



Management Development Programme

on

Analytics and Decision Support in Health Care Operations Management

• October 7-9, 2022 •

INTRODUCTION

Analytics and decision support in healthcare operations management refers to operations research and management science techniques that provide scientific base for timely and effective decisions to the operational problems. They use mathematical and statistical techniques like project evaluation and review technique (PERT), decision analysis, Inventory management, linear programming, queuing analysis, simulation, lean, 5S, six sigma, to name a few. The techniques advocate on performance improvement, problem solving and decision making, effective solutions, improving quality, and eliminating waste in an organization. Manufacturing organizations have successfully applied tools and techniques of operations improvement for many years. Recently, leading hospitals/healthcare organizations have begun to employ the same tools to become more efficient and effective.

With this backdrop, this training programme has been designed to enable the participants understand and apply important analytic and decision support techniques for effective and efficient management of healthcare services.

OBJECTIVES

The programme has been designed with the objective to help the participants understand and use important analytics and decision support tools in health care operations management.

- Analytical and decision support techniques in Healthcare Operations Management.
- Healthcare Project Management using PERT/CPM.
- Supply chain and Inventory Management in healthcare.
- Linear Programming methodology and its use for resource allocation in health care facilities.
- Predictive analytics in health care operations. Introduction to Spectrum software.
- Decision making under uncertainty and risk in healthcare.
- Queuing and capacity planning in healthcare services.
- Quality Management and Lean Six Sigma (LSS) in healthcare Concept of simulation in health care services.

CONTENTS

- Introduction to analytical and decision support techniques in Healthcare Operations Management.
- The Gantt chart, PERT, CPM, activity on arrow (AOA) diagram, Excel/Quantitative methods for solution, Introduction to MS Project.
- Supply chain and Inventory Management in healthcare – ABC and EOQ analysis.
- Linear programming methodology and its use for resource allocation in health care facilities.
- Predictive analytics in health care operations. Introduction to Spectrum software.
- Introduction to Decision making under uncertainty and risk in healthcare. Decision tree analysis to solve healthcare problem.
- Queuing and capacity planning in healthcare services.
- Quality Management and Lean Six Sigma (LSS) in healthcare, Basic Statistics, Normal Probability Distribution, DPMO and Sigma Level, LSS Roadmap, 5S, DMAIC tools, HFMEA, SPC for healthcare, Histogram, Fishbone, Pareto diagram using Minitab® software. Case study using Minitab. Concept of simulation in health care services.



PEDAGOGY

The programme will be delivered using OneNote/Whiteboard for explaining the concept and cases/exercises would be solved using software. There will be use of Software for decision sciences, Minitab® and Spectrum. The participants will be provided programme material, ppts, excel templates/worksheets, and related material. The participants would be encouraged to ask questions/queries/ interaction and discussion during the class.

WHO SHOULD ATTEND

The programme has been designed for Hospital CEOs, Managing Directors, Administrative Officers, Medical Superintendents, Medical directors, Nursing directors, Hospital Managers, Hospital Quality Managers, HMIS Officers, Consultants, NHM Officials, Public Health Consultants, Doctors, Supply Chain Managers, Hospital Operations Executives, NABH Accreditation Officers, MHA/MPH faculties, MHA graduates etc. with substantial managerial responsibilities, interests, and motivation to learn and improve healthcare services.

VENUE

The programme will be held at IIHMR University, Jaipur. IIHMR University is located near Jaipur International airport, Sanganer, Jaipur. The University campus provides a learning environment to the participants. The participants are welcome to use the library and recreational facilities at the campus.

PROGRAMME FEE

The programme fee for Indian participants is INR 24,750+18% GST and for International Participants: US\$ 462+18% GST. The programme fee includes tuition, background reading material, lodging and boarding.

- **Early Bird Discount:** Nominations received with payments on before 4-weeks (Sept. 8, 2022) 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%.

CERTIFICATION

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

RESOURCE PERSON

Dr. Susmit Jain, Associate Professor, IIHMR University, Jaipur. He has 20 + years' experience in teaching, training, and research in Healthcare Operations Management. He has conducted several trainings on Healthcare Operations Management/Lean Six Sigma in Healthcare. You can reach out to Dr. Susmit Jain at susmitjain@iihmr.edu.in / Mob. +91-9829238770.



Dr. Susmit Jain

Programme Coordinator,
Associate Professor,
IIHMR University, Jaipur

CONTACT US

All the communication regarding the training should be made with the Training Department at the following address.

- **Programme Officer (Training)**
The IIHMR University
1, Prabhu Dayal Marg, Sanganer Airport, Jaipur – 302029, Rajasthan
- **Mobile:** +919358790012, **Phone Number:** 0141-3924700
- **Email:** training@iihmr.edu.in, susmitjain@iihmr.edu.in
- **Apply Now :** <https://applications.iihmr.edu.in/mdp>



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ABOUT IIHMR UNIVERSITY

The genesis of the IIHMR University dates to October 5, 1984, when the Indian Institute of Health Management Research (IIHMR) was established. The IIHMR University has been established and incorporated as a postgraduate research University by the Government of Rajasthan vide the IIHMR University, Jaipur Act, 2014 (Act No. 3, of 2014). IIHMR University is UGC recognized, NAAC accredited, and ranked 73rd NIRF 2021 (Management). IIHMR University is dedicated to the improvement in standards of health through better management of health care and related programmes. It seeks to accomplish this through management research, education, training, consultation, and networking in a national and global perspective.

IIHMR University offers MBA (Hospital and Health Management), MBA (Pharmaceutical Management), MBA (Development Management), Master of Public Health (in collaboration with Johns Hopkins University, USA), Master of public Health (Implementation Science), Executive Education, and PhD programmes. We have collaborations with international and prestigious universities including Johns Hopkins university, USA, Manchester University, UK, Curtin University, Australia for student exchange, faculty exchange, joint research and capacity building programmes.



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