Hospital Overview & Handbook





HR ORIENTATION

HOSPITAL OVERVIEW & HANDBOOK PRESENTATION

Presented by the HR department

OUTLINE

INTRODUCTION

PART 1 – HOSPITAL OVERVIEW

PART 2 – EMPLOYEE HANDBOOK

POST-TEST ASSESSMENT (QUIZ)

Welcome to FOCOS Hospital

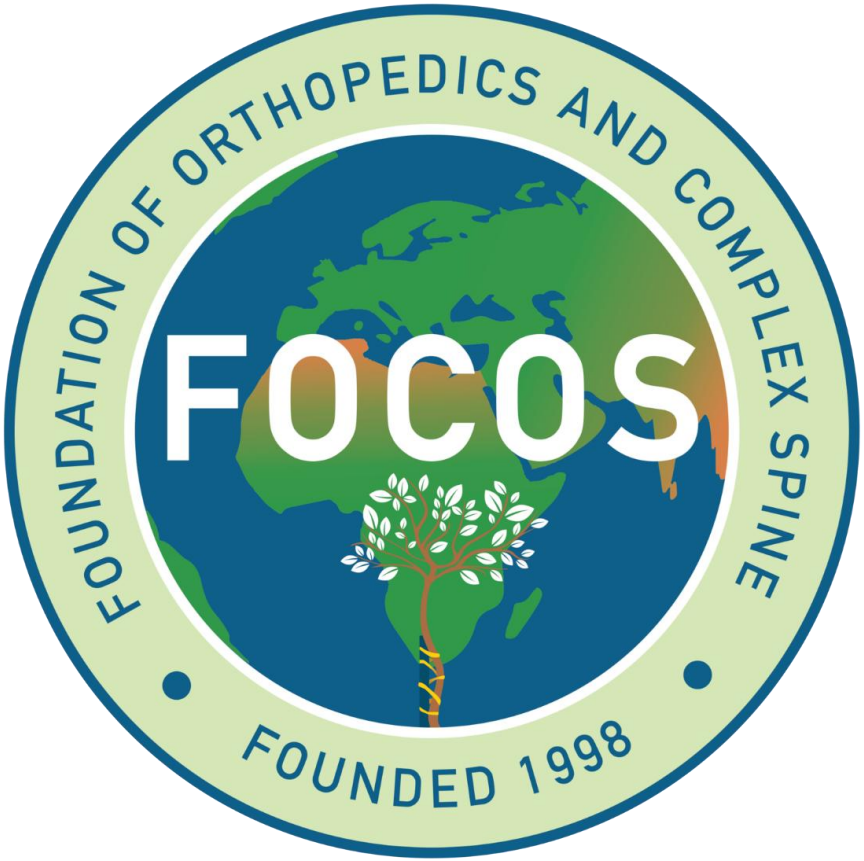
This HR orientation module is in two parts (Overview / History of the organization and Employee handbook) presented by the HR Department. Led by: JULIET OBENG-KWAKYE(MRS.)

Objectives :

1. **Instil company culture:** To serve as the first step in educating and instilling into new employees/ entrants, the company's mission, vision, and culture.
2. **Integration:** To familiarize new hires with tools, systems, and team members, allowing them to reach full productivity much sooner.
3. **Clear Expectations:** To clarify role-specific tasks, performance metrics, company goals, and strategies
4. **Compliance:** Clearly introduce new employees to the company's handbook, code of conduct, and clarify roles and policies
5. Increase confidence of new entrants, reduce anxiety, and turnover
6. **Promotes Consistency:** A standardized orientation module ensures that all new employees, interns, national service personnel and Academic residents, regardless of role, receive the same essential information, creating a fair and equitable experience
7. **Workplace Tour and Introductions:** Team meetings and facility familiarization help new entrants to navigate through their new environment.


AKWAABA
with love from
FOCOS

PART 1
HISTORICAL OVERVIEW OF FOCOS



MESSAGE FROM THE ADMIN. MANAGER

- Akwaaba to FOCOS Orthopaedic Hospital here in Accra, Ghana.
- We are very happy to have you join the winning team as we seek to fulfill our mission of bringing the best care to all.
- As you join this family, I encourage you to feel free and share as well enquire to know more so you acculturate faster. We already know that you will give off your best and impart knowledge to improve the skills of our staff who are ready to learn.
- I also ask that you open up yourselves to explore and learn new ways and ideas. As indicated in the introductions, feel free to contact any of the persons indicated should you have any queries or complaints
- You are most welcome to share your thoughts, concerns, and ideas to improve our hospital.

Thank you.

HISTORICAL OVERVIEW OF FOCOS

1. FOCOS (Foundation of Orthopedics and Complex Spine) is a non-profit organization.
2. Established in 1998 by Prof. Oheneba Boachie-Adjei in the United States and Ghana, West Africa.
3. Since 1998, over 60,000 patients with bone and spine related cases have been treated
4. The hospital formerly operated an outpatient clinic at Watson House, East Legon, starting in May 2004.

5. Built FOCOS Orthopaedic Hospital at Pantang, Accra and continue running the outpatient clinic at these new premises from July 04, 2011.

