

Management Development Programme

# Healthcare operations management

**Techniques & Applications**

December 1-3, 2017



Institute of Health Management Research

An Exclusive Health Research and Postgraduate University

# Management Development Programme

# Healthcare Operations Management

## *Techniques & Applications*

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### BACKGROUND

Operations Management (OM) is the design, operation, and improvement of the processes and systems that create and deliver the organization's products and services. The OM techniques call for eliminating the old rule-of-thumb, individual way of performing work and, through study and optimization of the work, replacing the varied methods with the one "best" way of performing the work to improve productivity and efficiency. 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.

### PROGRAMME OBJECTIVES

The overall objective of the programme is to train the healthcare managers in using modern operations management techniques in efficient and effective management of healthcare services.

The specific objectives of the training 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.
- Develop quality monitoring and control charts in hospitals.
- Describe various queuing model formulations in hospital services.

### PROGRAMME CONTENTS

The programme will cover the following topics:

- 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.

The programme will also train the participants in using Software for Decision Sciences, MS Visio, Spectrum, MS Excel and other operations management softwares.

**WHO SHOULD ATTEND**

The programme is designed for 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.

**TRAINING METHODS**

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.

**COURSE COORDINATOR & FACULTY**

The program will be offered by a team of IIHMR faculty members who are widely recognized as skilled educators and path breaking researchers. They include:



*Prof. S. K. Puri (Brig.),  
VSM (Retd.), M.D., Advisor,  
IIHMR-U, Jaipur.*



*Prof. Suresh Joshi, M.D.,  
Adjunct Professor,  
IIHMR-U, Jaipur.*



*Dr. Susmit Jain, Ph.D.,  
MMS Operations Mgmt.,  
Asstt. Professor, IIHMR-U, Jaipur.*

**DURATION AND VENUE**

The programme is of 3-day duration. The programme will start at 9:30 AM on **Friday, 1<sup>st</sup> Dec., 2017** and concluded at 5:30 PM on **Sunday, 3<sup>rd</sup> Dec., 2017**. 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 per participant is as under:

- **Indian (INR) : 21,000 plus tax as applicable.**
- **Foreign (USD) : 400 plus tax as applicable.**

The Fee includes tuition fees, training 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:**

1. **Early Bird Discount:** Nominations received with payments **on or before 4-weeks (2<sup>nd</sup> Nov., 2017)** will be entitled to an early bird discount of **10%**.
2. **Group Discount:** Any organisation 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 actually attend the programme.
3. **Maximum Discount:** Organisation 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 favour of "IIHMR University", payable at Jaipur.

## PREVIOUS PARTICIPATION

Some organizations whose officials have successfully attended this programme....

- **Hospitals Sponsored Participation....**
  - Chaitanya Hospital, Chandigarh.
  - Shalby Hospital, Ahmedabad, Gujarat.
  - Jindal Institute of Medical Sciences, Hisar, Haryana.
  - Saifee Hospital, Mumbai, Maharashtra.
  - Prerna Anaesthesia and Critical Care Services, Hyderabad.
  - SND Hospital (run by Videocon Industries) Aurangabad, Maharashtra, India.
  - Fortis Healthcare, Chennai.
  - Sterling Hospitals, Ahmedabad, Gujarat.
  - Healthcare Global (HCG) Enterprises Ltd., Bangalore.
  - Dr Shroff Charity Eye Hospital, Delhi.
  - Hospital Consultant from Kolkata, West Bengal.
- **Health/ NGO Sponsored Participation...**
  - Dept. of Health & Family Welfare, Government of Tripura.
  - United Association for Public Health & Education, Mumbai.
  - Directorate of Health Services, MoHFW, Govt. of Chhattisgarh.
  - Mumbai Smiles, Spain based NGO, Mumbai.
  - George Institute for Global Health, Hyderabad.
- **International Participation...**
  - The International Centre for Diarrhoeal Disease Research, (icddr,b), Bangladesh.
  - Safety and Health Consultant, Lagos, Nigeria.
  - MoPH, Islamic Republic of Afghanistan (WHO Sponsored).



## 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: **16<sup>th</sup> November, 2017.**

### Programme Officer - Training

The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Near Sanganer Airport,

Jaipur - 302 029, INDIA, 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 healthcare and related programs. It seeks to accomplish this through management education, training, research, consultation and institutional networking in a national and global perspective. IIHMR has been designated as WHO collaborating Center for District Health Systems based on Primary Health Care. The Ministry of Health and Family Welfare, Government of India has identified the IIHMR as an Institute of Excellence for training and capacity building. For more information please visit our website [www.iihmr.edu.in](http://www.iihmr.edu.in)

## ABOUT JAIPUR

Jaipur, the capital of Rajasthan, was founded by and named after Maharaja Sawai Jai Singh II in 1727. It is the first planned city of India. It is located in the North-western part of India. Jaipur is one of the most beautiful cities in India and a major tourist attraction. Visiting Jaipur is a mesmerizing experience for every visitor.