

REPORT
ON
MANAGEMENT DEVELOPMENT PROGRAMME
ON

Operations Management Techniques & Applications in Healthcare Management

(10TH - 14TH AUGUST, 2015)



Management Development Programme

on

Operations Management Techniques &
Applications in Healthcare Management

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A five day Management Development Programme (MDP) on “OPERATIONS MANAGEMENT-Techniques & Applications in Healthcare Management” was organized between 10th – 14th August, 2015 at IIHMR University, Jaipur. The programme was coordinated by **Dr. Susmit Jain**, faculty, IIHMR University, Jaipur.

PROGRAMME OBJECTIVE

Operations management is the design, operation, and improvement of the processes and systems that create and deliver the organization’s products and services. The goal of operations management is to more effectively and efficiently produce and deliver the organization’s products and services. Manufacturing organizations have successfully employed the programs, techniques, and tools of operations improvement for

many years. Recently, leading healthcare organizations have begun to employ the same tools. The **objective** of this MDP was to **apply operations management philosophies, techniques, and tools in healthcare** for making the healthcare delivery **efficient and effective**.

PARTICIPANTS

The participants were from **United Association for Public Health & Education, Mumbai, Mumbai Smiles (A Spain based NGO), Mumbai, Sterling Hospitals (Market leader in private chain of hospitals across Western India), Ahmedabad, George Institute for Global Health, Hyderabad, Chaitanya Hospital (leading hospital of Chandigarh), Chandigarh.**

TECHNIQUES & APPLICATIONS DISCUSSED IN THE PROGRAMME

Techniques & Concepts Covered			
The Gantt chart	Program Evaluation and Review Technique (PERT)	Critical Path Method (CPM)	Logical Framework Analysis (LFA)
LPP methodology & Applications, Nurse Scheduling, Resource Allocation using LP.	Forecasting techniques, Delphi, SMA, Regression Analysis, Tracking Signal	Location Break Even Analysis, Center of Gravity Method in location selection.	Factor Rating Method in location Analysis
Managing Projects using Microsoft Project 2010			
SLP in Process Layout Design	GIS Applications in Healthcare, Computerized layout Analysis	Quality Management – TQM & Six Sigma Concepts	Lean Concepts, Value Stream Mapping in hospitals.
QC Charts, p-chart, c-charts, x-r charts in hospital quality control.	ABC/VEN Analysis, EOQ Analysis	Fishbone Diagram, Root Cause Analysis	Queuing and capacity analysis in hospitals.
Microsoft Visio 2007 in Creating VSM, PERT Chart			

Software training imparted:



Microsoft
Excel

QM for Windows
Version 3.1 (Build 45)



The participants attending the programme...

