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**CERTIFICATE COURSE FOR HOME CUM  
INSTITUTIONAL HEALTH CAREGIVERS (GERIATRIC  
HEALTH CARER)**

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***PLACEMENT REPORT (Pilot Batch, 2019)***



## BACKGROUND

IIPHG has successfully completed the first batch of Certificate Course for Home cum Institutional Health Caregivers (Geriatric Health Carer). With the first pilot batch, a total of 22-course participants have been successfully trained as “*Certified Health Carer*”. As IIPHG had committed to provide placements to about 80% of candidates upon successful completion of this course, the key activities taken up by IIPHG for placement, placement status, and key challenges are described in this report. The key activities taken up by IIPHG were:

- Established a temporary placement cell for the first batch
- Developed standard operating procedures (SOP) for placement (Annex-1).
- Developed a database of potential employers
- Arranged mock interview session for students at IIPHG campus
- Arranged campus placements at IIPHG university campus
- Handholding support cum tracking of candidates for next 6 months

## PLACEMENT PROCESS

IIPHG had organized placement drive at its campus on 30th July' 2019. IIPHG invited about 10 placement partners who had confirmed their interest in recruiting certified health carers passed out in the first batch. Of the ten who had confirmed, 8 organizations participated in placements. The placement SOP was shared with all employers and with the students. Each aspect of placement SOP was explained in

### List of Placement Partners:

- Swarg Community Care; Connecting People, Enriching Health
- HCG; adding life to years, Ahmedabad
- Orion Enterprises Pvt Ltd for Zydus Hospital, Ahmedabad
- The Family Mamber; because we care, Ahmedabad
- SubhArogyam Private Limited, Ahmedabad
- Pasttela Care, Ahmedabad
- Hashi Care; for your loved once
- Sal Hospital; Healthcare With Human Touch, Ahmedabad

detail before the interviews. It was followed by a brief introductory session of respected organizations/employers about their profile, work culture, expectations, and their offers.

As per the placement guidelines, students were asked to give any two preferences for appearing for interviews in two organizations. List of students' preferences was taken and it was shared with representatives of placement organization. All placement agencies were asked to share the list of selected students at the end of the interview session.

### Placement guidelines:

- As per the placement policy, one student could apply for a maximum of two organizations for the campus interview. Student cannot refuse the job offer if she/he received from the preferred organization. But, the ultimate decision of joining a particular organization for a job is in the hands of the candidate only.

- If any candidate refuses the job offer, IIPHG is not liable to provide arrangements for the second job.

The status of selection was shared with the students after the completion of interviews. The status of students' placements just after placement drive was as follows:

- Nineteen students expressed the need for immediate jobs out of 22. One student is already employed in Bhansali Trust hospital at Radhanpur. Two students do not require job assistance this point in time due to health and other reasons.
- Out of nineteen who appeared for an interview, 14 students got a job offer on placement day itself (table-1).
- Four students got an offer from two organizations and were in the process of choosing where to join.
- Students were also asked to register with Hashi Care, which offers home care as per clients need. Some students have registered in that and plan to work as a freelance during their convenient time also.
- IIPHG is arranging interviews with Swarg Community Care at dates fixed by them.

**Table-1. Status of placement through all placement drives as on .....**

		Placement drive-1		Placement drive-2			Placement drive-3	
Sr. No.	Name of Organization	Number of Students offered job on placement day	Number who joined	Number of Students appeared for interview	Number of students offered a job	Number who joined		
1	HCG Hospital, Ahmedabad	4	3*	4	**			
2	Zydus Hospital, Ahmedabad	8	***					
3	SAL Hospital, Ahmedabad	3						
4	Pastella Care, Ahmedabad	3	****					
5	Swarg Community Care	-	-	3	3	*****		

**Notes:**

\*One candidate named Mr. Ratilal has refused job offer by HCG; as part of HCG hospital employment policy, he had to get some lab tests done which costs 2100 Rs/-. But he was not willing to pay the lab

charges as there was no guarantee of job after lab tests.

\*\*Candidates are waiting for response from HCG hospital.

\*\*\* Candidates have not joined Zydus hospital due to long working hours (12-hour duty shift).

\*\*\*\*3 candidates received job offer from Pastella care. They will be contacted when there is a need as Pastella provides home care.

\*\*\*\*\*Three candidates offered job by Swarg Community Care. All of them refused because of lesser salary than expected. (6000-7000 Rs.For 12 hour shift. Expected salary of candidates is minimum 10,000 Rs.)