6. Official Opening of the hospital - 28th April, 2012 by the late President Atta-Mills.

7. FOCOS intends to establish a tertiary hospital in Ghana focused exclusively on orthopedic care.



MISSION

To provide optimum orthopedic care and improve quality of life in Ghana and other countries



VISION

To provide sustainable infrastructure for state-of-the-art orthopedic care and education

FOUNDATION OF ORTHOPEDICS AND COMPLEX SPINE
FOCOS
FOUNDED 1998

VALUES



- P – Patient Centered
- E – Employee Engagement
- A – Accountability
- K – Knowledge Driven

Goals



1. PATIENT CARE
2. EDUCATION
3. PROFESSIONAL DEVELOPMENT
4. CLINICAL RESEARCH

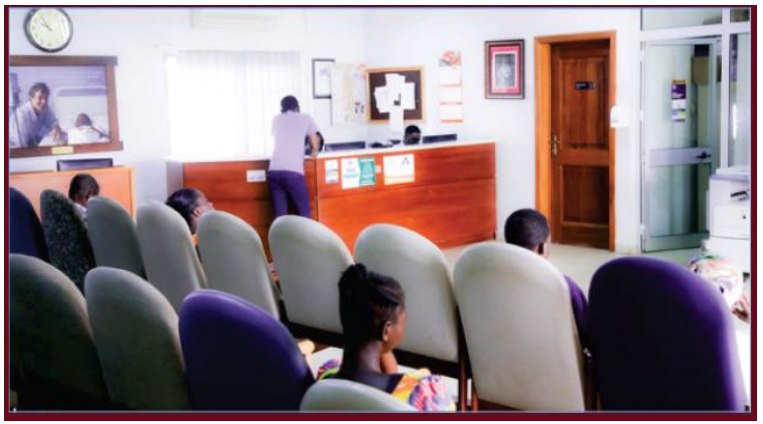




FACILITIES

- Outpatient Department
- Laboratory
- In-Patient Wards
- Radiology & Imaging
- Pharmacy
- Physiotherapy
- Surgery / Operating Room
- Intensive Care Unit
- Endoscopy suite

SERVICES AND CAPABILITIES



OPD SERVICES

- General Medicine and Urgent Care
- First point of call
- Minor Procedures and Same Day Surgeries
- Ambulatory Services
- Provision of medical consultations and other allied services

SERVICES AND CAPABILITIES

SPECIALIST SERVICES / CONSULTATION

- Neurology – diseases related to the central and peripheral nervous system
- Neurosurgery – diseases related to the brain, spinal cord and extra-cranial cerebrovascular system
- Orthopedic Surgery – surgery concerned with the musculoskeletal system
- Rheumatology – rheumatic diseases involving the joints and soft tissue
- Epidural Injections – delivering potent anti-inflammatory into the spine to relieve pain
- Plastic Surgery
- Endoscopy
- Family Medicine
- Anesthesiology
- Urology
- Psychiatry
- Optometry
- **Specialist services are by appointment**



SERVICES AND CAPABILITIES

SURGICAL SERVICES

2 MAJOR TYPES

- Orthopedics (joints, knees, hips, pelvis, long bones, tibia, fibula)
- Spine (cervical, thoracic, lumbar)



SERVICES AND CAPABILITIES

PHYSIOTHERAPY AND REHABILITATION

- Provides both in-patient and out-patient services
- Post operative Orthopedic Rehabilitation
- Neuromuscular Rehabilitation
- Provides care to conditions like:

Stroke
Parkinson
Back Problem
Spinal cord injuries
Posture correction



SERVICES AND CAPABILITIES

DIAGNOSTIC SERVICES

1. Laboratory

- Responsible for providing general, basic and advanced hospital lab services
- Full Service Medical Laboratory
- Primary mission is to improve patient care by supporting the other clinical services
- Services provided include:
  - Immunology
  - Hematology
  - Blood Bank
  - Viral Tests such as HIV



SERVICES AND CAPABILITIES

DIAGNOSTIC SERVICES

2. Radiology

- Made up of radiographers and technicians with expertise in imaging
- Chest, spine, limbs







SERVICES AND CAPABILITIES

COMMUNITY PHARMACY SERVICES

- Provides comprehensive pharmaceutical care to both in-patients, outpatients and community at large.
- Walk in services available.
- Team made up of registered pharmacists and technicians

SERVICES AND CAPABILITIES

NUTRITION AND DIETARY SERVICES

- In-Patient Services – Provides all-inclusive nutritional care package especially for patients who are malnourished and also to promote quick recovery.
- Out-Patient Services – Orthopedic and rheumatic Diseases, Pediatrics, weight management, elevated cholesterol, diabetes, hypertension.
- Cafeteria Services – Serves both local & continental dishes, serves patients, staff and visitors.

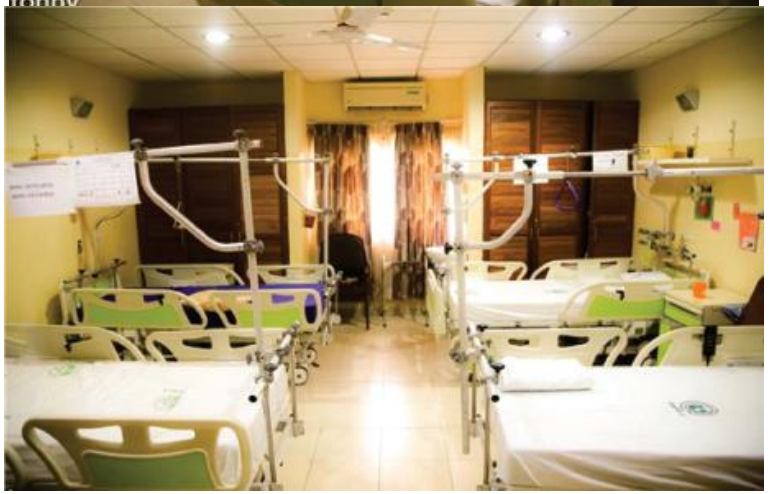


SERVICES AND CAPABILITIES

IN-PATIENT WARDS

- FOCOS provides patients with a relaxed atmosphere,
- In-patients enjoy
  - Serene & Secure rooms
  - Spacious accommodation
  - Teachers / Care takers
  - In-room dining
  - Refrigerators
  - Suction options
  - A/C Facilities





SERVICES AND CAPABILITIES

URGENT CARE

- We offer walk in clinic for the treatment of acute injuries and/or illnesses requiring immediate care.
- Well-equipped with monitoring devices



SERVICES AND CAPABILITIES

ICU

- Specifically designed to manage the recovery process of spine, joint, and other orthopedic patients.



