

**The IIHMR University, Jaipur
A Brief Report on MDP/Training
April 2015 – March, 2016**

The IIHMR University, Jaipur is a leading University in the country for skill development to improve the management practices in health sector. The training and capacity building efforts of the university benefited huge number of policy makers, advisors, hospital managers, health managers, planners, decision-makers, and pharmaceutical professionals at national and international levels to improve the leadership and management skills.

During April 2015 – March, 2016, we have conducted 20 MDPs/training programmes and able to attract 289 participants (National: 260; and International: 29) from number of countries namely Afghanistan, Democratic Republic of Congo, Fiji, India, Khartoum, Kirbati, Maldives, Nepal, Sri Lanka South Africa, Sudan, and Tanzania. From India, the participants were from following States: Andhra Pradesh, Chandigarh, Delhi, Goa, Gujarat, Jammu & Kashmir, Karnataka, Madhya Pradesh, Maharashtra, Odisha, Rajasthan, Tripura and Uttarakhand.

The training programmes at IIHMR University can be classified as follows:

***University's Overall Progress towards Training
(April 2015- March, 2016)***

| # | Programme Category | Duration of Programmes | Number of Programmes | Number of Participants |
|---|--|------------------------|----------------------|------------------------|
| 1 | Management Development Programmes (MDPs) | 3-day to 10-day | 10 | 64 |
| 2 | Custom Training Programmes (CTPs) | 3-day to 6-day | 8 | 179 |
| 3 | Professional Development Courses (PDCs) in Management, Public Health and Health Sector Reforms | 70-day | 2 | 46 |
| | TOTAL | 3-day to 70-day | 20 | 289 |

Institute/School-wise Progress on Training

The IIHMR University's constituent institute/schools are as follows: 1) Institute of Health Management (IHMR); 2) School of Pharmaceutical Management; and 3) School of Rural Management (SRM). During April 2015 – March 2016, the contribution by these Institute/Schools in training is given below:

Institute/School-wise Progress on Training

| # | Institute/School | Number of Programmes | | | Number of Participants |
|---|--|----------------------|----------|----------|------------------------|
| | | MDP | CTP | PDC | |
| 1 | Institute of Health Management Research (IHMR) | 4 | 8 | 2 | 249 |
| 2 | School of Pharmaceutical Management (SPM) | 6 | 0 | 0 | 40 |
| 3 | School of Rural Management (SRM) | 0 | 0 | 0 | 0 |
| | TOTAL | 10 | 8 | 2 | 289 |

Management Development Programmes (MDPs): The University announces the programme in the open market to seek nominations from various agencies such as Governments, International agencies, hospitals, NGOs and pharmaceutical organizations. During the April 2015 – March 2016, following MDPs have been organized at IIHMR University, Jaipur. These MDPs have been organized by the Institute of Health Management (IHMR) and School of Pharmaceutical Management (SPM). The School of Rural Management (SRM) not contributed any MDP during this period.

Management Development Programs (MDPs) FY 2015-16

- Developing Sales Force Effectiveness
- Patient Medication Safety and Quality Management
- Operations Management: Techniques and Applications in Healthcare
- Rational Use of Medicines: A Focus on HIV/AIDS, TB and Malaria
- Enhancing Trainers' Competence
- Pharmaceutical Management in Hospitals
- Patient Medication and Communication Skills for Hospital Pharmacists
- Data Analytics in Health
- Pharmacoepidemiology and Drug Safety
- Healthcare Operations and Management

Developing Sales Force Effectiveness, June 22-24, 2015: The School of Pharmaceutical Management organized a 3-day MDP on “Developing Sales Force Effectiveness”. The major objectives of the program were targeting specific market and customers, Sales Organization Deployment, Talent Selection and Management and Sales Force Rewards. The program had elaborate sessions on Sales Force Structure, Performance Management, Incentive Compensation, Segmentation and Targeting of customers, Training Learning and development, Key Account Management, Analytics and Data. The participants were from pharmaceutical companies located in Haryana, Karnataka, and Maharashtra. The course was coordinated by Dr. Sandeep Narula, Associate Professor at IIHMR University, Jaipur.

