## **REFERENCES**

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