

Management Development Programme
on
Operations Management
for Senior Hospital and Health Managers

February 4 -6, 2019
Jaipur, India

Institute of Health Management Research

I IHMR UNIVERSITY

BACKGROUND

The subject Operations Management (OM) provides a scientific base for management to take timely and effective decisions to their problems. It advocates the use of mathematical methods or quantitative methods for making decisions. Some of the important quantitative techniques in healthcare include forecasting for patient demand, facility location analysis, resource allocation using linear programming, project evaluation and review technique (PERT), queuing analysis, supply chain, and quality control. The training programme would focus on using Operations Management techniques from the perspective of health care organizations' delivery of care, rather than their traditional manufacturing applications.

LEARNING OBJECTIVES

The general objective of the programme is to make senior hospital & health managers use operations management philosophies, techniques, for making the healthcare delivery efficient and effective. Specific objectives of the programme are:

- To evaluate hospital projects with PERT/CPM techniques
- To understand forecasting techniques in health care operations
- To help participants understand the inventory control techniques
- To understand the quality management and quality control techniques in hospitals
- To help participants understand queuing model formulations in hospital services.
- To train the participants on decision sciences software for solving the OM problems

COURSE CONTENTS

The programme will cover the following Operation Management (OM) techniques:

- Healthcare Project Management through PERT: The Gantt chart, Program Evaluation and Review Technique (PERT) and the Critical Path Method (CPM) in healthcare project management.
- Forecasting techniques and approaches in health care operations.
- Supply Chain and Inventory Management techniques. EOQ, JIT, ABC/VEN analysis.
- Quality Management tools & techniques in healthcare. TQM, Six-Sigma concepts, Control Charts, 7 QC tools, Introduction to NABH/JCI Standards.
- Queuing & Capacity planning in healthcare services. Single Server/Multi-Server, Queuing Cost Analysis.

Hands on practical training of operations management software will be imparted to the participants.

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. The course will be conducted in English.

WHO SHOULD ATTEND

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

RESOURCE PERSONS

- **Pramod Kumar**
Professor, IIHMR University, Jaipur
- **Susmit Jain**
Associate Professor, IIHMR-University, Jaipur (Programme Coordinator)
- **G.S. Dangayach**
Professor & HOD, Mechanical Engineering Department, Malviya National Institute of Technology (MNIT), Jaipur.
- **Ruchi Garg**
Assistant Professor, IIHMR University, Jaipur
- **Chandni Jain**
Assistant Professor, IIHMR-University, Jaipur

DURATION AND VENUE

The program is of 3-day duration only. The programme will start on Monday, February 04, 2019 at 9.30 AM and conclude on, Wednesday, February 06, 2019 at 5:30 PM. The programme will be held at IIHMR University, Jaipur.

CERTIFICATION

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

PROGRAMME FEE

The fee for Indian participant is INR 22,500 plus GST (18% as applicable) and for international participants is USD 420 plus GST (18% as applicable). The fees include tuition, background reading material, stay in air-conditioned room(double occupancy basis)and all meals during the program.

DISCOUNTS

Early Bird Discount: Nominations received with payments on or before January 07, 2019, 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 program 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%.

To deposit program fee, bank details would be provided on request, or you may be deposit the fee through Demand Draft in favor of “IIHMR University”, payable at Jaipur.

HOW TO APPLY

Please send application form duly filled-in at the following address latest by January 20, 2019.

Programme Officer (training)

The IIHMR University

1, Prabhu Dayal Marg, Sanganer Airport

Jaipur - 302 029, INDIA

Mobile: +91-9829238770

Phone: 0141-3924700 (30 Lines); Fax: +91-141-3924738;

Email: training@iihmr.edu.in/susmitjain@iihmr.edu.in

ABOUT THE IIHMR UNIVERSITY

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>.