Patient Medical Safety and Quality Management, July-13-15, 2015: The School of Pharmaceutical Management organized a 3-day MDP on “Patient Medical Safety and Quality Management”. The specific objectives of the program were understanding concepts and need of medication safety culture in organization, developing error-reduction strategies, effective communication techniques and human error that may have impact on patient medication safety and to create patient medication safety culture in hospital. The program was attended by international participants from Sudan and Nepal. The program was coordinated by Mr. Abhishek Dadhich Assistant Professor at IIHMR University, Jaipur

Operations Management Techniques and Applications in Healthcare Management, August 10th – 14th, 2015: The Institute of Health Management Research organized a five day MDP on “Operations Management Techniques & Applications in Healthcare Management”. The objective of this MDP was to apply operations management philosophies, techniques, and tools in healthcare for making the healthcare delivery efficient and effective.

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. The programme was coordinated by Dr. Susmit Jain, Assistant Professor, IIHMR University, Jaipur.

Rational Use of Medicines with Added Focus on HIV/AIDS, TB and Malaria, August 17th – 28th, 2015: The School of Pharmaceutical Management organized a two weeks MDP on “Rational Use of Medicines with added Focus on HIV/AIDS, TB and Malaria. The major objectives of the program was to promote the understanding of rational use of medicines, providing key information and expertise towards better access to medicines and healthcare services, strategies to promote rational use of medicine and to expose the participants to practical approaches in developing effective strategies for change. The participants for the program were from Democratic republic of Congo, Tanzania, Maldives and Kiribati (Pacific Island). The program was coordinated by Dr. Nirmal K. Gurbani, Professor at IIHMR University, Jaipur

Enhancing Competence of Trainers, September 7th -11th, 2016: The Institute of Health Management Research organized a five day MDP on “Enhancing Competence of Trainers”. The overall objective was to equip the participants with important training skills and to ensure that they can apply the learning in their trainer’s role. The training majorly focused on encouraging the understanding of the systems, concept of training and identifying stages of training cycle and their changing roles and responsibilities during stage, selecting and using appropriate training methods and techniques, management of training and developing a training plan. The participants for the training program were from Madhya Pradesh, Orissa and Rajasthan. The program was coordinated by Dr. Nutan P. Jain, Professor at IIHMR University, Jaipur.

Pharmaceutical Management in Hospitals, November 2nd- 4th, 2016 and November 24th – 28th, 2016: The School of Pharmaceutical Management organized a five Day MDP on “Pharmaceutical Management in Hospitals. The MDP was conducted in two batches. The specific objectives of the program were, to enable participants understand and comprehend the concepts and principles of access to medicines with tools and interventions to promote rational use of medicines in hospitals, to facilitate appreciation and significance of Drug and Therapeutics Committees (DTCs) towards Pharmaceutical management in hospitals, to enable participants understand the goals, role, structure and functions of DTCs and to enable participants understand issues related to quality & safety of medicines and supply Chain management. The training program participants were from different regions of the world such as Bhutan, Nepal, India, Sri Lanka and Sudan. The training program was coordinated by Dr. Nirmal K. Gurbani, Professor at IIHMR University, Jaipur.

Patient Medication Safety and Communication Skills for Hospital Pharmacists, January 11th - 15th, 2016: The School of Pharmaceutical Management organized a five Day MDP on “Patient Medication Safety and Communication Skills for Hospital Management. The specific objectives of the program were to enable participants understand the concepts and need of medication safety culture in organization, Developing error-reduction strategies around the use of high-alert medications, effective communication techniques and human error that may impact on patient medication safety, promoting two-way communication with patients and health care professionals, identifying common barriers to verbal communication and describing ways to overcome each barrier. The participants in the training program were from Sri Lanka. The program was coordinated by Mr. Abhishek Dadhich, Assistant Professor at IIHMR University, Jaipur.

NEW! Data Analytics in Health, January 18th -22nd, 2016: The Institute of Health Management Research organized a five day MDP on “Data Analytics in Health”. The major objectives of the program was to promote the use of data analytics in decision making in healthcare and to gain better insight which would help to demonstrate values and achieve better health outcome. The learning from this MDP helped the participants in managing large set of data and better decision making. The participants in this training program were from Goa and Delhi. The program was coordinated by Sandeep Narula, Associate Professor at IIHMR University, Jaipur.