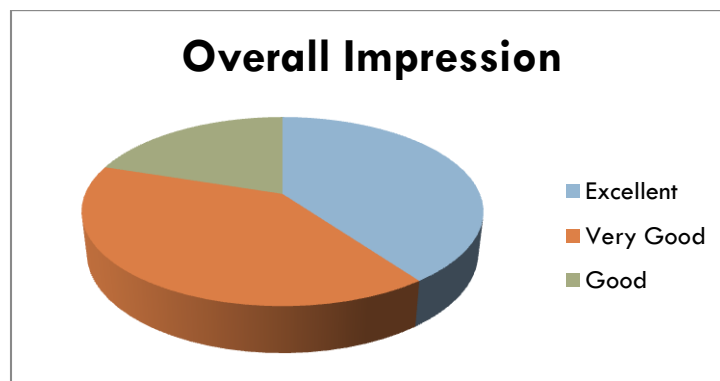
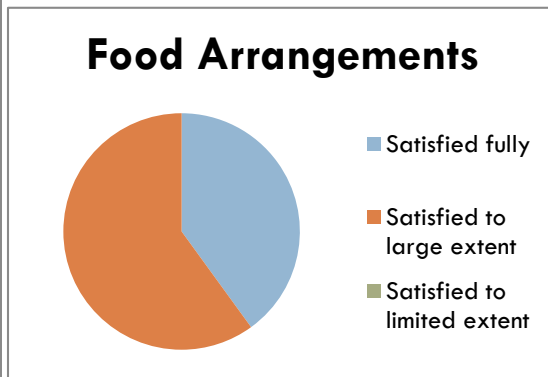
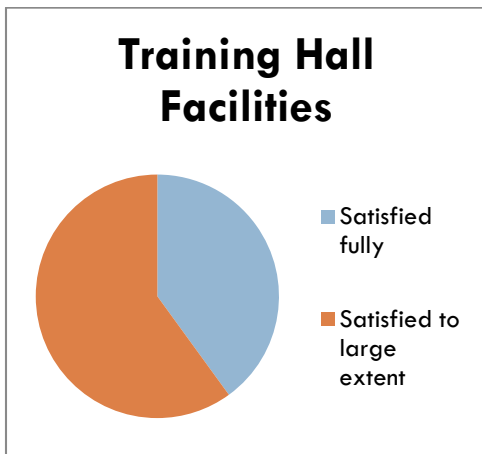
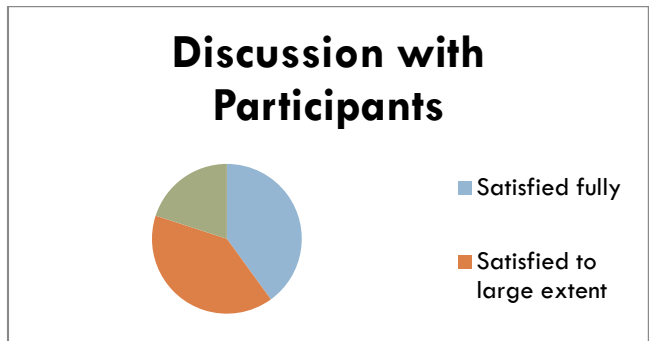
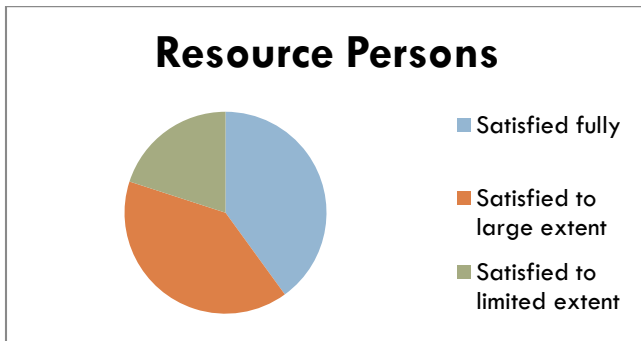
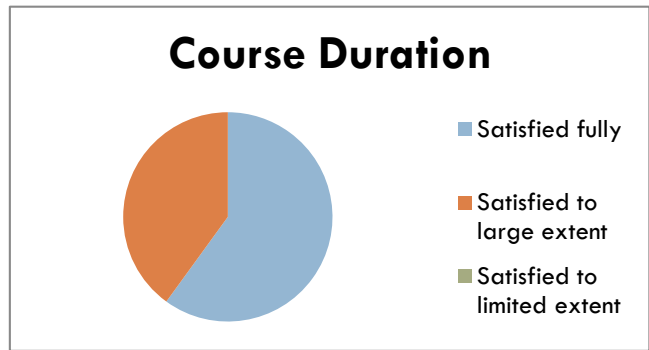
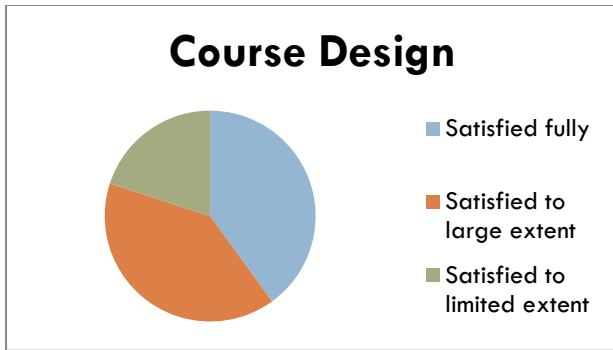


