

Executive Education Programme
(Management Development Programme)

on

Operations Management in Hospitals
(16th -18th November 2018)



Institute of Health Management Research



The IIHMR University, Jaipur, Raj., INDIA

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BACKGROUND

Operations Management is the design, operation, and improvement of the processes and systems that create 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. It is in this backdrop this programme is designed to train the healthcare managers in understanding and using operations management tools & techniques for improving the healthcare efficiency and productivity.

LEARNING OBJECTIVES

The objectives of the training (MDP) are to:

- Evaluate hospital projects with PERT/CPM techniques.
- Review the various approaches to forecasting in health care operations.
- Understand the location & layout analysis for improving productivity.
- Develop ABC/VEN approach and EOQ models in medical supplies.
- Understand Quality management in hospitals and develop quality monitoring and control charts in hospitals.
- Describe various queuing model formulations in hospital services.

COURSE CONTENTS

- Hospital as a System, Healthcare Project Management using PERT/CPM, Logical Frame Analysis (LFA) as a tool of Project Management, Using PM Software for analysis.
- Forecasting techniques in health care operations, MS Excel for analysis.
- Facility Location and Layout techniques in health care, CPV, Factor Rating, GIS in facility location. Layout planning using SLP, Computerized layout analysis.
- Supply Chain and Inventory Management techniques, EOQ, JIT, ABC/VEN analysis

- Quality Management techniques in healthcare, TQM & Six-Sigma in hospitals, 7 QC tools, Pareto Chart, Fishbone diagram, Scatter Diagram, Histogram, Statistical Control Charts in hospitals, FMEA, Introduction to NABH/JCI Standards.
- Queuing & Capacity planning in hospitals. Using software for analysis.
- Introduction to the Software for Decision Sciences, MS Visio, Spectrum, MS Excel and other operations management softwares.

PEDAGOGY

The programme will use a mix of lectures to introduce the lead concept and encourage active interaction by the participants through discussions, exercises and case studies. Hands on practical training of Operations Management Software will be imparted to the participants. The course will be conducted in English.

TARGET PARTICIPANTS

Hospital CEOs, Managing Directors, Administrative Officers, Medical Superintendents, Medical directors, Nursing directors, Hospital Managers, Hospital Quality Managers, HMIS Officers, Consultants, Public Health Consultants, Doctors, Supply Chain Managers, Hospital Operations Executives, with substantial managerial responsibilities, interests, and motivation to learn and improve healthcare services.

RESOURCE PERSONS

- **Prof. S. K. Puri (Brig.),** VSM (Retd.), M.D., Advisor, IIHMR-U, Jaipur.
- **Prof. Suresh Joshi,** Visiting Professor, IIHMR-U, Jaipur.
- **Dr. Susmit Jain,** Ph.D., MMS, AMIE (CSE), Asstt. Prof. & Prog. Cordinator, IIHMR-U, Jaipur.
- **Prof. G.S. Dangayach,** HOD, Mech. Engg. Dept, MNIT, Jaipur.
- **Dr. Ruchi Garg,** MHA, MBBS, Asstt. Professor, IIHMR-U, Jaipur.

DURATION AND VENUE

3-day, **Friday, 16th November 2018 – Sunday, 18th November 2018**, Venue: Institute of Health Management Research, IIHMR University, Jaipur.

CERTIFICATION

A certificate of participation on completion of the programme will be issued by IIHMR University, Jaipur.

PROGRAMME FEE

The **fee per participant** is as under:

- **Indian (INR): 22,500 plus tax as applicable.**
- **Foreign (USD): 420 plus tax as applicable.**

The programme fee includes tuition fees, reading material, stay in air-conditioning room (twin-sharing basis), breakfast, lunch, dinner, tea/coffee during the program and pick-up and



drop from Jaipur airport/railway station/bus stand. Participants would be encouraged to use library facilities. Round the clock internet facility (Wi-Fi) is available for the participants.

Discounts on the MDP fee:

- **Early Bird Discount:** Nominations received with payments on or before 4-weeks (18th October 2018) will be entitled to an early bird discount of **10%**.
- **Group Discount:** Any organization sponsoring **four or more participants** to the programme will be entitled for a discount of **20%** on the total fee payable provided that at least four participants attend the programme.
- **Maximum Discount:** Organization can avail themselves of both the discounts subject to maximum discount of 20%.

The fee should be paid in advance through **demand draft/bank transfer** in favor of "IIHMR University", payable at Jaipur.

PREVIOUS PARTICIPATION

Hospitals Sponsored Participation....



Health / NGO Sponsored Participation...



International Participation...



NOMINATIONS

The filled registration form along with the Demand Draft/Online Payment in favour of "IIHMR University" payable at Jaipur, should reach to the Training officer / Course Coordinator latest by: **2nd November, 2018**.

Executive Education (Training)

The IIHMR University, Jaipur
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ABOUT IIHMR UNIVERSITY, JAIPUR

The IIHMR University, Jaipur is an institution dedicated to improvement in standards of health through better management of health care and related programmes. It seeks to accomplish this through management education, training, research, consultation and institutional networking in a national and global perspective. For more information please visit our website <http://iihmr.edu.in/>

