

Student's Hand book for e-Hospital Management Program for Executives

We welcome you to join our most prestigious course “e-Hospital Management Program” at IIHMR. We are a premier institute in Hospital and Health Management and your virtual presence here is an ample proof of that. Once again, we assure you that your association with IIHMR, Jaipur will provide you a platform to successfully achieve your career goals in future.

Introduction

In today's fast changing world IIHMR, Jaipur integrates technology in the teaching and learning process and strives to train medical professionals, nursing professionals and hospital executives in the area of Hospital Management through “e-Hospital Management Program”.

The broad objective of the e-Hospital Management Program for Executives is to improve and update participants' knowledge of the concept of Hospital Management and develop skills for adoption of professional approach in the management of hospitals.

Program Structure

The Course will be of 540 credit hours. The total duration of the course will be 11 months. Out of which, nine and a half months is module duration. 15 days are contact hours (Optional) and one month is for dissertation.

An hour-wise break up of time duration of the program, course content and credit hours is given below. The remaining time will be devoted to contact hours and examination.

S. No	Subject Name	No. Of Credits	No. of Credit Hours	Duration	Division of Credit Hours per day	No. of Units
1.	Hospital Planning and Design	4	60	One month	3 hours per day 3x20 = 60 hours - 20 days(total)	5 units
2.	Organization and Management of Clinical Services	4	60	One month	3 hours per day 3x20 = 60 hours - 20 days(total)	5 units
3.	Organization and Management of Support Services	4	60	One month	3 hours per day 3x20 = 60 hours - 20 days(total)	5 units
4.	Materials and Equipment Management	4	60	One month	3 hours per day 3x20 = 60 hours - 20 days(total)	5 units
5.	Principles of Management	2	30	15 days	3 hours per day 3x10 = 30 hours - 10 days(total)	2-3 units
6.	Human Resource Management	2	30	15 days	3 hours per day 3x10 = 30 hours – 10 days	2-3 units

7.	Financial Management	2	30	15 days	3 hours per day 3x10 = 30 hours - 10 days(total)	2-3 units
8.	Hospital Management Information System	2	30	15 days	3 hours per day 3x10 = 30 hours - 10 days(total)	2-3 units
9.	Facility Management	4	60	One month	3 hours per day 3x20 = 60 hours - 20 days(total)	5 units
10.	Quality Assurance in Health Care	4	60	One month	3 hours per day 3x20 = 60 hours - 20 days(total)	5 units
11	Project Management Tutorial		30	15 days	2 hours per day for 15 days	-
12	Online Project/On-Campus	4	60	One month	-	-
	Online / On-Campus Contact Hours	-	-	15 days	-	-
	Total	36	540 hours	Ten months	-	-

The Student's Regulation

General guidelines:

- Students need to visit our website and check email regularly for updates.
- Every course / modules related information will be sent by us on your mail id from time to time, which is mentioned in your application form. Kindly ensure that your email id is working perfectly.
- During the course if your email id and address gets changed, Please inform us immediately.
- The course structure, credit hours and time duration can be revised by IIHMR at any time or any level.
- The teaching material provided by IIHMR, Jaipur is the property of IIHMR. It may not be published or misused.
- The answers of your content related queries will be displayed on Message board and will be answered by faculty. Faculty will not respond to individual mails.
- Any computer related training will not be provided by IIHMR, Jaipur.
- For technical support and guidance on "How to access the module and examination", please access the link for PPT.
- For any type of query you may write a mail to elci@iihmr.org, by mentioning registration no. in subject line.

Course guidelines:

- Whole course will be run as per the mentioned date sheet. (IIHMR, Jaipur has the rights to change this scheduled at any point of time.)
- After admission the module/s links will be provided by IIHMR, Jaipur on your mail id . You can access the module/s in just a single click.
- Modules will be uploaded on the website as per the schedule given in the Handbook.

- Before accessing the on line examination page link, you need to ensure your hardware / infrastructure (like UPS, Net connectivity, electricity or computer) is working.
- A student will be allowed to take the examination after two months. The online exam will be open for a student for a period of 10 days.
- The evaluation will be totally objective. The evaluation will be computerized. It will consist of forty objective type questions of 2.5 marks each. Time allowed will be one hour. The examination will consist of Multiple Choice Questions.
- The student will be allowed two attempts to pass the exam. Failing which he will have to send an application for a make-up examination on a payment of an additional fee as per norms.
- During the examinations, if any hardware or software related problems occur at your end and you miss the examination or you are not able to complete the examination in time, IIHMR, Jaipur will not be responsible for the problem and it will be considered as an attempt.
- After the completion of the dissertation a student will submit a research report. The research report will be evaluated by an external examiner and the marks will be allotted for the same.
- After successful completions of the course, a certificate will be issued by IIHMR, Jaipur.

Course curriculum

1. Hospital Planning and Design

Learning Objective

To understand the planning and designing of hospitals, its impact on the complex process of healthcare delivery and to be able to influence the planning and designing of all new projects and all up-gradations and modifications, that constantly take place in built Hospitals.

