Employee Value Proposition

P. D. HINDUJA HOSPITAL & MEDICAL RESEARCH CENTRE
Who Are We?
Our Founder’s Belief

“My dharma (duty) is to work, so I can give”

Shri Parmanand Deepchand Hinduja

- This belief led to establish the "National Health and Education Society" in 1954.
- It was nurtured in the heart of our founder – a hard working philanthropist, who laid the foundation of the Hospital.
- Today, the P. D. Hinduja Hospital stands as a concrete testimony to the fulfillment of his dream.
Our Inspiration

Lalita Girdhar Hinduja

- Translated the founder’s vision into reality – “Affordable Quality Healthcare For All”
- She dedicated the best years of her life, covering over two decades to the service of the hospital
- Infused the precious value system of “Selfless Service” within the hospital
Hinduja Hospital is an ultramodern multi-specialty tertiary care hospital with a Medical Research Centre in collaboration with Massachusetts General Hospital (MGH), Boston, USA.

The Hospital has an inpatient capacity of:

- **400 beds** including 52 ICU beds
- **6PICU beds**, **3NICU beds**, **6 SOU beds**
- **4 Daycare beds**
- **19 Daycare beds** (SSS)
- **4 IVF beds**

With a talent pool of 150+ Consultants 600+ nurses and other support staff with an employee strength of 2500+
As a tertiary care hospital, the services offered are comprehensive covering:

- Investigation and diagnosis to therapy
- Surgery and post-operative care.
- The inpatient services are complemented with a day centre out-patient facilities
- Exclusive centre for health check for executives.
Our Mission

- Is to create P. D. Hinduja Hospital & Medical Research Centre as a World Class medical institution by delivering Quality medical care to all the patients, as well as continuous medical education to all the doctors & training of nurses and by undertaking basic & clinical research with the focus on the needs of the country.

- The Hospital's mission is to assimilate the finest in medical and surgical talent and technique, to bring them closer to the common man.

- P. D. Hinduja Hospital and Medical Research Centre - an institution which provides ‘World Class Quality Healthcare services to all sections of the society’
Our Vision

“QUALITY HEALTHCARE for ALL”

- Affordable
- Value Based
- Ethical
- Transparent
- Outcome Based
- Technology & Innovation Centre
Our Leaders – the driving force...

Shri S.P Hinduja, Shri G.P Hinduja, Smt Lalita Hinduja, Shri P.P Hinduja, Shri A.P Hinduja

“Their success is not only attributed to the life principles handed down through generations, but their nature; their genes”
**Guiding Principles**

**WORK TO GIVE**

“We can do no great things – only small things with love.”
Mother Teresa

“...because oneness is the secret of Everything.”
Swami Vivekananda

**WORD IS BOND**

**THINK GLOBAL; ACT LOCAL**

“we build too many walls and not enough bridges”
Isaac Newton

**PARTNERSHIP FOR GROWTH**

“We shall overcome.”
Martin Luther King

“Government of the people, by the people, for the people, shall not perish from the Earth.”
Abraham Lincoln
Our Goals

- Excellence in performance standards
- Professionalism
- Research
- Self Sufficiency
- Social Obligation
I am happy that I made the correct choice and went to Hinduja hospital. Doctors attending me gave all the time and most importantly the knowledge and support a patient needs. I was helped to achieve lifestyle changes and a healthy body. Hinduja hospital is very nice and clean with a beautiful environment. I felt very comfortable and was always in safe hands.

- Vaishali Nair

I am very grateful to yourself and your team for the excellent support extended by you all during my treatment for Prostate Cancer by Radiation(EBRT) & Brachytherapy at Hinduja Hospital. The excellent diagnosis and treatment, your patience and kindness in treating me is extremely appreciable. It was very nice to spend your time to explain various procedures

- Husain Biviji

I must express our gratitude to all staff of Hinduja Hospital and yourself too for looking after Mrs. Beena Agarwal and whole Agarwal family. I thank the Customer care, whole of ICU 2nd Floor and even the security guards. They were so co-operative and catered to our every need. God bless you all always. Please do let us know if we can do anything for any of you in Pune.

- Leena Giri

I had my son being treated for Thalassemia major by Doctors in Hinduja Hospital for last 8 years and would want to acknowledge & appreciate the help & support which has been extended to us over the years by the Doctors & staff of Hinduja Hospital. Would like to thank all the individuals in Hinduja Hospital for the efforts they taken to keep the patients fit & happy.

- Aarti Chhabria

A Heartfelt Thanks to all of you.
I was suffering from this condition called hyperhidrosis where there is excessive sweating from the soles and palms since childhood. This made it very difficult for me in day-to-day activities, even simplest things like shaking hands etc. Being a doctor, I did a lot of research on this and finally consulted Dr. Avinash Katara at Hinduja Hospital after reading about the article of hyperhidrosis in the Times of India. With no delay, I underwent surgery (Endothoracic Sympathectomy - ETS). It has been five months since and I have noticed that sweating from my palms and soles has completely stopped and there have been no complications and this has helped me in day-to-day activities. It is just a 45 min procedure. The services provided at Hinduja Hospital were excellent.