### **FOLLOW UP REPORT OF CANDIDATES (UNTIL 27<sup>TH</sup> AUGUST 2019)**

Beyond campus placement drive, IIPHG team is putting its best effort to place the candidates at organizations of their preference. As per the request from the students, IIPHG has arranged interviews at HCG Hospital and Swarg Community Care Centre again. Even after best efforts, some candidates are not willing to join due to various reasons. The status of the student until 27<sup>th</sup> August' 2019 is described in table-1:

- Of total 22 candidates, 7 candidates have informed IIPHG team that do not need job assistance at present or at any point of time due to personal reasons
- Eight candidates received job offer from at least one employer but they have refused and still looking for other opportunities.
- 3 candidates have joined HCG Hospital, Ahmedabad
- 4 candidates have given interviews at HCG Hospital and are waiting for response

The detailed placement information of each candidate is given in annex-2.

#### **Key reasons for not accepting the jobs**

- Long working hours (majority organizations offer 12 hours or 24 hours duty shifts)
- Long-distance to a job place is a major concern for those who are residing out of Gandhinagar-Ahmedabad and for female candidates
- Low wages
- Majority of candidates are females. They are looking for a job in a hospital as they might not be allowed by the family to work in Home-care
- Some candidates are not willing to work as health carer as they hold other professional degrees as well
- Organizations' policies; As they have refused to employ one candidate due to her age (above 60 years)
- Personal preferences or social reasons

#### **PLEASE NOTE:**

- As proposed IIPHG is responsible for 80 percent placement of students upon completion of course. IIPHG is able to arrange job for almost all candidates (who need a job) at least at one organization except one candidate.
- IIPHG will track and follow-up the candidates, employers and patient or family members for six months as academic exercise only.



Gujarat State Financial Services Ltd.



Gujarat CSR Authority



INDIAN  
INSTITUTE OF  
PUBLIC HEALTH  
GANDHINAGAR

## Certificate Course for Geriatric Health Caregiving (CCGHC)

### PLACEMENTS SOP (Batch-1)



## Certificate Course for Geriatric Health Caregiving (CCGHC)

### CAMPUS PLACEMENT AT IIPHG (Batch-1)

The Indian Institute of Public Health Gandhinagar (IIPHG) has a project sanctioned by the Gujarat State Financial Services Limited (GSFS Ltd.) to design and implement a Certificate Course for Home cum Institutional Health Caregiving. As part of the project, IIPHG aims to-1) Design Course Material; 2) Train Caregivers; 3) Support in caregiver's placements and follow up after placement; and 4) Standardized course material.

The training of the first batch of students is over in July 2019. IIPHG plans to continue new batches of health caregivers as soon as possible. As part of designing the course, the team at IIPHG, had conducted a quick market survey to understand the supply and demand of health caregivers. We found a lot of variation in both demand and supply. The average compensation offered to health caregivers ranged between 10-15 thousand depending on the hours of work, level of disability of the patient/client, irrespective of formal training received by the health carers or lack of it.

We are in the process of establishing collaboration with a placement agency who will take charge of placements for the next batches.

Only for the first batch, CCGHC team at IIPHG has committed to facilitate placement of those students who have successfully completed the course. We are happy to share that Twenty-two students have successfully completed the course and are available for placement who are now certified health caregivers.

### Knowledge and skills learnt by health caregivers;

This certificate course has equipped candidates in basic care and support activities for daily living. The health caregivers trained in this course can generally assist any patient who is bedridden and who requires support for daily living activities, such as bathing, general hygiene, and oral care, grooming, mobility support, toilet support, feeding support etc.

Though the certified health caregivers can provide assistance to any bedridden patient, the special focus during the course has been elderly population.

### Placement Process

For facilitating placements, IIPHG has contacted hospitals, old age homes, and private home care registered agencies who offer home care services for people who need support for daily living activities.

#### Please note:

- a. The participating agencies/organizations are requested to give the placement team at IIPHG, the name of the short listed candidates on the same day at the end of the interviews to facilitate further placement efforts.
- b. As shown by our market survey, the compensation to such health caregivers was minimum Rs. 10000 for eight hours duty, even without formal training. We expect our candidates to be offered more than the market rate prevailing, as they are **certified** health caregivers.
- c. IIPHG is only connecting the potential employers and the candidate. The terms of reference regarding roles and responsibilities, hours of work, compensation etc are matters to be discussed and agreed between the candidate and the employer.