Pharmacoepidemiology and Drug Safety, February 8th-12th, 2016: The School of Pharmaceutical Management organized a five Day MDP on “Pharmacoepidemiology and Drug Safety”. The specific objectives of the program was to understand different aspects of Pharmacoepidemiology in practice, understanding about the pharmacoepidemiologic study designs, assessing the effectiveness of drugs, different techniques used to study the patterns and determinants of drug utilization, issues regarding risks and benefits of drug use in humans including the cause, manifestations and consequences of adverse drug effects (ADEs), introduction to fundamental statistics, compliance and regulations concepts and methods. The participants attending the program were from South Africa. The program was coordinated by Mr. Rahul Sharma, Assistant Professor at IIHMR University, Jaipur

Healthcare Operations and Management, March 15th- 19th, 2016: Institute of Health Management Research organized a five day MDP “Healthcare Operations Management. The objective of the program was to apply operations management techniques in efficient and effective delivery of healthcare/hospital services. The participants were from Government of Tripura, Dept. of Health & Family Welfare, Shalby Hospital, Gujarat, (Leading Multi-Specialty Tertiary Care Healthcare Institutions in Western India) & Chaitanya Hospital (leading hospital of Chandigarh), Chandigarh. The program was coordinated by Dr. Susmit Jain, Assistant Professor, IIHMR University, Jaipur

Custom Training Programmes (CTPs): The University receives request from various agencies to organize training programme for their organization. CTPs are designed and conducted based on request received from an organization. During the April 2015 – February 2016, the University conducted the following Custom Training Programmes. All these CTPs are organized by IHMR. These programmes are organized for Powergrid Corporation of India, Maharashtra Emergency Medical Services Project, BVG India Ltd, World Health Organization (WHO), National Health Mission (NHM), Government of Rajasthan, AKCC Kabul, Afghanistan. The SPM and SRM could not contribute in these programmes.

Custom Training Programs (CTPs) FY 2015-16

- Towards Healthy Living for Work-Life Balance for Powergrid Corporation of India Limited
- Training of Trainers on Healthcare Leadership for Maharashtra Emergency Medical Services Project, BVG India Ltd. In collaboration with IIHMR Bangalore
- Towards Healthy Living for Work-Life Balance for Powergrid Corporation of India Limited
- Towards Healthy Living for Through Yoga & Pranayam for Powergrid Corporation of India Limited
- Orientation Program on Evaluation and Learning Organization, WHO SEARO
- Towards Healthy Living for Through Yoga & Pranayam for Powergrid Corporation of India Limited
- Quality Assurance for Service Providers for NHM, Government of Rajasthan
- Hospital Management for Afghanistan

CUSTOMIZED TRAINING PROGRAMS

Towards Healthy Living for Work-Life Balance for Powergrid Corporation of India, April 23-25, 2015 and July 23-25, 2015: The Institute of Health Management Research conducted two sets of Custom Training Program (CTPs) based on request from Power Grid Corporation of India Limited on “Towards Healthy Living for Work- Life Balance”. The overall aim of the program was to improve the participant understanding towards healthy living for work-life balance. The program covered various topics such as Work-Life balance concept, Work-Life index, understanding and determinants of wellbeing, personal effectiveness, stress management, anger management, time management, interpersonal style, factors enhancing healthy living and working towards work life balance. The participants were from Gurgaon, Haryana. The programs were coordinated by Dr PR Sodani, Dean Training at IIHMR University, Jaipur.

Training of Trainers on Healthcare Leadership for Maharashtra Emergency Medical Services Project, BVG India Ltd, June 28-30, 2015: The Institute of Health Management Research conducted a Custom Training Program (CTPs) on **Healthcare Leadership for Maharashtra Emergency Medical Services Project, BVG India Ltd**. The specific aim of the training was to develop leadership skills among the participants, explaining the importance of team, enhancing

their role as a trainer and demonstrating a positive attitude towards work. The course covered the life skills, communication skills, leadership and strategic leadership, leadership styles, team development strategies, role efficacy, trainers' styles, optimism in trainers. The participants for the training were from Maharashtra and Karnataka. The training was coordinated by Dr. Nutan Jain, Professor at IIHMR University, Jaipur.

Training Programme on Healthy Living through Yoga & Pranayam for Power Grid Corporation of India Limited, October 26th -28th, 2015 and November 20th -22, 2016: The Institute of Health Management Research conducted two sets of Custom Training Program (CTPs) based on request from Power Grid Corporation of India Limited on "Healthy Living through Yoga & Pranayam". The overall aim of the programme was to improve the participants understanding towards healthy living through Yoga and Pranayam. The training session promoted the better understanding of Yoga and Pranayam techniques for improved concentration, willpower, peace of mind, mental stability, perfect intellectual clarity and openness. The course covered the following areas such as-Working Towards Work-life Balance, Managing Stress in Daily Life, Yoga and Pranayam for Healthy Life, Key Asanas: Understanding and Practice, Key Pranayamas: Understanding and Practice, Meditational Practices: Understanding and Practice, Food Habits and Balanced Diet. There were total 22 managers who took part in the training session. The programs were coordinated by Dr PR Sodani, Dean Training at IIHMR University

