

Report of Training Programme on Behavior & Psychological of Sweeper/Ward Boy

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Sweeper/Ward Boy Training Orientation Programme

Medical Superintendent & Coordinator: B P Singh, Professor and Head of department, Pathology Chhattisgarh Institute of Medical Sciences, Bilaspur, Chhattisgarh 495001, India.

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Introduction

First time after established esteemed organization CIMS conducted an orientation training programme to assess behavior & psychological study for Sweeper & Ward Boy of Hospital of CIMS. The minimum qualification of House keeper & Sweeper is 5th passed or Primary education. The minimum qualification for Ward Boy is 8th or secondary education. It provides an opportunity to learn some aspects of behavior skills for future work.

At the end of workshop, a Sweeper/Housekeeper & Ward Boy are expected to give best service, make

timely decisions to help patients and manage all types of emergencies at whenever are required to patients. They are expected to have the skills to manage the services for patients & their attendants', and provide preventive and promotive healthcare services them.

Programme activity

A two days orientation programme was held at the in the Pharmacology Lecture Hall, CIMS and organized by the Medical education unit, CIMS. The programs have attended by 54 Ward Boy, Sweeper & House Keeper of Chhattisgarh Institute of Medical Sciences, Bilaspur, during 26/04/2018 to 27/04/2018 .2018. The Guest faculty Mr. *Prashant Pandey* (Psychiatric Social Worker) of Govt. Mental Hospital has motivated & delivered lecture with various activities for the programme. Not only, the President of Office worker of CIMS Mr. Ravindra Tripathi but also Head of department of Pathology & Project Coordinator *Prof (Dr. B.P.Singh)*, who apprised them about the expectations from them and their responsibilities. Programme was smoothly organized

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by *Dr. Sachin Pandey* (Bio-statistician cum Assistant Professor, Department of Community Medicine, CIMS). *Dr. Vivek Sharma* (Assistant Professor, Department of Community Medicine) has prepared questionnaire for them which was not only related the level of knowledge, job satisfaction, relation with Doctors & Officers, Workers, Colleagues but also relation & behavior with Patients and their attendant. All experts to helped to clear any doubts or misconceptions.

The programme included interactive lectures, structured panel discussions with activities. learning principles were used to involve them in a highly interactive process in a non-threatening environment. Evaluation of the programme was done using a feedback questionnaire, an interactive session among them and the coordinating faculty. The questionnaire involved subjective assessment of the quality of the programme, the faculty and time management, and invited them to suggest ways of improving the programme and making it more target-oriented. A qualitative assessment was done by the Guest faculty member involved and them were encouraged to express their opinions in an informal environment. The pre evaluation questionnaire consisted of 25 questions that tested opinions, thoughts, knowledge skills. The questions has derived from the content covered during the programme.

Programme started with *Dr. B.P. Singh* Project Coordinator, welcoming Guest Faculty , President & and appraising them of their responsibilities and code of conduct. He emphasized the importance of developing skills and how are your behaviors with interaction with patients. If patients are not behave properly you should cool, co-operate and suggest what will do also informed them regarding assessment of skills till at end of service. After that first of all in continuation, *Dr. Sachin Pandey* (Assistant Professor, Department of Community Medicine) told your workshop is within two hours from 11 AM to 01 PM in each day. He also told that what is current status of OPD, IPD, data from January to December 2017. He told that also current status of birth rate, death rate, Infant Mortality Rate, Bed Occupancy Rate etc. in passed year.

In meanwhile *Mr Ravidra Tripathi* helped to all of them and conversation with them as well as with Guest Faculty *Mr. Prashant Pandey*.

As per direction of Project Coordinator Professor& Head *Dr. B. P. Singh*. & the Department of Community Medicine have conducted a research on assessment of them in training orientation programme . Before start programme we have pre assessed level of knowledge of them. The Result are as given as follow:

Total 54 were appeared in this programme. In the programme we have started with questionnaire assessment before orientation. The status are given below:

Gender wise Distribution of Participants:

Beneficiaries	Male	Female
Sweeper	07(17.5%)	02(14.2%)
Ward Boy	29(72.5%)	08(57.1%)
House Keeper	04(7.4%)	04(28.5%)
Total	40(74.08%)	14(25.02%)

Age wise Distribution of Participants:

