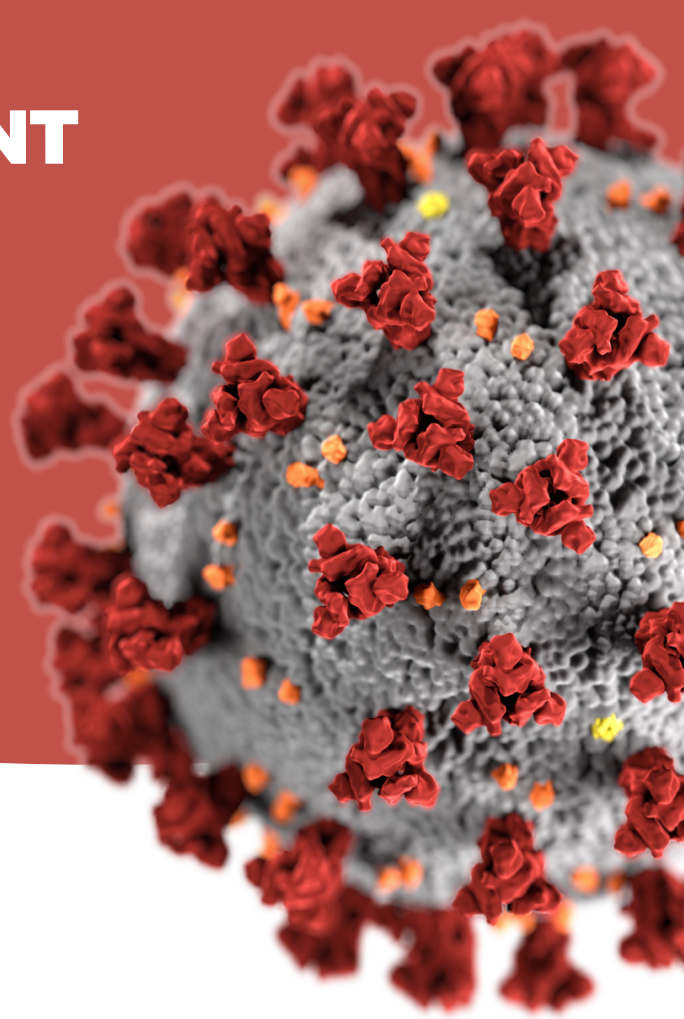


# ONLINE MANAGEMENT DEVELOPMENT PROGRAM ON

## Role of Healthcare Quality Standards During COVID 19

**20-21 July 2020  
(9:30 AM- 2 PM)**



## RATIONALE

The health care system in India is universal. That being said, there is great discrepancy in the quality and coverage of medical treatment in India.

Healthcare between states and rural and urban areas can be vastly different. Just improving access to healthcare is not enough to ensure better outcomes. It is important to invest in healthcare care with the objective of improving both access and quality of care

For quality healthcare, the care has to be safe, effective or appropriate, timely, efficient, equitable and people-centric

Quality in healthcare means providing the care the patient needs when the patient needs it, in an affordable, safe, effective manner. Quality healthcare also means engaging & involving the patient, so the patient takes ownership in preventive care and in the treatment of diagnosed conditions. Keeping in view the COVID-19 pandemic and the fact that it is going to stay for a long time, the hospitals are under pressure to ensure appropriate medical services to the COVID-19 as well as the non-COVID-19 patients. There is need to ensure Healthcare quality is not compromised

Therefore, there is need to understand how are existing Healthcare Quality systems stand in the current situation & what are the changes that we may be looking at in future.