SERVICES AND CAPABILITIES

FAMILY MEDICINE

This service offers comprehensive and continuous care of patients across all ages and sexes. Care offered include

- Walk in OPD care
- Preventive health screening
- Follow up on chronic diseases such as diabetes, hypertension etc.



SERVICES AND CAPABILITIES

DEVELOPMENT UNIT

- The Development unit at FOCOS spearheads all marketing, fundraising and public relations functions of the hospital.
- Key responsibilities include engaging stakeholders in the health and non-profit industries such as medical practitioners, potential donors, corporate organizations, the media as well as parastatals.
- The unit also manages all external communique and outreach programs such as advocacy campaigns, multimedia materials, media engagement as well as publicity materials to the above-mentioned stakeholder groups. Lastly, the group organizes internal and external events for the hospital and foundation.

SERVICES AND CAPABILITIES

Activities in pictures



FOUNDATION OF ORTHOPEDICS AND COMPLEX SPINE
FOCOS
FOUNDED 1998

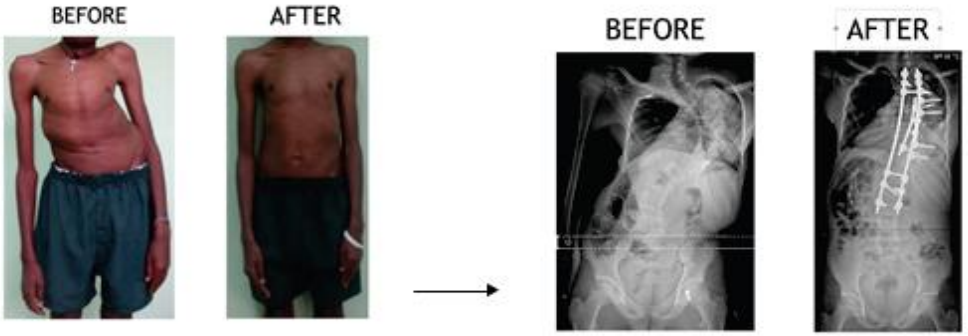
SERVICES AND CAPABILITIES

PATIENT SERVICES / SOCIAL WORK

- Handles Visa assistance for foreign patients
- Coordinate Airport Pick ups, arrange accommodation (rooms / set ups / meals)
- Coordinate initial assessment (physical & medical) for patients
- Coordinates city tours & other social activities
- Works with medical team on all discharges. Handles visa extensions, tickets, transportation etc.
- Monitors & updates passports for foreign patients
- Works with Development team to secure sponsorships for local patients
- Administer and collect evaluations from patients who have been discharged from the hospital.

CLINIC RUN-4 MAIN CLINICS

▶1. Spine & Neurology





CLINIC RUN

▶2. JOINT

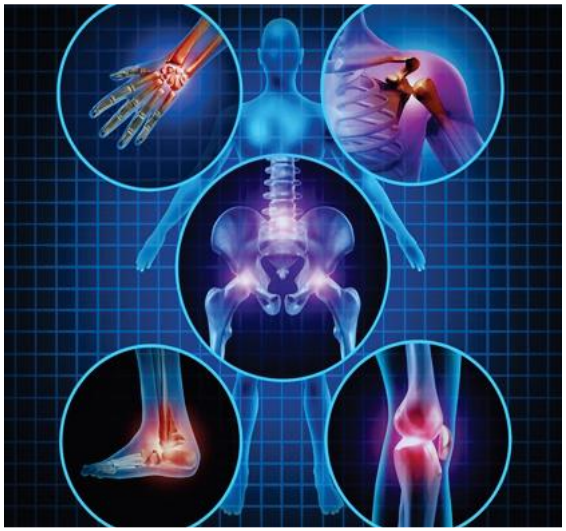




CLINIC RUN

- 3. RHEUMATOLOGY (arthritis & rheumatic diseases)



