



# Staffing Service Proposal

2025

&  
more.

# Introducing KAFA,

your Partner in Building a healthcare centre That Truly Cares

You're not just building a facility—you're laying the foundation for something far more powerful: a healthcare experience rooted in trust, precision, and compassion.

At KAFA, we believe that a great healthcare institution isn't just run by great doctors—it's supported by great systems, people, and culture. And that's where we come in.

We don't simply supply staff. We build teams, design patient experiences, and co-create a clinic culture that reflects your values, vision, and standards—from Day 1.

This document outlines the various ways in which KAFA can partner with your centre, including staffing and training, operations, patient experience, and brand positioning.

Think of us as your backstage crew—quietly ensuring everything runs like clockwork so that you and your medical team can shine where it matters most: in patient care.

Let's build something remarkable together.

Warmly,  
Team KAFA

# What KAFA Can Offer

01

## Human Resource Services (Non-Surgeon Staffing)

Recruitment + Training + Quality Check

- Nurses (ICU/OT/general)
- Ward boys, patient care assistants
- Front desk / reception staff
- Billing and insurance executives
- Lab technicians, X-ray/USG/ECG techs
- Housekeeping and sanitation crew
- Security personnel

**Value Add:** KAFA can ensure that all non-MBBS staff are well-groomed, trained in soft skills, patient etiquette, infection control, and hospital processes.

02

## KAFA DPE (Designing Patient Experience) Program

- First-of-its-kind program focused on patient journey mapping
- Training modules for front office + ward staff on:
  - Speaking with empathy
  - Handling angry patients
  - Communicating delays, post-op care etc.
  - Making discharge and admission smoother

**Value Add:** We create a “premium experience” feeling for patients and relatives, even in a smaller facility.

**03**

## **Operations & Process Advisory**

SOP design for:

- Emergency response
- OT prep and sterilization
- Ward rounds and nursing handovers
- Shift scheduling, checklists, delegation models
- Guidance on clinic MIS (data tracking) and daily reporting structures

**04**

## **Preventive Health Program Design**

- Health check-up packages for walk-ins or corporates
- Monthly awareness or screening camps
- Home visits for pre-op / post-op care

KAFA can structure the content, outreach, staff, pricing, and SOPs.

**05**

## **Branding & Internal Culture Building**

- Create an internal code of conduct
- Co-design branding for departments, team naming, role identity
- Design employee recognition models to keep morale high

## Future Add-On: Corporate Tie-Up Management

Once the healthcare centre is running smoothly, KAFA can:

- Help pitch the clinic to corporates and TPAs
  - Build custom corporate wellness packages
  - Handle coordination of periodic camps and reporting
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With the right team, right systems, and right partners in place, your healthcare centre has everything it needs to succeed.

KAFA is ready to deliver on all fronts

— from staffing to strategy

— with quality, consistency, and care.

Thank you.