

A STUDY ON HRM PRACTICES OF PUBLIC AND PRIVATE HOSPITALS IN AMARAVATHI CAPITAL REGION: A COMPARATIVE

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ABSTRACT

Human resources, when pertaining to health care, can be defined as the different kinds of clinical and non-clinical staff responsible for public and individual health intervention. As arguably the most important of the health system inputs, the performance and the benefits the system can deliver depend largely upon the knowledge, skills and motivation of those individuals responsible for delivering health services. While the public healthcare network is widespread, majority of the service share lies with the private sector, which today caters to 70 per cent of out-patient and 60 per cent of in-patient services. In hospitals, a number of personnel of different categories are found working requiring multi-disciplinary expertise and excellence. The Para-medical staff, nursing staff and staff of managerial cadre have been found playing an important role in offering the healthcare services. It is essential that a hospital manager knows about the qualitative-cum-quantitative requirements of different departments and manages different dimensions of people management in the required fashion. However, in the dynamic and complex healthcare environment, the decreasing occupancy rates, rising excess capacity, shortening hospital stays of patients, diminution of once holy image of the hospitals. Finally the “quality of care” is at the top of all issues critical to the hospital sector associated to ineffective and inapt patient care, healthcare consumers’ preferences and choices, and is inseparable from the issues of organizational growth and performance.

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