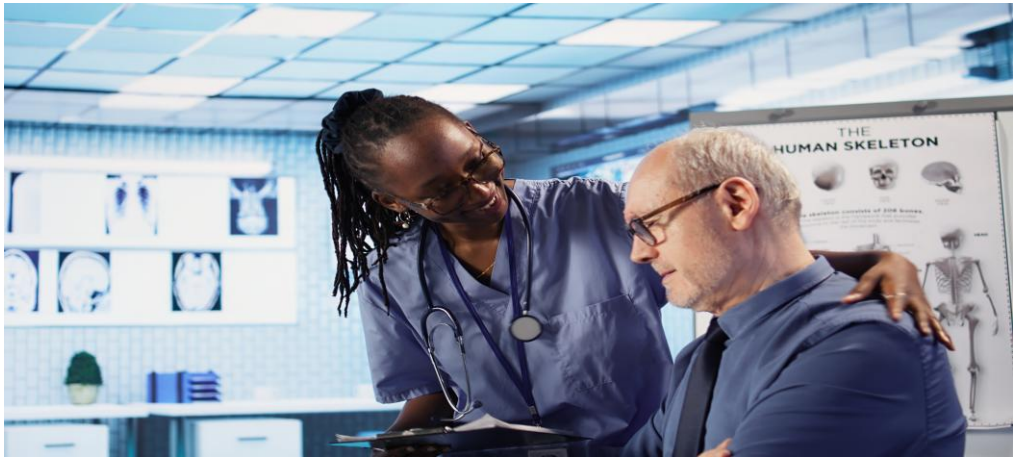


CLINIC RUN

4. FAMILY MEDICINE







DEPARTMENTS

1. MEDICAL SERVICES

- Anesthesia
- Family Medicine
- Orthopedics

2. NURSING SERVICES

- Outpatient
- Emergency
- Inpatient
- Intensive Care

DEPARTMENTS

3. ALLIED HEALTH

- Radiology
- Laboratory
- Physiotherapy
- Diet Therapy and Nutrition
- Research
- Pharmacy

DEPARTMENTS

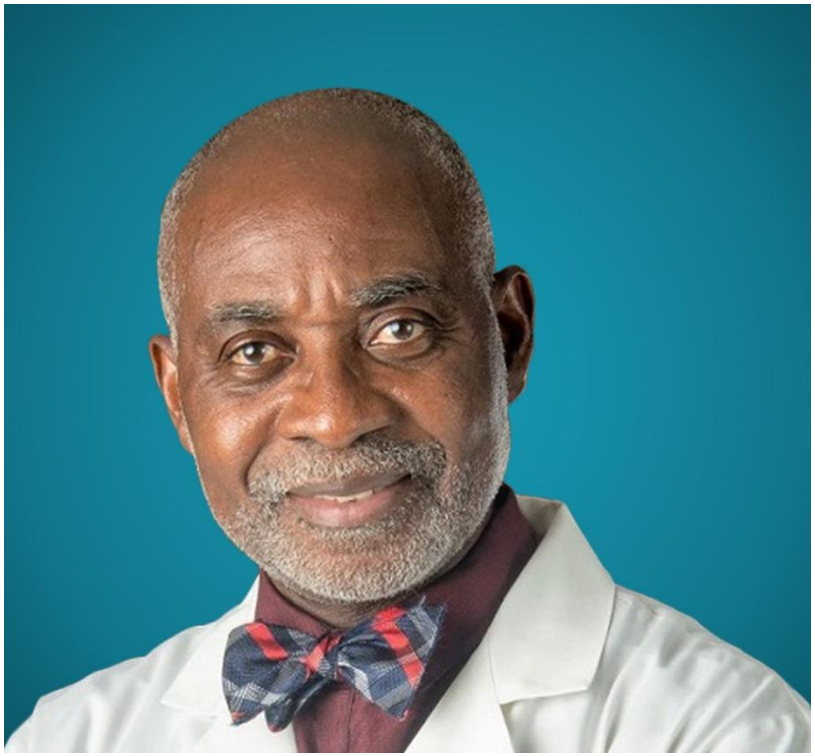
1. ADMINISTRATION & SUPPORT SERVICES

- Administration
- Human resources
- Development
- Security
- Transport
- Patient Services
- Facility Management & Service
- OPD
- Medical Records
- Finance and Supply Chain
- Quality
- I.T
- Laundry

KEY PERSONNEL TO KNOW

NEEDS HELP AROUND?

MEDICAL SERVICES



PROF. OHENEBA BOACHIE-ADJEI

FOUNDER & PRESIDENT

NEEDS HELP AROUND?

MEDICAL SERVICES-CHIEF ANAESTHESIA



DR. IRENE ADORKOR WULFF

CHIEF EXECUTIVE OFFICER

NEEDS HELP AROUND?

MEDICAL SERVICES



DR. KWADWO POKU YANKEY

MEDICAL DIRECTOR/ CONSULTANT
NEUROSURGEON

NEEDS HELP AROUND?

ADMINISTRATION



KAREN HENDRICKSON

CHIEF OPERATING OFFICER

NEEDS HELP AROUND?

MEDICAL SERVICES-ORTHOPAEDICS



DR. ARTHUR SACKEYFIO

CONSULTANT ORTHOPAEDIC SURGEON



DR. BENJAMIN H. BLANKSON

ORTHOPAEDIC/SPINE SURGEON

FOUNDATION OF ORTHOPEDICS AND COMPLEX SPINE
FOCOS
FOUNDED 1998

NEEDS HELP AROUND?

MEDICAL SERVICES-FAMILY MEDICINE



DR. FRANCIS ADDAI

CONSULTANT FAMILY PHYSICIAN

NEEDS HELP AROUND?