Course Content

1. Planning Structure of 100 Bedded Hospital
2. Introduction
3. Hospital Planning
4. Proposal Writing
5. Feasibility Study
6. Detailed Project Report
7. Hospital Design
8. Functional Analysis
9. Architectural Design
10. Engineering Service System Plan
11. Equipment Plan
12. Commissioning Plan
13. Post Commissioning Evaluation

2. Human Resource Management

Learning Objective

To develop Human Resource Management skills in order to enhance Team Work, skill creation and effective leadership at a hospital

Course Content

1. Understanding Your Relationship With Work
2. Motivating Yourself
3. Improving Personal Efficacy
4. Thriving on Stress – I
5. Thriving on Stress – II
6. Developing Team work
7. Motivating Your Team Members
8. Communicating Effectively
9. Listening Actively
10. Developing Feedback Skills

11. Understanding Leadership
12. Using Leadership Styles
13. Empowering Subordinates Through Delegation
14. Developing an Internal
15. Communication Strategy

3. Principals of Management

Learning Objective

To enhance the understanding of basic Principals of Management and their relevance in effective management of Hospitals.

Course Content

1. Introduction to Management and Organizations
2. Historical Background of Management
3. Organizational Culture and the Environment
4. Managing in Global Environment
5. Social Responsibility and Managerial Ethics
6. Decision Making
7. Foundation of Planning
8. Strategic Management
9. Planning Tools and Techniques
10. Developing Feedback Skills
11. Organization Structure and Design

4. Financial Management

Learning Objective

To understand the underlying concepts of Financial Management to maximize the value of a hospital in terms of maximum utilization of resources and minimizing costs.

Course Content

1. Financial Management in Hospitals – An overview
2. Financial Statements – An Overview
3. Interpretation of Financial Statements – Ratio Analysis
4. Interpretation of Financial Statements – Funds Flow Analysis and Cash Flow Analysis
5. Sources of Finance – Short Term and Long Term
6. Capital Structure and the concept of Leverage

7. Working Capital Management and Cash Management
8. Inventory Management
9. Cost Analysis
10. Capital Budgeting and Financial Planning

5. Organization and Management of Clinical Services

Learning Objective

To provide management related inputs, help the participants develop requisite skills in hospital management and to enable them to organize various clinical, services in an effective and efficient manner with minimal risk to patient.

Course Content

1. Hospital as a System
2. Role of Hospital Administration
3. Out Patient Department (OPD)
4. Accident and Emergency Services
5. Disaster Management - Meaning And Concept
6. In-Patient Services
7. Nursing Care & Ward Management
8. Progressive Patient Care
9. Operation Theater
10. Intensive Care Unit (ICU) & Critical Care
11. Rehabilitation Services

6. Organization and Management of Support Services

Learning Objective

To understand, the relevance of organization and management of Support Services in a Hospital.

Course Content

1. Laboratory Services
2. Blood Transfusion Services
3. Radio diagnosis and Imaging Services
4. Nuclear Medicine Department
5. Central Sterile Supply Department
6. Medical Records

7. Materials and Equipment Management

Learning Objective

To impart the skill of Stores Planning, purchase of required items, receipt, storage and physical safe preservation of materials, issue of stores against authorized indents, and inspection of stores, condemnation and disposal.

Course Content

1. Hospital Material Management
2. Medical Stores Management
3. Inventory Control
4. Procurement Procedures
5. Receipt, Inspection, Storage & Documentation of Material
6. Equipment Management: Planning & Purchase
7. Equipment Management: Repair & Maintenance
8. Letter of Credit
9. Imports of goods: General Considerations
10. Computerisation of hospital stores
11. Continuous Quality improvement in stores management

8. Facilities Management

Learning Objective

To manage the buildings, physical plant and services in a Hospital or Healthcare Organisation, to understand the integration of all support processes within the Hospital and Healthcare Organisation and to maintain and develop the agreed services which support and improve the effectiveness of its Healthcare Delivery Services.

Course Content

1. Introduction
2. Healthcare buildings
3. Manpower planning
4. Hospital equipment
5. Monitoring of facility management systems
6. Facility management systems – housekeeping services

9. Hospital Management Information Systems

Learning Objective

The objective of the course is to introduce the concepts of management information system and equip the learners with necessary tools and framework for assessing, designing, developing and implementing a hospital management information system for effective decision making.

Course Content

1. Introduction to Hospital Information System (HIS)
2. IT in Healthcare
3. Application of HIS: Telemedicine, e-Records, ERP
4. Basics of Data Base Management
5. Stages of Developing HIS
6. Hospital Information Need Assessment
7. Designing Forms and Formats
8. Implementing HIS
9. Standards of HIS
10. Security Aspects of HIS
11. Hardware, Software and Networking of HIS (including RFIDs, DICOM, LAN topology etc.)
12. Key Hospital Indicators

10. Quality Assurance

Learning Objective

To improve participants' knowledge of concepts of quality and develop skills to implement sustainable quality assurance program in the district health system.

Course Content

1. Introduction - Quality Assurance in Health Care
2. Quality Assurance Approach
3. Setting Standards
4. Monitoring Quality and Supervision
5. Supervision – Part II
6. Assessment of Quality
7. Quality Improvement Tools
8. Medical Audit
9. Leadership and Leadership Style
10. Team Building
11. Plan of Action

11. Research (Dissertation and Internship)

Dissertation is an essential requirement for the partial fulfillment of the program. It would be a live project done at a Hospital. A student will have to get himself associated with a hospital and search for a research problem. Based on the problem he will have to generate and design a project for himself. A tutorial on Project Management and Research Methodology will be given to him to help him in designing and doing a project. He will have to look for a real time problem at the hospital and will have to use his knowledge on various areas of Hospital Management to generate a solution to the problem.

The student will be required to complete a Real Time Dissertation Project and Internship as part of the program. The dissertation will be approved by a guide in the selected Hospital and a mentor at the Institute. The submission of the dissertation will be done online at the completion of the term.