Age Interval	Male	Female
20 Years-25 years	03(7.6%)	0(0%)
26 Years-30 Years	06(15.3%)	03(20%)
31 Years-35 Years	08(20.5%)	02(13.3%)
36 Years-40 Years	13(33.3%)	05(33.3%)
40 Years-45 Years	03(7.6%)	03(20%)
>45 Years	06(15.3%)	02(13.3%)
Total	39(72.2%)	15(27.8%)

Area wise distribution of Participants:

Beneficiaries	Rural	Urban
Sweeper/ Housekeeper	02(2.85%)	16(34.0%)
Ward Boy	05(7.14%)	31(65.9%)
Total	07(12.6%)	47(87.0%)

Education Status of Participants:

Educational Status	Sweeper/Housekeeper	Ward Boy
Primary	07(38.8%)	0(0.0%)
Middle	09(50.0)	0(0.0%)
High school	02(11.1%)	07(19.4%)
Intermediate	0(0.0%)	16(44.4%)
Graduation/ Diploma	0(0.0%)	13(36.1%)
Total	18(33.3%)	36(66.6%)

Monthly Income of Family Distribution of Participants:

Monthly Income of Family	Sweeper/House Keeper	Ward Boy
<=10000 Rupees	06(33.3%)	01(2.8%)
>10000 Rupees	12(66.6%)	35(97.2%)
Total	18(33.3%)	36(66.7%)

Status of BPL & CARD in Participants:

BPL/Smart Card	Sweeper/House Keeper	Ward Boy
Yes	13(72.2%)	06(16.7%)
No	05(27.8%)	30(83.3%)
Total	18(33.3%)	36(66.7%)

Total Family members in Participants:

Total Family Members	Sweeper/House Keeper	Ward Boy
<=4 Members	10(55.6%)	28(77.8%)
>4 Members	08(44.4%)	08(22.2%)
Total	18(33.3%)	36(66.7%)

Caste wise distribution of Participants:

Caste	Sweeper/House Keeper	Ward Boy
General	04(22.2%)	08(22.2%)
OBC	07(38.8%)	19(52.8%)
SC	05(27.8%)	08(22.2%)
ST	02(11.1%)	01(2.7%)
Total	18(33.3%)	36(66.7%)

Quality Analysis

Some question in questionnaire is based on quality. Sweeper/House Keeper & Ward Boy are feeling good in CIMS. They are feeling about CIMS good. They accepted that importance of cleanness in our Hospital. On during cleanness they are protected with diseases themselves by Gloves, Masks, Phynyel etc. They feeled that importance of satisfaction of Patients. They are overall not unsatisfied by themselves work except burden of work 7 another type of activites or works. They have developed good relation not only Doctors & Officers but also Patients & their attendant's. They have good behavior with Doctors and Officers.

The last session of the day was on *Dr. Puneet Bharadwaj* Professor & Head of Pulmonary Tuberculosis department as well as President of Medical Education Unit.

At the end, Project coordinator, *Medical Superintendent Dr. B.P. Singh* Professor & Head, Department of Pathology was given to special thanks not only to The *Dean* of CIMS for giving opportunities to conduct workshop in reference *'To assess behavior & physiological level of Sweeper/ House Keeper & Ward Boy'*. Which is taken by subject expert Guest Faculty for valuable taught and for spent time for smoothly for conducted programme but also given thanks to them for presence and patience.

Recommendation: After the result, it is clear that the significant difference in level of knowledge in them. Therefore, this type of programme must be following on them.

Under Supervision by Project Coordinator has appointed two members as given as follows.

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|---|---|
| 1. Dr. Sachin Pandey
Assistant Professor
(Bio-statistician)
Deptt of Community
Medicine
CIMS, Bilaspur, CG | 2. Dr. Vivek Sharma
Assistant Professor
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|---|---|



Pic.1: Project Coordinator has briefed about Workshop for Participants



Pic. 2: Audience of Workshop



Pic.3: Pic of going on Workshop



Pic. 4: Activities of Participants



Pic. 5: Gust Faculty delivered Lecture



Pic. 6: Discussing matters in workshop Project Coordinator Dr. B.P. Singh with Mr Ravindra Tripathi



Pic. 7: Discussing in Workshop Mr. Ravindra Tripathi with Facilitators



Pic. 8: Some activities done by participants during workshop



Pic. 9: Finally after workshop President of workers has given thanks them those who were involved for conduct workshop