Orientation Program on Evaluation and Learning Organization, WHO SEARO, November 5-7, 2015: The Institute of Health Management Research organized a CTP titled "Orientation Program on Evaluation and Learning Organization". The major objectives of the Objectives of the Orientation Program were promoting and fostering quality evaluation within the WHO by advancing the culture of, commitment to and use of evaluation across WHO, assisting WHO staff to conform with best practices and with the norms and standards for evaluation of the United Nations Evaluation Group (UNEG); ensuring the quality control of all evaluations commissioned by WHO at all levels, and strengthening the quality assurance approach to evaluation in WHO. At the end of the orientation training, the staff members could: Explain importance of evaluation at WHO; Define the overall framework for evaluation at WHO and the key principles; Categorize WHO work into types of evaluation; Identify methodological approaches and application to implement evaluation and Prepare an action plan for evaluation. The training was coordinated by Dr. Nutan Jain, Professor at IIHMR University, Jaipur.

Quality Assurance for Service Providers for NHM, Government of Rajasthan, December 8-10, 2015: The Institute of Health Management Research organized a 3 day CTP on "Quality Assurance for Service Providers for NHM". The major objectives of the program were to highlight concepts and principles of Quality Assurance in Public Health facilities, Quality Assurance in operation theatre and labor room, ensuring patient safety, Quality Assurance in accident and emergency and ICU, Implementing Quality in public Hospitals, understanding patient rights and satisfaction, identifying key performance indicators and tools for

improvements. The participants for this training program were from Rajasthan. The program was coordinated by Dr PR Sodani, Dean Training at IIHMR University.

Hospital Management for Afghanistan, January 29 to February 3, 2016: The Institute of Health Management Research organized a 6 day CTP on “Hospital Management”. The major objectives of the program were developing skills for Hospital Administration, Accident and Emergency preparedness, Supply chain management, Progressive Patient Care and ICU, leadership and team Management. The participants of the program were from Afghanistan. The program was coordinated by Dr S.K. Puri, Advisor at IIHMR University.

Professional Development Course on Management, Public Health and Health Sector Reforms (PDC): The Ministry of Health and Family Welfare, Government of India identified recognized us as a ***Collaborating Training Institute*** for conducting the Professional Development Course on Management, Public Health and Health Sector Reforms for District Medical Officer of Government of Rajasthan. This is 10-week duration programme. We are organizing the PDC since 2005 and so far we have conducted 17 PDCs and trained more than 300 district medical officers under this programme. The Institute of Health Management Research conducted two PDCs during April –December 2015 for 46 district medical officers of Government of Rajasthan.

Professional Development Courses (PDCs)

- 16th Professional Development Course on Management, Public Health and Health Sector Reforms
- 17th Professional Development Course on Management, Public Health and Health Sector Reforms

16TH Professional Development Course in Management, Public Health and Health Sector Reforms, 15th June 2015 to 23rd August 2015: The Institute of Health Management and Research organized a 70-day Professional Development Course in Management, Public Health and Health Sector Reforms. The professional development program is supported by Ministry of Health and Family Welfare, Government of India and nodal agency for the program is National Institute of Health and Family Welfare, New Delhi. The participants are nominated by Department of Medical, Health and Family Welfare, Government of Rajasthan. The idea of this course is to improve the managerial competence of district and block level medical officers in public health, management and health sector reforms. In all 22 Medical Officers participated in the course from 13 different districts of Rajasthan. The course was coordinated by Dr. P.R. Sodani, Dean-Training at IIHMR University, Jaipur.

17TH Professional Development Course in Management, Public Health and Health Sector Reforms, 12th October, 2016 to 20th December, 2016: The Institute of Health Management and Research organized a 70-day Professional Development Course in Management, Public Health and Health Sector Reforms. The professional development program is supported by Ministry of Health and Family Welfare, Government of India and nodal agency for the program is National Institute of Health and Family Welfare, New Delhi. The participants are nominated by Department of Medical, Health and Family Welfare, Government of Rajasthan. The idea of this course is to improve the managerial competence of district and block level medical officers in public health, management and health sector reforms. In all 23 Medical Officers participated in the course from different districts of Rajasthan. The course was coordinated by Dr. P.R. Sodani, Dean-Training at IIHMR University, Jaipur.