

Need for Incorporation of Human Resource Management Training in Undergraduate Medical Study Curriculum

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Abstract: *In today's Indian scenario the MBBS curriculum is overburdening the students with an enormous amount of knowledge in all fields of medical science which they might or might not find useful in their medical career. But, the knowledge of human resource management, which is a must know aspect of any field a student wishes to be part of, is often neglected and disdained. A proper and well-guided training in the field of Human resource management during the undergraduate (UG) curriculum is the need of the hour.*

Keywords: Health care management, medical education, syllabus, personnel management

Medical colleges play a crucial role in shaping the health of society by imparting quality education to its student. The student becomes a doctor and runs any kind of health organization in future years. Both technical and managerial skills of a student play a significant role in providing health care and help in achieving health-related Sustainable Development Goals (SDG).

The efficiency of health care organization lies in its employees as they are the ones who help the organization realize its goals. The field of healthcare is dynamic and unforeseeable. The unforeseeability is natural as it imbibes changes from all areas of the society. This ever-changing field demands an effective human resource management. Human resource management is concerned with the management of people at work. Training of the health care professionals at all levels is the need of the hour, but in the Indian context, we are yet to achieve this zenith.

There is a growing body of evidence on the importance of Human Resource Management (HRM) in the quality of services that health workers are able to deliver(1) (2)

To give an overview, HRM can broadly be divided into hard and soft practices. Hard practices are primarily centered around human resource availability. Hard HRM practices have shown to be related to improved performance outcomes (e.g., waiting time, quality of care, patient experiences), broader HRM interventions are needed to sustain hospital service quality and retain a satisfied workforce. Soft HRM practices are more employee-centered and focused on work-environment. They focus on training and development needs, tasks and roles, communication, delegation, and motivation of the employees. In combination, they have a positive impact on performance. This effect can be seen as four different categories of performance outcomes: (individual) employee, team, organization (as a whole), and patient outcomes.

Studies have divided human resource management into three bundles; Motivation-enhancing (incentives, appraisal, performance-pay linking, etc.), empowerment enhancing (job-enrichment, work groups, involvement in decision-making, feedback systems, etc.), skills-enhancing bundles (job-based skill training, job analysis, validated tools for personnel selection, etc.). Training and educating caregivers

in non-technical skills (e.g., communication, awareness, interaction) is a worldwide trend within the hospital setting and is proven to lead to higher team performance, patient safety, and organizational performance

In today's Indian scenario the MBBS curriculum is overburdening the students with an enormous amount of knowledge in all fields of medical science which they might or might not find useful in their medical career. Sadly, the knowledge of human resource management, which is a must know aspect of any field a student wishes to be part of, is often neglected and disdained. Often he finds himself in a no man's land in dealing with his seniors, colleagues, juniors, and the public.

A proper and well-guided training in the field of Human resource management during the UG curriculum is the need of the hour. The idea that being part of health care organization, which renders the highest and noblest service to the society, can become a reality only with the presence of dedicated and committed personnel should be inculcated in the minds of all medicos. The team spirit among the colleagues, subordinates, juniors, and orderlies should always be kept high in spite of the diverse social, cultural, educational, ethnic and economic backgrounds. This requires good interpersonal communication skills.

It is also important to note that, the size of the practice influences HRM. Differences in organization and staffing needs are the key factors in this regard. It is therefore important for students to understand and apply the varying needs of HRM to varying practice sizes that they may become a part of.(3)

Although, the revised curriculum for undergraduate medical students includes communication and public ethics as essential skills, it is unclear the extent it would cover and whether it is restricted to doctor-patient relationship or it also includes other personnel of health care set-ups(4) (5).

Research notes that increased knowledge in the field of HRM leads to empowerment of individuals and job satisfaction and self-confidence. They report the role of in-service training courses having the ability to solve problems and create interest in education and increasing of work capacity.(6)

Implementation of (HRM) practices is needed to improve the situation for countries like India which have depleted and overstretched health workforce, and patient outcomes because of poor doctor patient ratio .(1)

As the captain of the ship, a doctor must be able to engage the staff of the hospital in the larger functional task in order to give them more confidence in the health institution they work. No stone should be left unturned in motivating others by adopting a fair and suitable salary structure, welfare scheme, incentives, promotion policies, effective communication system and effective supervision. The management of human resources is essential to enable the delivery of efficient and effective medical services and to achieve patient satisfaction, and it has a strong impact on healthcare delivery. Output of any organization can increase in many folds just by efficient management of human resources (even though the other resources remain the same). All these subsequently will help in achieving health related Sustainable Development Goals.

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