Participants attending the sessions

PROGRAMME SCHEDULE

TIME	09:30-10:00	10:00-11:15	11:30-13:00	13:00-14:00	14:00-15:15	15:30-17:00	17:00 - 17:30	
Sunday 09.08.2015	Arrival of the participants - Refreshing from journey [Achal Singh/J. Kuldeep/Anil]							
Monday 10.08.2015	Registration & Campus walk. R. Pathak/A. Mathur Dr. Susmit Jain	Ice Breaking Mr. Saumitra Joshi INAUGURAL FUNCTION Dr. S. D. Gupta (President) Dean (Trng.), All concerned faculty	Introduction to Modern Operations Management tools and techniques in healthcare. Dr. Susmit Jain	L U N C H B R E A K	Concept of Project Management - The Gantt chart, Program Evaluation and Review Technique (PERT) and the Critical Path Method (CPM). Introduction to the software of decision sciences. Dr. Susmit Jain		<i>Self practice of techniques by the participants</i>	
Tuesday 11.08.2015	<i>Problem Solving/ Doubts Clearance</i> Dr. Susmit Jain	Introduction to Hospital System and Clinical Services Brig. S.K. Puri			Program Evaluation and Review Technique (PERT). Case Study/Exercises Solutions using software. GROUP WORK Dr. Susmit Jain		<i>Self practice of techniques by the participants</i>	
Wednesday 12.08.2015	<i>Problem Solving/ Doubts Clearance</i> Dr. Susmit Jain	Logical Framework (Log Frame) as a tool in Project Management Dr. Suresh Joshi			Resource allocation through Linear Programming (LP) methodology. Applications of LP in assignments and transportation/distribution problems. Case Study/Exercise Solutions using software. GROUP WORK Dr. Susmit Jain		<i>Self practice of techniques by the participants</i>	
Thursday 13.08.2015	<i>Problem Solving/ Doubts Clearance</i> Dr. Susmit Jain	Forecasting techniques and approaches in health care operations. Case Study Solutions using software. Dr. Susmit Jain			Facility Location and Layout techniques in health care. Location Break Even Analysis, Factor Rating Method in health facility location, Center of gravity method and GIS in Healthcare location. Layout planning using SLP, Load Distance Analysis, Computerized layout analysis. Dr. Susmit Jain		<i>Self practice of techniques by the participants</i>	
Friday 14.08.2015	<i>Problem Solving/ Doubts Clearance</i> Dr. Susmit Jain	Quality Management tools & techniques in healthcare. TQM, Six-Sigma, Control Charts, 7 QC tools, Pareto Chart, Fishbone diagram, Scatter Diagram, Histogram, Control Charts in healthcare. Case Study Solutions using software. Dr. Susmit Jain			Supply Chain and Inventory Management techniques. EOQ, JIT, ABC/VEN analysis techniques. Dr. Susmit Jain	Queuing & Capacity planning in healthcare services. Single Server/Multi-Server, Queuing Cost Analysis, Case Study Solutions using software. Dr. Susmit Jain	Valedictory Session	
Tea Break 11:15-11:30;					Tea Break 15:15-15:30;			

FEEDBACK OF THE PARTICIPANTS



List of Participants

#	Name of Participant	Designation	Official Address	Residential Address	Contact Details
1.	Dr. Kunal Oswal	Operations Manager	United Association for Public Health & Education, C-602, Avon Plaza, Thakur Complex, Kandivali (E), Mumbai-400101	G-14, Raval Chambers, Aai Mai Marwanji Lane, Parel, Mumbai-401012	09930011149 (M) E-mail: oswal.kunal@gmail.com
2.	Dr. Nirmal Ashok Ahuja	Unit Head- Health & Nutrition	Mumbai Smiles, 6 th Floor, Silver Arcade Building, Marol Maroshi Road, Marol, Andheri (E), Mumbai- 400059	C/602, Avon Plaza, Thakur Complex, Kandivali (E), Mumbai- 400101	022-29208644 (O) 022-28543274 (R) 09970788342 (M) E-mail: nirmal.ahuja@gmail.com
3.	Dr. Niravkumar H. Patel	Executive Corporate Quality & Academics	Sterling Hospitals, Sterling Hospitals, Ahmedabad	116, C.P. Nagar-I, Near Bhuyangdev Cross Road, Ghatlodiya, Ahmedabad-380061	08866448052, 09723430928 (M) E-mail: dr.nirav88@gmail.com
4.	MD. Abdul Ameer	Project Manager	George Institute for Global Health, ANR Complex, Banjar Hills Road, Hyderabad	8-4-376/196, Banjara Nagar, Borrabanda, Hyderabad	09959777685 (M) E-mail: mameer@georgeinstitute.orgin
5.	Dr. Neeraj Kumar	Managing Director	Chaitanya Hospital, Hospital Site No. 1 & 2, Sector-44 C, Chandigarh	House No. 1077, Sector 43-B, Chandigarh	0172-2604613 (O) 0172-2601045 (R) 09888024613 (M) E-mail: drneeraj@chaitanyahospital.org