- Dr. Akshay Dubewar (Mumbai)

I had admitted my mummy Mrs. Kamala Nair at Hinduja hospital for C2 Fracture surgery. She is 67 years old and most of the other hospital doctors had given up this operation fearing that she may get into multiple complication. It was Dr. Dalvi, Dr. Manish, Dr. Ameya, Dr. Kapadia and Dr. Almeda of Hinduja hospital who shown us light of hope and successfully helped my mummy to get this operation done. I really want to thank them because they are god for us in disguise. Thanks Hinduja hospital for all the support and hope that was provided to us during our stay with you.

- Sunil Nair

Had only heard that HH was the best in Mumbai. Experienced it during my stay at S1/bed no.5 during 16-24 Feb. Compliments to all. There is a lot for all service industries to learn from HH.

- Prashant Pitkar

I had the best care ever in a hospital. Thanks to Dr. Ashwin Sainani and his great team for their expertise and the best client orientation. Having flown to India for the first time I was a bit sceptical but I got the best reception. I wish Hinduja Hospital could open up a sister branch in Uganda East Africa and save lives of so many.

GREAT TEAM, GREAT JOB WELDONE.

- Immaculate Arineitwe

A Heartfelt Thanks to all of you.
Awards & Accolades

- **Most Valuable & Admired Hospital 2015** at Pharma Leaders Power Brand Awards 2015
- **Ranked as No.1 Multi-Speciality Hospital in Mumbai & Western Region by The Week-Nielsen Survey, 2015**
- **Best Multi-Speciality Hospital at ABP News Healthcare Leadership Awards 2015**
- **Best Multi-Speciality Hospital: Mumbai** at Healthcare Achievers Awards 2014
- **Healthcare Leadership Award by Stars of the Industry 2014.**
- **Best Multi-Speciality Hospital at e-HEALTH Maharashtra by Department of Public Health, Gov. of Maharashtra in 2014**
Awards & Accolades

- Best ICT enabled hospital in Maharashtra at e-Maharashtra Awards, 2013
- Excellence in Hospital at the Medscape India National Awards 2013
- Qimpro - Best Prax Benchmark, Recognition for Excellence in Managerial Practices, 2010 & 2013
- Healthy Workplace Wellness Award – 2015 in the highest category – the Gold Level Award by Arogya World
- ICICI Lombard and CNBC TV18 Best Multi-Speciality Hospital in India - Megapolis Award 2011, 2013 & 2014
- IMC Ramkrishna Bajaj National Quality Performance Excellence Award 2014 In Healthcare Category
Awards & Accolades

- Doc N Doc Awards Best Multi-Speciality Hospital (Metro) 2014
- Excellence in Community Engagement by Association of Healthcare Providers of India (AHPI) 2014
- TB Champions award by Global Health Strategies, 2013
- Excellence Award for CSR project at The Asia Healthcare Management Awards, 2012
- International Diamond Prize for Customer Satisfaction by ESQR, 2012
- IMC Ramkrishna Bajaj National Quality Award, 2007
Major Events
P.D. Hinduja Hospital & Medical Research Centre recently organised the 3rd edition of Healthcare Management Series "Redefining Healthcare – Value Based Delivery". The event aimed to bring together all healthcare delivery providers under one roof to discuss healthcare trends, challenges and future.

DNA Winners in Life Awards. Organised by DNA in association with Cancer Patients Aids Association (CPAA), Indian Cooperative Oncology Network (ICON), and supported by P.D. Hinduja Hospital & Medical Research Centre, the event saw cancer survivors and doctors and nurses, who had been through the thick of it, being felicitated.

Allied Health Sciences Convocation
Heading towards meeting the demand for integrated and quality care, P.D. Hinduja Hospital and Medical Research Centre initiated its "Allied Health Sciences Courses". The aim is to contribute to the society by providing formal education and training not only to the employees but also to all other individuals who seek career opportunity in these fields.

P.D. Hinduja Hospital & Medical Research Centre, Mahim organized a ‘Diabetes Walk’ on November 9, 2014 to mark World Diabetes Day (WDD). At the event, the hospital announced the launch of a new Diabetes Self-Management Clinic that helps people learn critical self-care behaviors that empowers them to take better care of themselves through simple changes.
Hinduja Hospital in News

First 'haplo-identical bone marrow transplant' conducted at Hinduja

Rahul, a 14-year-old boy from Kalyan was given the bone marrow of his father.

R Dr. Rohit Mehta, a consultant pediatric oncology and stem cell transplantation expert at Hinduja Hospital, said that the medical team worked for almost two months to get the bone marrow.

"In this procedure, we have to make sure that the donor's bone marrow is compatible with the recipient's body," he added.

CELEBRATING SERVICE TO HUMANITY

HOSPITAL OBSERVES ENVIRONMENT DAY

PD Hinduja Hospital hosts conference on "Redefining healthcare: Value based delivery"

The conference brought together an interdisciplinary group of professionals working in the field of healthcare management.

Mumbai: P.D. Hinduja Hospital organised an event with young children who illustrated inspirational stories through wall paintings to spread their "Go Green" message.

