

Management Development Programme
on

Quality Management in
Hospital and Health Care

20-24 February 2012

Organised by



Institute of Health Management Research
Jaipur

Background

Quality is the central issue in health care. Rising expectations of people and patient safety, advances in medical and diagnostic technology, competition in the health care industry, and escalating costs have made quality of care as important issue today. There is a growing realization that quality improvement is essential for enhancing efficiency and effectiveness of health services both in the public and private sectors.

Quality, a relatively new concept in health care, is a dynamic and complex phenomenon. There is an extensive need for capacity building in planning, implementing and managing quality assurance in health care. Also, there is a great deal to be understood about the dimensions of quality and the standards and indicators, assessment and measurement, and management of quality improvement process. Moreover the skills in the application of quality improvement tools and techniques are yet to be developed among health professionals responsible for the management and delivery of services.

The Institute of Health Management Research (IIHMR), Jaipur is organizing a Management Development Programme to cater to the needs of health care planners and managers in developing basic competency in planning and managing quality assurance.

Objectives

The main objectives of the programme are the following:

- To develop an understanding of the concepts of quality and its importance in health care
- To develop an understanding of standards and indicators of quality
- To develop the basic skills in the assessment and measurement of quality
- To learn the quality improvement process, tools and managerial skills
- To develop skills in monitoring quality of services and in planning and implementing quality assurance programmes

Contents

The programme will broadly cover the following areas:

- Concepts and dimensions of quality, and its importance in health care
- Perspectives of quality of the community, clients, and health care managers
- Setting standards and developing indicators of quality
- Assessment and measurement of quality
- Monitoring and information system
- Planning for quality, identifying and defining problems; developing solutions; implementation
- Quality improvement tools - TQM, CQI, QA, Lean
- Medical Audit
- Quality management approaches
- Leadership and management strategies for institutionalizing the quality improvement process in public sector and NGO programmes

Participants

The programme is designed for planners and managers of hospital and health care organizations, researchers interested in quality of care issues and faculty of medical colleges.

Training Approach

The programme will use lectures, discussions, group work and presentations.

Resource Persons

Dr. Santosh Kumar, PGDHM, M.Phil, PhD (BITS, Pilani)

Programme Coordinator

Associate Professor, Institute of Health Management Research, Jaipur

Health Care Quality Specialist

Dr. S. D. Gupta, MD, PhD (Johns Hopkins), FAMS

Director, Institute of Health Management Research, Jaipur

Public Health Specialist

Brig. (Dr.) S.K. Puri, VSM (Retd.), MD

Dean Academics and Student Affairs

Institute of Health Management Research, Jaipur

Hospital Management Specialist

Dr. P. R. Sodani, PhD, MPH (UNC-CH, USA)

Dean Training, Institute of Health Management Research, Jaipur

Health Economist

Dr. Kapil Garg, PGDHM, MBBS

Associate Professor, Institute of Health Management Research, Jaipur

Hospital Management Specialist

Duration and Venue

The programme is of 5-day duration. The programme will start on Monday, 20th February 2012 and conclude on Friday, 24th February 2012. The programme will be held at Institute of Health Management Research, Jaipur.

Certification

A certificate of participation on completion of the programme will be issued by Institute of Health Management Research, Jaipur.

Programme Fee

Rs.17,000/- per participant from India and USD 600 per participants from other countries. The fee covers tuition fee, teaching material, board and lodging. Fee for the programme can be paid by demand draft payable at Jaipur. The Demand Draft should be in the favour of "Institute of Health Management Research, Jaipur".

Discount

Early Bird Discount: Nominations received with payments on or before **01st February 2012** will be entitled to an early bird discount of 10%. Early submission of fee and nomination does not, however, guarantee acceptance of application.

Group Discount: Any organization sponsoring five or more participants to the programme will be entitled to a discount of 10% on total fee payable. Sponsors should pay full fee along with nomination forms. Applicable discounts will be given on completion of the programme.

Organization can avail themselves of both the discounts subject to a maximum discount of 15%.

Nominations and Inquiries

Nominations should reach the Dean (Training) latest by **11th February 2012 at:**

Professor P.R. Sodani

Dean (Training)

Institute of Health Management Research

1, Prabhu Dayal Marg, Sanganer Airport

Jaipur - 302 011, India

Phone: 0141-3924700 (30 Lines) Fax: 0141-3924738

Email: deantraining@ihmr.org

About the Institute

The Institute of Health Management Research, Jaipur is an institution dedicated to improvement in standards of health through better management of health care and related programmes. It seeks to accomplish this through management education, training, research, consultation and institutional networking in a national and global perspective. The institute has been designated as WHO collaborating Center for District Health Systems based on Primary Health Care. The Ministry of Health and Family Welfare, Government of India has identified the institute as an Institute of Excellence for training and capacity building. For more information please visit our website www.ihmr.org



Institute of Health Management Research, Jaipur Nomination Form for MDP

Programme Title : Quality Management in Hospital and Health Care
Duration : February 20-24, 2012
Venue : Jaipur

Professor P.R. Sodani

Dean (Training)

Institute of Health Management Research

1, Prabhu Dayal Marg, Sanganer Airport

Jaipur - 302 011

Phone: 0141-3924700 (30 Lines) Fax: 0141-3924738

E-mail: deantraining@iihmr.org

We are happy to nominate the following candidate(s) from our organization for the above mentioned programme.

S. No.	Name	Designation	Age (Yrs)	Sex M/F	Mobile Number
1					
2					
3					
4					
5					

Enclosed please find demand draft No.datedfor Rupees/USD.....in words ₹/\$ towards participation fee, drawn in favour of Institute of Health Management Research, Jaipur .

Date:

Signature

Place:

Name & Address of Sponsoring Authority