



HO-03

Online Management Development Program on understanding Healthcare through Quality Lens (NABH Standards 5th Edition)

Date: February 03-06, 2021 (1:30 – 5:30 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.

In 5th edition of NABH standards, there are a total of 651 objective elements, of which 102 are in the core category to be mandatory for each evaluation, 459 are in the dedication category to be assessed during the final assessment, 60 are in the achievement category to be assessed during the surveillance assessment, and 30 are in the category of excellence to be assessed during the reaccreditation process.

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 aim of the program is to provide healthcare professional with guidance on implementation of NABH standards. The purpose of the programme is to establish internal counsellors within hospitals to help them work towards the implementation, accreditation and maintenance of quality and patient safety standards.

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
 - ✓ This will assist the healthcare institution to progress to a mature quality framework spanning the entire accreditation period in a step-wise manner.
 - ✓ Relearning
 - ✓ Acceptance of the NEW NORMAL
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TARGET AUDIENCE

Owners of Healthcare Organization, Medical Professional, Nursing Professional, Medical Administrators, Aspiring Quality Mangers, Floor Managers, Nursing Professional Para Medical Staff, Etc.

COURSE CONTENTS

- ✓ Chapter 1 - Access Assessment and Continuity of Care (AAC)
 - ✓ Chapter 2 - Care of Patients (COP)
 - ✓ Chapter 3 - Management of Medication (MOM)
 - ✓ Chapter 4 - Patient Rights and Education (PRE)
 - ✓ Chapter 5 - Hospital Infection Control (HIC)
 - ✓ Chapter 6 - Patient Safety and Quality Improvement (PSQ)
 - ✓ Chapter 7 - Responsibilities of Management (ROM)
 - ✓ Chapter 8 - Facility Management and Safety (FMS)
 - ✓ Chapter 9 - Human Resource Management (HRM)
 - ✓ Chapter 10 - Information Management System (IMS)
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TOOLS & TECHNIQUES

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

- ✓ Diagnostic Instruments
- ✓ Exercises
- ✓ Group Work
- ✓ Case Discussions
- ✓ Formal Lectures

RESOURCE PERSONS

COURSE COORDINATOR

Ms. Nikita Sabherwal, Associate Dean (Training) and Associate Professor (Hospital Management)



With over 18 years of experience in Hospital and Healthcare Quality Management Ms. Nikita Sabherwal, is our Hospital administration expert. She is an alumna of IIMMR, 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.

Mr. Satish Kumar, Chief Quality officer Indraprastha Apollo Hospital



A healthcare professional with over 18 years of experience in Hospital operations and Quality Management, JCI / NABH Accreditation, Audits, Clinical Quality Indicators and Audits, Clinical n Operational excellence, Process mapping and innovation. He has been active team member of the senior management team like Medical Operation Group, Board of Management, CEO, Zonal Director, etc. Mr Satish is involved with Quality, Process / Operational Excellence and Patient Safety measures and contribute in enhancing the Clinical Excellence through Team Building, Quality Structure in the hospitals, Clinical and Operational Excellence Scorecard, Analysis of Quality Metrics on regular basis and linkage of Operations with Quality/Accreditation norms.

Dr (Colonel) Rakesh Verma, Specialist in Hospital & Healthcare operations



Dr (Colonel) Rakesh Verma is specialist in Hospital & Healthcare operations, Business Management, Performance and Productivity. He is a consultant and trainer in hospital & health management systems. Versatile, result-driven expert with a merit of leading various Hospital and Healthcare Operations with focus on reducing the operations cost and improving the top-line while ensuring quality care delivery. Specializes in Facility Planning & Designing, Quality Management, Monitoring & Evaluation in hospitals & healthcare organizations, Simulated Training for healthcare professionals, Equipment management, human resource systems for hospitals especially Performance Evaluation, Credentialing & Privileging, Successfully handled large hospital planning projects for super-specialty facilities and hospitals.

Various eminent speakers from government and corporate hospitals.

LAST DATE OF REGISTRATION
5TH JANUARY 2021

PARTICIPATION FEE

National Participants: INR 5,000/- plus 18% GST

International Participants: USD 100 plus 18% GST

- 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.: 02490330000019

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

THE INSTITUTION

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.

For Queries, Please Contact:

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