RADIOLOGY

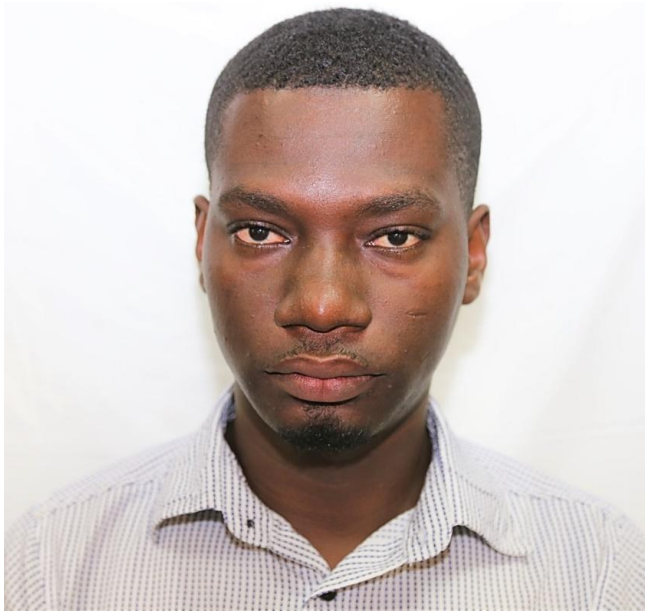


DR. EMMANUEL K. SOGAH

SPECIALIST RADIOLOGIST

NEEDS HELP AROUND?

ADMINISTRATION DEPARTMENT



EDWARD ANTWI
ADMINISTRATIVE MANAGER - 0267515775



BENEDICTA RUBY AFFUL
DEPUTY ADMINISTRATIVE MANAGER

NEEDS HELP AROUND?

QUALITY UNIT

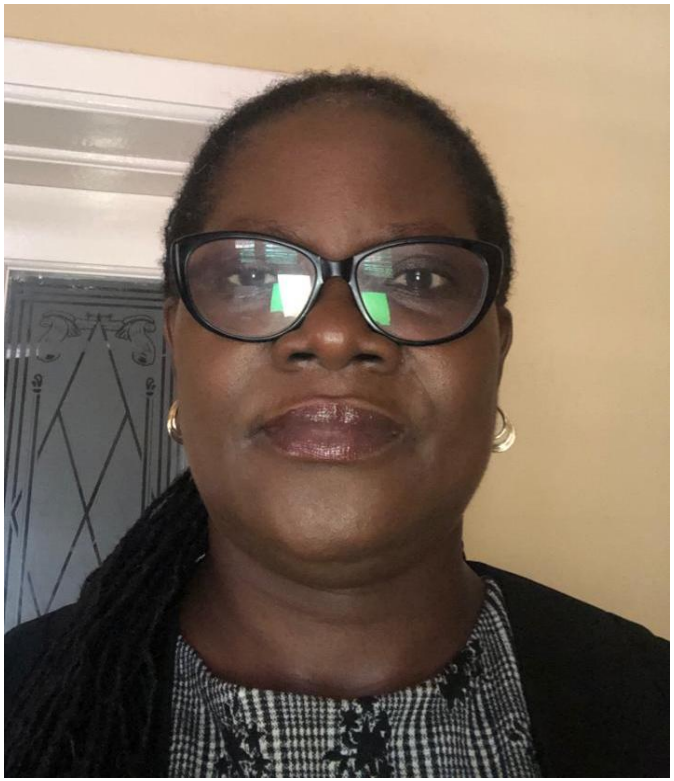


MABEL ADOBEA OWIREDU

QUALITY DIRECTOR

NEEDS HELP AROUND?

FINANCE



MARY P. DJANGMAH

CHIEF FINANCE OFFICER

NEEDS HELP AROUND?

HUMAN RESOURCE UNIT

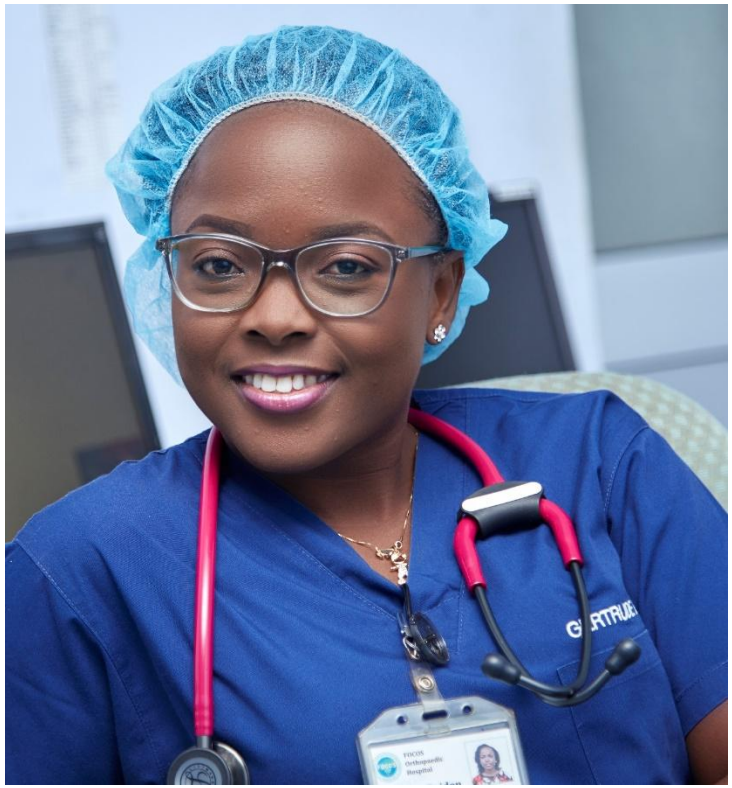


JULIET OBENG-KWAKYE

HUMAN RESOURCE MANAGER

NEEDS HELP AROUND?

NURSING DEPARTMENT



GETRUDE BAIDEN

DIRECTOR OF NURSING - 0207607442

NEEDS HELP AROUND?

TRANSPORT DEPARTMENT



LORD TETTEH MENSAH

CHIEF DRIVER- 0242742206

NEEDS HELP AROUND?