- d. As part of the agreement with GSFS, IIPHG will contact the employers to take feedback regarding the health caregivers for the first six months. This is strictly an academic exercise to improve the course quality. IIPHG will not be liable to get into any disputes, issues related to discipline, performance or other issues between the employer and the employee in this case the health caregiver. Any discussion about these would be only if it is related to the course content and pedagogy.
- e. In case the candidate decides to quit after joining, IIPHG is not liable to replace the candidate. However, in case there is some candidate looking for options of employment IIPHG can refer them to the potential employers.
- f. For the safety of both the clients and health caregivers, the scope of activities expected from the health caregiver are clearly defined (Please refer to the list of skills given in the placement brochure). Any additional activities demanded from and performed by the health caregivers will be as per consensus between the family of the caregiver and/or the hospital/institution employing the health caregiver at their own risk.
- g. Please note that IIPHG is not liable for any negligence, mishap or accident which happens with or without the involvement of the health caregiver.**

## Placement plan at IIPHG

For those agencies who have shown interest in recruiting health caregivers trained by IIPHG, personal interviews have been organized at the IIPHG campus on 30<sup>th</sup> July 2019. The plan for the day would be as follows;

11.00 to 13.00	Most welcome for the Certificate ceremony of the Health caregivers
13.00 to 14.30	Short 10 minutes discussion between the participating agencies and candidates regarding profile of the agency, nature of work expected, compensation offered and so on.  <b><i>After the orientation the students can decide which agency they would like to try for placement.</i></b>
14.30 onwards	Personal interviews

## Placement Committee

The placement committee has following members performing various roles-

- Placement Coordinator – Ritu Patel
- Executive Committee Members- Ms. PravinMakwana (Placement Officer, IIPHG), Dr. Bharati Sharma and Ms. Bhoomi Vyas
- Advisory Committee Members-Dr. DileepMavalankar, Director IIPHG, Shri PankajKamaliya, Ms. UshaMenon

## ANNEXURE-2 CCGHC Course Participants' Placement Details (Till date: 27<sup>th</sup> August' 2019)

Indicates candidate appear for an interview

✓ Indicates received a job offer

SR. NO.	NAME OF CANDIDATE	HCG	Zydus/ Orion	SAL	Pastella	Swarg	Remark
1	Mr. AltafbhaiIkbalbhaiSaleji	✓			✓		<ul style="list-style-type: none"> <li>Will join the HCG Home Care from 20/8/2019; salary 15,000/month +overtime</li> </ul>
2	Mr. AnilkumarJayantibhaiPratap						<ul style="list-style-type: none"> <li>Do not need a job</li> <li>Offered a job by SAL Hospital on placement day. He accepted the job offer and promised to join the organization from 16/8/2019; salary 13,000/month.</li> <li>He is engaged with clearing his exams of GNM. Thus, has not joined the SAL hospital. He informed IIPHG project team orally that he doesn't wish to work as health carer right now.</li> </ul>
3	Ms. BharatibenBhanubhai Parmar		✓				<ul style="list-style-type: none"> <li>Offered a job by Zydus Hospital on placement day but she refused because of 12 hours duty timing as she would like to work for 10 hours working shift</li> <li>As per the request, IIPHG arranged an interview at HCG home care on 13/8/2019, waiting for the response from HCG</li> <li>Will join the Zydus Hospital from 1<sup>st</sup> September' 2019</li> </ul>
4	Ms. BhavanabenSureshbhai Chaudhary						<ul style="list-style-type: none"> <li>Do not need a job</li> <li>Appeared for the interview at Swarg Community Care; Organization refused to offer a job because the inability of the organization to provide of high expected salary to the candidate (More than 10,000/month)</li> <li>Prefer to work in Gandhinagar only</li> </ul>
5	Ms. DharaRohitkumar Patel		✓		✓		<ul style="list-style-type: none"> <li>Offered a job by Zydus Hospital and Pastella Care on placement day. She has refused a job offer by Zydus hospital because of 12 hours duty timing as she would like to work for 10 hours working shift.</li> <li>She has accepted a job offer by Pastella; she would work with them when the organization has a client</li> <li>As per the request, IIPHG arranged an interview at HCG home care on 13/8/2019, waiting for the response from HCG</li> </ul>
6	Mr.						<ul style="list-style-type: none"> <li>Do not need a job</li> <li>Not appeared for an interview at any</li> </ul>



