

**Management Development Programme**  
**on**  
**HEALTHCARE OPERATIONS**  
**MANAGEMENT**  
**Techniques & Applications**

**May 31 – June 2, 2019**

**Venue:**

**Institute of Health Management Research**



**The IIHMR University, Jaipur, India**



# Management Development Programme

on

## **HEALTHCARE OPERATIONS MANAGEMENT Techniques & Applications**

May 31 – June 2, 2019

### **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

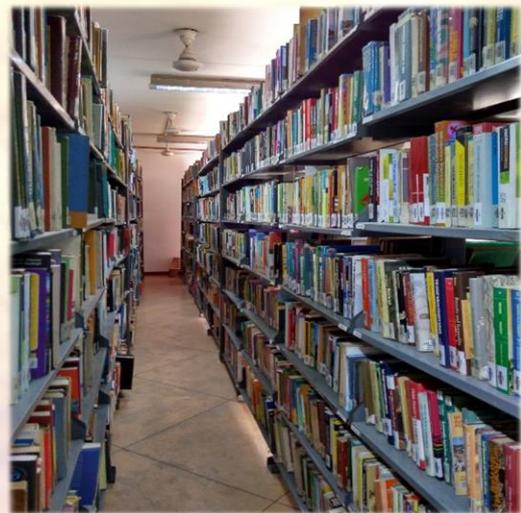
The programme will use a mix of lectures to introduce the lead concept and encourage active interaction by the participants through discussions, exercises and case studies. The course will be conducted in English.

## TARGET PARTICIPANTS

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

- **Dr. Susmit Jain**, Programme Coordinator, Associate Professor, Institute of Health Management Research, IIHMR- University, Jaipur.
- **Prof. G.S. Dangayach**, Professor, Dept. of Mechanical Engineering, Malviya National Institute of Technology (MNIT), Jaipur.



## DURATION AND VENUE

The programme is of three-days duration, starting from **Friday, 31 May, 2019 – Sunday, 2 June, 2019**. The timing of the programme will be 9:30 AM – 6:00 PM daily. The Venue of the programme would be 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 GST (18 %).**
- **Foreign (USD): 420 plus GST (18 %).**

*(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 30 April, 2019**, will be entitled to an early bird discount of **10% on program fee**.
- **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%**.

## HOW TO APPLY

The filled registration form along with the demand draft/bank transfer in favour of "IIHMR University" payable at Jaipur, should reach to the Training officer / Course Coordinator latest by: **20<sup>th</sup> May 2019**

### Executive Education (Training)

The IIHMR University, Jaipur  
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Mob. +91-9829238770  
Phone: 0141-3924700 (30 Lines); Fax: +91-141-3924738;  
Email: [training@iihmr.edu.in](mailto:training@iihmr.edu.in) and cc to [susmitjain@iihmr.edu.in](mailto:susmitjain@iihmr.edu.in)

## 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/>