PHARMACY DEPARTMENT



BENJAMIN AMPADU

HEAD OF PHARMACY - 050 1436880

NEEDS HELP AROUND?

OUT-PATIENT DEPARTMENT



RUBY NAKIE NUER

OPD MANAGER-050-128-0276

NEEDS HELP AROUND?

DIETETICS & NUTRITION DEPARTMENT

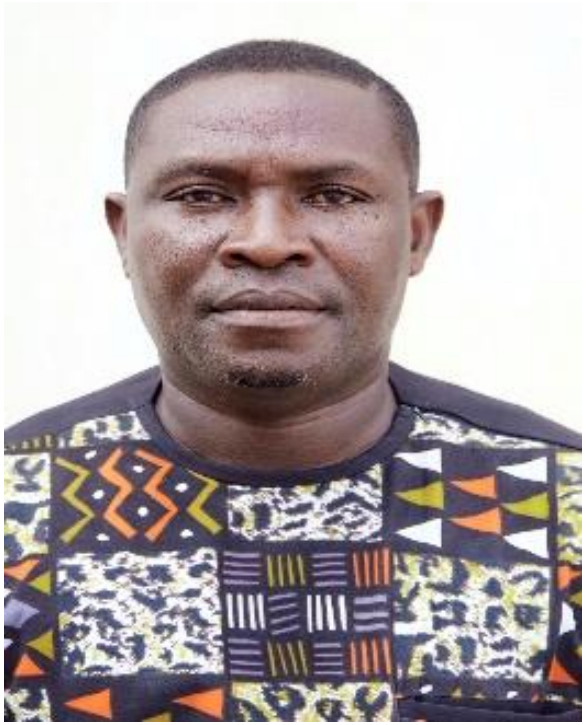


EDINAM NUMADZIE

DIETICIAN - HEAD

NEEDS HELP AROUND?

FACILITY MANAGEMENT AND SAFETY DEPARTMENT



ALFRED KORANTENG ADDO

Facility Manager

NEEDS HELP AROUND?

RESEARCH



BRIGHT WORLANYO AKLAMANU

HEAD OF RESEARCH

NEEDS HELP AROUND?

LABORATORY



JACQUELINE ASANTE-MENSAH

PRINCIPAL BIOMEDICAL SCIENTIST- 0277483836

NEEDS HELP AROUND?

PHYSIOTHERAPY



NAA ABOKAILEY MENSAH

HEAD OF PHYSIOTHERAPY

NEEDS HELP AROUND?

I.T



EMMANUEL ASAMOAH

IT HEAD

NEEDS HELP AROUND?

SUPPLY CHAIN DEPARTMENT



DIVINE KWAKU EPOKOR
SUPPLY CHAIN MANAGER

JOHN PAUL OWUSU
INVENTORY MANAGER

NEEDS HELP AROUND?

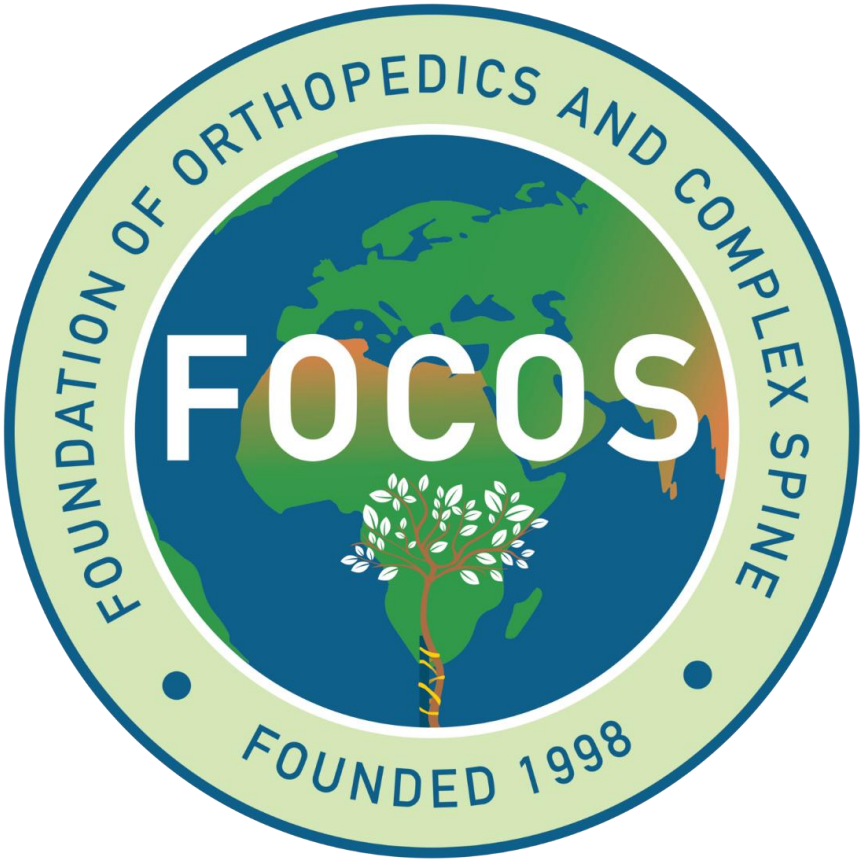
PATIENT SERVICES UNIT



PASCHALINA ADAAMBA

PRINCIPAL PATIENT ADVOCATE- 0501436868

PART 2
EMPLOYEE HANDBOOK





EMPLOYEE TRANSFERS

- FOCOS reserves the right to transfer an employee intra department, for operational reasons or otherwise
- Technical skills of the employee is always considered



MEDICAL EXAMINATION

- All candidates selected for appointment, including volunteers and part-time workers, shall submit themselves for a medical examination and shall be certified by a designated medical officer as medically and physically fit for employment before assumption of duty.