# OBJECTIVES

THE PROGRAM IS DESIGNED TO

- **Facilitate understanding of various aspects of healthcare Quality systems**
- **Provide insight into the new development and need for delivery of Quality healthcare**
- **Understand the challenges and find solutions for delivering safe patient care**



## BENEFITS

**Organizations & Individuals will get benefitted by :**

“By revisiting and understanding the applicability of our existing healthcare Quality Standards in the healthcare times overshadowed by the pandemic of COVID 19

- **Relearning**
- **Acceptance of the NEW NORMAL**
- **Innovation and critical thinking for ensuring safe patient care**

## COURSE CONTENTS

- Understanding the Quality standards
- Reviewing and understanding the standards applicability in COVID times
- Learning with examples
- Change management
- Overview of change in Process and Healthcare Delivery mechanism

## TOOLS & TECHNIQUES

Training methods for this Program include experience-based learning techniques such as

- **Diagnostic Instruments**
- **Exercises**
- **Group Work**
- **Case Discussions And**
- **Formal Lectures**



## TARGET AUDIENCE

Executives of public and private Hospital Administration and government Hospitals departments are eligible to participate in this Program.

## PARTICIPATION FEE

The participation fee will be INR 5,000/- plus 18% GST and international fee USD 100 plus 18% GST paid online.

- Online registration**
- No refund of course fee but substitute allowed**

Institute's Bank Details for NEFT/RTGS

Bank Name: HDFC Bank Ltd.

Bank Address: Plot No.11, Aggarwal Central Plaza, DDA Shopping Complex, Sector-5, Dwarka, New Delhi-110075

Bank Account No.: 024903300000019

Bank IFSC Code: HDFC0000249

BIC (Swift) code: HDFCINBBDEL

Bank Account Holder Name: International Institute of Health Management Research

Address of Account Holder: Plot No.3, HAF Pocket, Phase-II, Sector-18A, Dwarka, New Delhi-110075





## ABOUT IIHMR DELHI

IIHMR is a premier institution dedicated towards transforming healthcare through research, training and education. IIHMR runs a full-time two-year Postgraduate Diploma in Hospital and Public Health Management enabling human resource professionals to make noteworthy contributions towards arena of healthcare globally. The institution is fully equipped with state of art facilities to take up Academic and Training programmes. It has an excellent combination of faculty with different backgrounds (Medical and non-medical) to take up Academics, Research and organize Management Development Programs in their respective specialties within and out of the campus.

In this regard, IIHMR has been regularly engaged in organizing various Training / MDPs on Hospital Management, Public Health, Healthcare Management and Administration and Information Technology. As per the expertise available with the IIHMR, it can take up any of the customized trainings required by respective institutions depending on their training needs.

In the recent past hospital management training programmes have been organized for Government of National Capital Territory, Delhi, Ministry of Health – Afghanistan, BRAC- Bangladesh, Ministry of Health- Sri Lanka, Ministry of Health and Sports, Myanmar, Ministry of Health and Welfare- Bhutan, Jigme Dorji Wangchuck National Referral Hospital- Bhutan and Ministry of Health- Maldives etc.



# RESOURCE PERSON

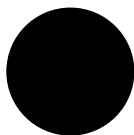


**Ms. Nikita Sabherwal,  
Associate Professor,  
IIHMR Delhi**

With over 18 years of experience in Hospital and Healthcare quality Management Ms. Nikita Sabherwal, is our Hospital administration expert. She is an alumnus of IIHMR, 2000 Batch. She is a qualified MHA, MBA, M.Phil, and Ph.D. scholar in Healthcare Management. She has done Advance Quality Management from IIM, Ahmedabad

Her key associations have been with Indraprastha Apollo Hospitals, Max Health care, Fortis Healthcare, Medfort hospitals, Asian Institute of Medical Sciences, INLEAD, Medifriend Healthcare, and Yuva Healthcare. Her extensive experience in training and development makes her stand out on educational grounds. Moreover, her key focus areas include Medical Operations, Healthcare Quality, Setting up new ventures, HR Management, Business Development and Training. She is a NABH and JCI assessor too.  
·Various eminent speakers from government and corporate hospitals

## FOR REGISTRATION AND QUERIES, PLEASE CONTACT:



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