

CERTIFICATE OF INTERNSHIP COMPLETION

Date: 3 May 2011

TO WHOM IT MAY CONCERN

This is to certify that Ms. Shweta Samant has successfully completed her 3 months internship in our organization from February 2011 to April 2011. During this the intern has worked on “Staff Health and Safety Management at the Workplace” under our guidance at National Accreditation Board for Hospitals and Healthcare Providers (NABH), Quality Council of India (QCI), New Delhi.

She has done extensive research on the topic and throughout the study period she has worked with great motivation and dedication.

We wish her good luck for her future assignments.

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Secretary General, QCI

Dr. Gayatri V. Mahindroo
Director, NABH

Dr. B.K. Rana
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CERTIFICATE OF APPROVAL

The following dissertation titled "**Staff Health and Safety Management at the Workplace**" is hereby approved as a certified study in management carried out and presented in a manner satisfactory to warrant its acceptance as a prerequisite for the award of **Post- Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation

Name

Signature

CERTIFICATE FROM DISSERTATION ADVISORY COMMITTEE

This is to certify that **Ms. Shweta Samant**, a participant of the **Post- Graduate Diploma in Health and Hospital Management**, has worked under our guidance and supervision. She is submitting this dissertation titled "**Staff Health and Safety Management at the Workplace**" in partial fulfillment of the requirements for the award of the **Post- Graduate Diploma in Health and Hospital Management**.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

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ABSTRACT

There is widespread agreement among global agencies, including the World Health Organization (WHO) and the International Labour Organization (ILO) that the health, safety and well-being of workers, is of paramount importance. It is important not only to individual workers and their families, but also to the productivity, competitiveness and sustainability of enterprises/ organizations.

A risk assessment of the work place is an important step in protecting the employees, as well as complying with the law. A proper risk management will result in a safer work place for the employees.

The project covers the health and safety risk assessment of the NABH workplace to identify the possible risks to the staff health and safety. Measures to control the risks have been suggested. The Health and Safety policy and Environment policy documents for NABH are also drafted. Ergonomics safety guidelines including Display Screen Equipment (DSE) usage, for people working in a sedentary workplace have also been suggested to improve the awareness of NABH employees regarding safety while using computers.

Objective of the study is to provide evidence and progress of achievements at NABH, on the Staff Health and Safety standard/criterion for ISQua's Organization survey tool.

Action research based on a Qualitative study design was adopted to assess the risks to health and safety of staff. Recommendations and policies were proposed for further action. The sample size consisted of 25 staff members. The methods used for data collection were Key informant Interviews with the staff, Participant observation, Focus Group Discussions, Secondary data sources. Based on the aforementioned Qualitative methods, a Quantitative Risk Assessment of the workplace was done. The Risk rating was done for each identified hazard and the Risk control measures, implementation, and reviewing of the actions was suggested. Also a Risk Assessment Questionnaire was prepared for Display Screen Equipment (DSE) users, to identify the potential risks from DSE usage, and decide on the actions that may be taken to prevent harm to the health of the staff.

Based on the findings of the above mentioned Risk assessments, the following were recommended:

- ❖ Control measures/Actions to be taken for the identified risks
- ❖ Development of a Health and Safety Policy
- ❖ Drafting an Environment Safety Policy
- ❖ Ergonomics guidelines for the staff

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ABBREVIATIONS

QCI: Quality Council of India

NABH: National Accreditation Board for Hospitals and Health care Providers

ISQua: International Society for Quality in Healthcare

WHO: World Health Organization

ILO: International Labour Organization

DSE: Display Screen Equipment

VDU: Visual Display Unit

OSH: Occupational Safety and Health

OSHA: Occupational Safety and Health Administration

FGD: Focus Group Discussion

ALARP: As low as reasonably possible

PPE: Personal Protective Equipment

OHSMS: Occupational Health and Safety Management System

HCO: Health Care Organization

AC: Air Conditioning

FAQ: Frequently Asked Questions