ORIENTATION



All regular Full-time, Part-time, Per Diem, and Contract employees are taken through a general orientation program in these areas:

- Human Resource
- Quality and Patient Safety
- Customer Service
- Infection Control and Prevention
- Health and Safety
- I.T
- Security
- Tour around the Facility

This includes the Hospital's history, mission, vision, values and strategic plan and customer service initiatives department-specific introduction

The Human Resource Department is generally responsible for orientation, together with department heads



HOURS OF WORK



All full-time employees are required to work up to **40 hours** a week

Standard hours of work for non-full-time employees shall be subject to the unique needs of the department to which the employee is posted.

A department may, upon agreement, propose other shifts due to its specific needs.

A non-full-time staff member may be required to do extra hours due to the exigency of work.



HOURS OF WORK



No employee shall leave his/her place of work before the end of shift. Shift employees including security personnel shall remain at post until replaced by the next shift employee or until suitable arrangements have been made by FOCOS management.

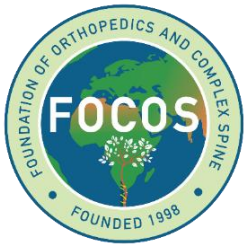


ATTENDANCE

An employee may not absent himself/herself from his/her duties without adequate prior notice to and approval by immediate supervisor or FOCOS management.

An employee who excessively absents himself/herself without permission shall be subject to disciplinary action(s) in accordance with the Hospitals disciplinary policy.

It is the responsibility of the employee to prove to management that unavoidable and acceptable circumstances prevented him/her from seeking permission to be absent or tardy.







TIME CLOCK



- All employees (full and non full time) except management are required to sign the Attendance Register and clock in on arrival to work and sign and clock out at the close of work.

- Failure to sign in and out, falsifying an arrival and/or departure time, shall constitute an offence. Employees shall be subject to progressive discipline, up to and including dismissal.

- No one may sign in or sign out on behalf of another person. To do so constitutes a major offence on the part of both employees. Disciplinary action will be taken up to and including dismissal.



PUBLIC HOLIDAYS

All days declared to be a holiday under the Public Holidays Act of Ghana or any other declaration by the State shall be a holiday for all employees except those who are in direct patient care areas.

If the public holiday falls on a day on which an employee would normally work, the employee is entitled to that day off on full pay. However, if an employee works on a public holiday, he is entitled to be paid double his daily wage.





DRESS CODE

- All employees are expected to wear clothing suitable for business during working hours. Employees may also dress in their specific professional/departmental uniform. Wearing of Jeans, mini skirt, showing of under wears etc. is prohibited.

- For clinical staff and food handlers, natural fingernail tips should be neatly manicured and less than ¼ inches long. Artificial fingernail, nail enhancements or extenders are not to be worn.





DRESS CODE

- Nail polish is permitted, but anything applied to natural nails other than polish is considered an enhancement. This includes, but is not limited to, artificial nails, tips, wraps, appliqués, acrylics, gels, and any additional items to the nail surface.

- African wear/dress is permitted on Fridays.

- Attire for employees may be determined within a department or unit in accordance with job responsibilities as well as safety and infection control standards.





DRESS CODE

- In all cases, the Hospital reserves the right to determine the
- appropriateness of an employee's attire and appearance. Failure to follow these guidelines may result in corrective action up to and including termination.
- All staff are encouraged to practice proper grooming, dress neatly, and observe basic hygiene habits such as use of deodorant, hand washing and maintain clean work attire.





IDENTITY CARD

- All employees shall be issued an identification badge which must be worn at all times while on the Hospital Premises.
- The ID card must be worn, conspicuously – above waist level (wearing ID badges on the belt is not permitted), at all times while on duty.
- If an employee loses their ID card, they are required to report it to Administration / HR Officer immediately and request a replacement ID card.
- Upon expiry of a contract / internship, an employee must surrender his or her ID card to their Department Heads /Manager / HR Officer



PERFORMANCE APPRAISAL

For Purposes of skill improvement, employees shall be constantly monitored and assessed by their Departmental Heads and provide constructive feedback



CANTEEN FACILITIES:

The hospital has a cafeteria that serves Breakfast, lunch and supper to patients, staff and visitors.

A plate of food for lunch is at a fee of GHS 20.00 for which payment must be completed through the Hospital Management System.



Every staff is entitled to use the cafeteria



SAFETY DEVICES AND APPARATUS

- All employees shall strictly observe and comply with all safety measures in the Hospital.
- Employees are forbidden from removing, neutralizing or defacing any security device or protection apparatus. Any defects noticed in operation of safety devices or apparatus must be reported immediately to a Departmental head for the necessary action
- Employees are required to abide by all security and safety instruction during fire outbreaks and shall take part in all fire-fighting drills and exercises which shall be arranged by the organization on a regular basis.





TRANSPORTATION

Transport Facility:

- The organization will as much as possible, provide transport to convey employees at vantage points to and from the Hospital
- Employees may be granted use of an official vehicle for assignments to be undertaken outside the hospital premises. Where an official vehicle is not available, such staff may use their own vehicles and claim a mileage reimbursement
- In the case of use of public transport, the Employee shall submit a Petty Cash Claim form indicating the area visited, the date of visit, purpose of the visit and certification by the authorizing supervisor.