The hospital took permission from authorities for children to conduct a wall-painting exercise at Dhote Udyan (opposite the hospital) for World Environment Day.
Why work for Hinduja Hospital?
Working with us is about making a difference.

Clarity of Purpose
- Credible & Not for profit Health Care Provider for the last 6 decades

Inclusive meritocracy
- Rewards linked to Performance

Commitment
- Integrity, Transparency, Credibility

Learning Opportunities
- As you get opportunities to work with the best of Doctors, Consultants & Health Care professionals

Career Growth
- to create “Win-Win” for our employees...
Working with us is about making a difference

**Professionalism**
We value professionalism which allows initiative and entrepreneurship at every level and creates an environment of team spirit.

**Dedication**
We believe in hiring and training talented professionals who are totally dedicated to patient care.

**Social Justice**
We believe in the value of human life, the inherent worth of the individual and the right of each individual to the attainment of high standards of health and will work with communities to achieve them.

**Tapping the Potential**
We believe in lifelong learning, tapping potential and advancing the knowledge base by risk taking and facing challenges.

**Parivar Culture**
P. D. Hinduja Hospital & Medical Research Centre operates like a family with a strong sense of belonging in all classes of its employees.

Employee Value Proposition

P.D.Hinduja Hospital & MRC
"Best Place to work for"

at the AHPI Healthcare awards
Pay for the 3 P’s:

- Sharper differentiation based on performance
- Financial Component
- Indirect Financial Benefits (e.g., free medical benefits & welfare activities)
- Overall Payroll within Budgetary allocations

Operating Principle:

- Competitive
- Performance Based
- Pay
- Consistent
- Transparent

Our Compensation Philosophy
## Compensation is in the following blocks

<table>
<thead>
<tr>
<th>Tools of Trade</th>
<th>Benefits</th>
<th>Fixed</th>
<th>Total Cost o Company (TCTC)</th>
</tr>
</thead>
</table>
| *Tools of Trade | Free Medical Benefits
* See slide on Employee Welfare activities | Fixed Cost to Company Includes the components like Basic Salary+HRA+Allowances+Retirals (PF)+Gratuity | |
| Workstation, Computer, Uniform, ID card, Personal Protective Equipment (PPE) etc. | |

#Wherever applicable: Conveyance, Mobile reimbursement

* Tools of Trade may vary based on Job roles
Training on Occupational hazards: Induction training, HAZMAT training, Safety and Disaster trainings.

ENT check-up including Audiometry tests - Engineering staff working in areas with high noise. Ear plugs are provided to all such staff working with heavy noise making machinery.

Personal Protective Equipment for staff working in various areas.

Pre-exposure prophylaxis against Chicken Pox for Nurses.

Pre-exposure prophylaxis against Hepatitis B for all direct patient care staff.

Annual Health Check-up of our direct patient care staff.
Employee Welfare Activities

- Medical Benefits & Periodic Healthcheckup
- Employee’s Co-operative Credit Society
- Long Service Awards
- Employee Skills and Education Upgradation Program
- Employees Children Engagement Program
  - Aptitude Tests
  - Vocational guidance & Career Counselling Programs
  - Educational Tours & Excursions
Employee Engagement

- Annual Day
- Sports Activities – Annual HPL for Cricket
- Samvaad
- Best Attendance Awards
- Coffee with CEO
- Employee Satisfaction Survey
- Nurses Connect
- Swacch Hinduja Safe Hinduja Programme
- Various Days celebration (e.g. Doctors day, Nurses day)
- Educational Programs like CME, CNE
- Other Events like Walkathon, Blood
- Donors day and World Environment day
Initiatives for Educational / Skill upgradation of Staff

Learning & Education Assistance Programme (LEAP)

Higher Education & Learning Programme (HELP)

Building Operational Leadership (BOLD)

Employee Development Certification Programme (EDCP)

Advanced Diploma in Operation Theatre Technology (ADIOTT)

In addition, we also offer Sponsorships to our staff for CME’s, CNE’s, Workshops, National & International Conferences. We also have various other Training & Development activities organized for our staff through the year.
Initiatives for Educational / Skill upgradation of Staff

- Certification Programme in Nursing Management
- Comprehensive Operating Room Nursing & Management Programme
- Critical Care Nursing Programme
- Critical Care Nursing Excellence Certification Programme
- Emergency Nursing Excellence Certification Programme
- Urology Nursing Programme
- Comprehensive Renal Transplant Nursing Programme
- Nephrology Nursing Programme
- Acute Pain Management Certificate Course for Nursing
- Nursing Excellence Certification Programme
How can I be successful in Hinduja Hospital

Competencies Required

Good to Great Mindset
Strong Work Ethic & Professionalism
Patient Centricity Customer Orientation

Flexibility, Adaptability & Willingness to Learn
Process & Result Orientation
Proactiveness & Innovativeness

Knowledge & Skills: Readiness and capacity to perform.
Attitude of Service, Commitment
Focus on Discipline / Uniformity

Collaborativeness: Effective Team Player / Building Strong Work Relationships
Focus on Productivity & Cost Management
Problem Solving skills
THANK YOU