	GunjanRasiklalNayak					organization(absent on placement day) <ul style="list-style-type: none"> <li>Would like to work only in Himmatnagar if there any, otherwise, he has a job based on his bachelors' degree</li> </ul>
7	Ms. HeenabenRamanlalPr ajapati	√		√		<ul style="list-style-type: none"> <li>Offered a job by HCG and SAL Hospital.</li> <li>She has refused the offer at SAL Hospital due to 12hours duty timing</li> <li>She will join HCG home care from 20/8/2019</li> </ul>
8	Ms. JagrutibenSonajiThako r		√			<ul style="list-style-type: none"> <li>Offered a job by Zydus Hospital on placement day but she refused because of 12 hours duty timing as she would like to work for 10 hours working shift</li> <li>As per the request, IIPHG arranged an interview at HCG home care on 13/8/2019 but she didn't appear for an interview</li> </ul>
9	Ms. KinjalbenVinodjiThako r		√			<ul style="list-style-type: none"> <li>Offered a job by Zydus Hospital on placement day but she refused because of 12 hours duty timing as she would like to work for 10 hours working shift</li> <li>As per the request, IIPHG arranged an interview at HCG home care on 13/8/2019 but she didn't appear for interview</li> </ul>
10	Mr. MukundkumarIshwarb haiVaghela	<ul style="list-style-type: none"> <li>Do not need a job</li> </ul>				<ul style="list-style-type: none"> <li>Has not appeared for interview in any organization on placement day. He wants work in NGO only as he holds MSW degree.</li> </ul>
11	Ms. RamilabenAshwinbhai Patel				√	<ul style="list-style-type: none"> <li>Offered a job by Pastella, she would work with them when the organization has a client</li> <li>Also appeared for the interview at Swarg Community Care; Organization refused to offer a job because the inability of the organization to provide of high expected salary to the candidate (More than 10,000/month)</li> <li>Prefer to work in Gandhinagar only</li> </ul>
12	Mr. RatilalParmabhaiSaliya	√				<ul style="list-style-type: none"> <li>Offered a job by HCG home care; he accepted the job offer</li> <li>HCG has asked him to undergo some medical tests of 2150 rupees cost other than medical fitness due to his age(more than 45 years). IIPHG has clearly stated to him that, these charges will not be bear by the organization if he would like to work there than he should pay for that</li> <li>HCG asked him to get prescribed tests done before 28/8/2019 if he would like to work with them. He is not willing to pay for the prescribed tests and looking for other opportunities in Gandhinagar</li> </ul>

13	Ms. RenukabenAshokbhaiS heth					<ul style="list-style-type: none"> <li>As per the request, IIPHG arranged an interview at HCG home care on 13/8/2019, waiting for the response from HCG</li> </ul>
14	Ms. Rita GirvantsinhChavda		√			<ul style="list-style-type: none"> <li>Offered a job by Zydus Hospital on placement day but she refused because of 12 hours duty timing as she would like to work for 10 hours working shift</li> <li>As per the request, IIPHG arranged an interview at HCG home care on 13/8/2019 but she didn't appear for interview</li> </ul>
15	Ms. SejalbenChhatrasinhV aghela		√			<ul style="list-style-type: none"> <li>Offered a job by Zydus Hospital on placement day but she refused because of 12 hours duty timing as she would like to work for 10 hours working shift</li> <li>As per the request, IIPHG arranged an interview at HCG home care on 13/8/2019 but she didn't appear for interview</li> </ul>
16	Ms. ShaheenFirozKureshi	√		√		<ul style="list-style-type: none"> <li>Offered a job by HCG and SAL Hospital</li> <li>She refused a job offer at SAL Hospital.</li> <li>She will join HCG from 20/8/2019</li> </ul>
17	Ms. TejubenBaldevjiThako r		√			<ul style="list-style-type: none"> <li>Offered a job by Zydus Hospital on placement day but she refused because of 12 hours duty timing as she would like to work for 10 hours working shift</li> <li>As per the request, IIPHG arranged an interview at HCG home care on 13/8/2019 but she didn't appear for interview</li> </ul>
18	Mr. KalpeshbhaiRameshbh aiParmar	<ul style="list-style-type: none"> <li>Do not need a job right now</li> </ul>				<ul style="list-style-type: none"> <li>Offered a job by SAL hospital but he does not want to work right now because of health issues</li> </ul>
19	Ms. ManishabenBaldevjiTh akor		√			<ul style="list-style-type: none"> <li>Offered a job by Zydus Hospital on placement day but she refused because of 12 hours duty timing as she would like to work for 10 hours working shift</li> <li>As per the request, IIPHG arranged an interview at HCG home care on 13/8/2019 but she didn't appear for interview</li> </ul>
20	Ms. ManasvibenVishnubha iNayak	<ul style="list-style-type: none"> <li>Do not need a job right now</li> </ul>				
21	Ms. NilofarbenHidayatMa nsuri				√	<ul style="list-style-type: none"> <li>Appeared for the interview at Swarg Community Care; Organization refused to offer a job because the inability of the organization to provide of high expected salary to the candidate (More than 10,000/month). She also refused job offer as the organization is able to offer 6-8 K salary a month.</li> <li>As per the request, IIPHG arranged an interview at HCG home care on 13/8/2019, waiting for the response from</li> </ul>

							HCG
22	Mr. Dayarambhailshwarbh aiRaval	<ul style="list-style-type: none"><li>Do not need the job</li></ul>					