MEDICALS

a. National Service, Volunteers and Interns

National Service Staff, Volunteers and Interns who are scheduled to work full time (40hrs/week) over a continuous period of 6 months or more shall be entitled to an **annual cap of GHC 500.00. This shall be utilized for emergencies that happen on the job only.**

National Service Staff, Volunteers and Interns working less than 6months would be entitled to a prorated proportion commensurate with their projected duration of engagement.



LEAVE ADMINISTRATION

Sick Leave

An Employee prevented from attending work due to a sudden illness shall notify his/her Head of Unit/Department through any means possible and shall take steps to provide information as to the length of absence from work backed by a medical excuse duty.



OATH OF SECRECY / CONFIDENTIALITY



All employees must sign an oath of secrecy/confidentiality.



DISCIPLINE

All employees are expected to be of good conduct and behavior and to refrain from all manner of behavior that will bring themselves and the organization into disrepute. Disciplinary action shall be initiated where an employee commits any form of major or minor offence:



DISCIPLINE

Offences (MINOR) include

- Quarrelling while on duty.
- Failing or omitting to use discretion where necessary.
- Laziness.
- Insubordination.
- Persistent Lateness / lack of punctuality
- Sleeping while on duty.
- Loitering during official working hours.
- Leaving office before official closing hours without permission
- Deliberate wastage of material and resources
- Swearing and / or use of abusive language/ coercion / intimidation
- Proven substandard performance
- Deliberate refusal to cooperate with colleagues and supervisors





DISCIPLINE

Offences (MINOR):

The Penalties for minor offences shall include:

- Verbal warning / Counsel
- Written warning (First and Final)
- Suspension from work without pay for a period not more than seven (7) days.
- Loss of merit increases
- Demotion, as an alternate to termination
- Disciplinary Termination



DISCIPLINE



Offences (MAJOR) include

- Soliciting, offering or accepting bribes;
- Theft, or forgery
- Assault
- Dereliction of duty
- Serious breach of Health & Safety Protocol
- Abuse of trust
- Sexual Harassment
- Bullying
- Acts of corruption
- Unauthorized operation of Company equipment
- Incitement of team members to engage in strike, illegal activity or acts of rebellion
- Malicious spreading of false and detrimental information
- Criminal conviction
- Fraudulent activity in the name of the company
- Fighting or physically striking employee or anybody on campus in the course of his duties.
- Passing on the company's confidential information without the approval of the company.
- Willful refusal to obey legitimate instructions without reasonable cause/explanation.
- Dereliction of duty or other acts of criminal nature which shall be deemed to be detrimental to the good conduct of the company's business.
- Engaging in any unethical or immoral behavior that may tend to bring the company and or its image into disrepute.

DISCIPLINE

Offences (MAJOR) include

- Deception resulting in financial loss to the organization or any of its patient/clients;
- Taking or attempting to take without permission or legal right any property belonging to the organization or in the lawful care, control or possession of the organization etc.;
- Damaging or attempting to cause damage to life and property of the organization;
- Negligence in carrying out official duties;
- Gross insubordination;
- Possession, consumption of trafficking of illegal drugs;
- Smoking or carrying fire in a prohibited area, as specified by management;
- Embezzlement or misappropriation of the organization's funds.
- Unauthorized installation or removal of equipment or/and facilities.
- Misuse of the organization's property in the lawful control, care, custody, pos trust of organization outside reasonable limits.
- Forgery.



DISCIPLINE



Offences (MAJOR) include

- Gambling on Hospital premises
- Drinking alcohol whilst on duty
- Smoking on Hospital premises
- Commit any act of indecency or immorality on the premises of the Hospital
- Releasing confidential information in any form to unauthorized person/employee. Confidential information includes but not limited to information about:
    i. Company finances until published.
    ii. Revenue generation/potentials.
    iii. Research findings.
    iv. Company security system.
    v. Personal details of executive personnel and key clients.
    vi. Business plans.
    vii. Information on patients' diagnoses, etc.



DISCIPLINE

Offences (MAJOR):

The Penalties for Major offences shall include:

- Final Written Warning
- Suspension without pay (max 4 weeks)
- Disciplinary Termination
- Dismissal



GRIEVANCE PROCESS



Employees shall in the first instance channel all grievances through their immediate supervisor/manager.

Where a grievance addressed to an immediate supervisor/manager remains unresolved for 7 days, an Employee shall take the matter up by writing to the HR office.

The HR's office will attempt to address the grievance best possible.



GRIEVANCE PROCESS



Where a relieve is not obtained, the HR shall refer the issue to the Medical & Associate Medical Directors, representing the Hospital's Medical Ex-Com and respond within 14 days.

If employee is not satisfied with the outcome, he/she shall write to the Executive Committee of the Foundation Board.

The Board shall respond within seven (7) working days.



VACATION OF POST

- **An employee who absents himself/herself from duty for three (3) consecutive working days without permission from the Head of department shall be deemed to have vacated his/her post and shall be summarily dismissed.**
- **An employee who is convicted for a criminal offence by a court of competent jurisdiction shall be dismissed if the offence brings the organization into disrepute.**
- **However, if the employee successfully appeals against his conviction, the employee shall be reinstated.**
- **An employee who is convicted for a criminal offence by a court of competent jurisdiction shall be dismissed if the offence brings the organization into disrepute.**
- **However, if the employee successfully appeals against his conviction, the employee shall be reinstated**





THANK YOU

ENJOY YOUR STAY