



IIHMR Jaipur Offers

e- Quality Management in Health Care for Executives

Institute of Health Management Research, Jaipur has made phenomenal contributions to both research and education in the area of management of health services, achieving a pride of place in health management , planning and research at the national and international levels

Objective of the Program

The broad objective of the e-Quality Management for health care Programme is to improve participants' knowledge of concepts of quality and develop their skills in implementation of Sustainable Quality Assurance Program in the District Health System and Hospitals.

e- Quality Management in Health Care for Executives

An Introduction

The institute offer an Online Quality Management in Health care Program. It aims at developing medical professionals, hospital executives in the area of Quality Management. The program has been designed in such a way that an executive gets knowledge about essentials of Quality Management, through a self learning mode based on online assignments and exercises which help him to develop his execution skills in the area.

Overall Approach

The course is based on self learning modules. There are 10 modules. All modules are available on online. On registering in the program, the participants will be given a password to open the modules. The module will open in sequence i.e. the next module can only open when the preceding module is completed. The participants are expected to read each module Each module has a power point presentation. The participants can go through the slide show while studying the module.

Each module has set (s) of exercises to be completed by the participants. The exercises will be submitted online to the course faculty. There is section on Frequently Asked Question (FAQ). The participants should go through FAQs. If there are additional questions, the participants can write down and send to the course faculty in the questions section.

Duration of the Program

The duration of the program is one month. A student is allowed to register for the program any time in the year, but he/she will be allowed to attend a courses from the 1st date of the month only. He/She can complete the course in a minimum period of 1 months thereafter.

The specific objectives are as under:

- To familiarize and understand the concepts of Quality Assurance (QA) and its importance in the context of District Health System and Hospitals;
- To understand the scope of QA;
- To understand the importance of standards, indicators, benchmarks in QA;
- To learn basic skills of assessment and measurement of QA;
- To understand the QA process and develop skills to use various quality improvement tools;
- To develop skills of monitoring and supervising quality of services;
- To increase their leadership effectiveness and learn process of building effective teams for quality;
- To plan and implement QA Program in the district health system and hospitals.

Learning Objectives

At the end of the training program, the participants are able to:

- Define quality and describe dimensions of quality in health care;
- Assess and measure quality assurance using set of standards and indicators;
- Define problems in QA;
- Develop alternative measures to solve the problems;
- Use selected quality improvement tools;
- Develop action ideas to enhance their leadership effectiveness and build teams
- Develop plan of action for quality improvement for their respective areas/hospitals.

Course Design

The program will cover the following areas:

- i. General concepts, historical background of QA, dimensions of quality, scope and process of QA, different terminology used in QA, definition of quality.
- ii. Frameworks for quality of care, perspectives of the community, individual/clients, providers of health care, and managers.
- iii. Quality Assurance Process
 - a. Setting standards: Need for standards, process of setting standards, communicating standards, developing indicators.
 - b. Assessment and measurement of quality: Frameworks for quality assessment; and methods and tools of quality assessment.
 - c. Monitoring and Supervising Quality: Quality monitoring process; and collection of data and analysis, supervising quality, Indicators of quality, Identifying quality problems and gaps.
 - d. Quality Improvement Interventions: QI approaches: Quality Assurance (QA), Continuous Quality Improvement (CQI) and Total Quality Management (TQM).

- e. Use of tools for problem identification, prioritizing problems and developing solution to the problem. QI tools include brainstorming, consensus, criteria/ matrix, flow chart, fishbone diagram and Pareto chart.
 - f. Leadership and team-building in quality.
 - g. Medical Audit.
- iv. Planning for and Implementing QA in health care organizations.

Admission Requirements

Eligibility Criteria

Candidate aspiring for admission to the e-Hospital Management Program for Executives will be required to fill in an online application form, which could be obtained from the IIHMR website www.iihmr.org. The duly filled up form will be sent to IIHMR, accompanied by a demand draft of INR 500/- or 10 US\$ in favour of “Institute of Health Management Research” drawn on Jaipur as part of the registration fee. Alternatively, the duly filled up form can also be sent by e-mail to elci@iihmr.org and DD can be sent by post.

Applicants should have bachelor's degree in Medicine , Dental Surgery ,ISM (BAMS and BHMS are included in ISM), Nursing (Nursing include B.Sc. Nursing), and Allied Paramedical Sciences (Physiotherapy, Occupational therapy, Nuclear Medicine etc.) from a recognized university with a 3 years of relevant working experience in a hospital /health care organization.

Applicants should be proficient in English (both oral and written), as the medium of instruction is English.

Required Documents (Attested by a Gazetted Officer/Principal)

- Class X certificate
- 10+2 certificate showing the subjects passed
- Final mark sheet for the candidates who have passed the qualifying degree
- Certificate(s) of work experience
- Proof of residence
- Colored passport sized photograph

Working executives should apply through their employers, or through the sponsoring agency, if being sponsored. They should also indicate whether they will be sponsored by their organizations or will be self-sponsored.

Selection Procedure

The final selection of the candidate is based on his/her merit. An application will be considered only when it is received with all documentary evidences.

Fees

Registration Fees: INR 500/- (for Indian candidates) and 10 US\$ (for foreign candidates)

Tuition Fees: INR 5000/- +12.36% ST (for Indian candidates) and 100 US\$ +12.36% ST (for foreign candidates) The fee will have to be submitted at the beginning of the course and the fee would be non-refundable.

Application Form

The application form can be downloaded from our website www.iihmr.org .

The students will be required to send a filled up Application Form to IIHMR on or before **20th of every month**. A student is allowed to register for the program any time in the year after this date, but he will be allowed to commence the courses from the 1st date of any month only. He can complete the course in a minimum period of 1 month thereafter.

Application forms will be scrutinized and documents check will be done. After that successful candidates will be inform by email for further process

Mode of Payment for the Tuition Fee

The tuition fee can be paid by sending a DD in favour of “Institute of Health Management Research” payable at Jaipur.

Admission Schedule

Receipt of the Application Form

Last Date
20th of every month

Last Date for receipt of Tuition Fee

25th of every month

Issuance of USERID and PASSWORD

29th of every month

Commencement of the Course

1st of every month

Award of Certificate

A student has to take an online exam at the end of course after which he will get an online announcement of his result.

Correspondence may be addressed to

Col.(Dr.)Ashok Kaushik

Dean, (Academic and Student Affairs)

Institute of Health Management Research

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