

# Online Certificate Course on Healthcare Operations Management

June 2025 – August 2025  
(Three Months)



## ***Background***

Operations Management encompasses the planning, execution, and enhancement of the procedures and frameworks responsible for producing and delivering an entity's goods and services. While manufacturing firms have historically utilized strategies, methodologies, and instruments to enhance operations, prominent hospitals and healthcare institutions have also recognized the importance of adopting principles from operations management to streamline their processes, improve patient care, and optimize resource utilization. This recognition stems from the realization that operational excellence is crucial for delivering high-quality healthcare services while managing costs and meeting the diverse needs of patients and stakeholders. The program aims to bridge this gap by empowering participants with the knowledge and skills necessary to apply the principles of operations management within healthcare settings. Through a comprehensive curriculum, participants gain a deeper understanding of key concepts, methodologies, and tools relevant to operations improvement in hospitals and healthcare organizations.



## ***Course Objectives***

- To become aware of the important operations and quantitative techniques for making decisions about delivering high-quality healthcare.
- To understand the important operations management techniques such as PERT, EOQ, ABC analysis, linear programming, predictive analytics, queuing theory, and Lean & Six Sigma quality management.
- To learn the skill to use software for decision sciences and Minitab® to solve operational problems.

## ***Course Contents***

- Hospital Project Management with PERT/CPM and Excel
- Inventory Control: EOQ & A-B-C Analysis, Software-assisted
- Linear Programming for Resource Allocation in Healthcare, software supported
- Predictive Analytics in Healthcare Operations, Spectrum software demo
- Queuing & Capacity Planning with Excel and software
- Quality Management & Lean Six Sigma in Healthcare, Minitab Analysis



## Target Participants

The course has been specially designed for healthcare professionals, spanning clinical and managerial roles. This includes hospital CEOs, administrative officers, medical superintendents, quality managers, NHM officials, faculty members, doctors, and MBA Hospital & Health Management graduates. Participants are individuals with significant managerial duties and a strong drive to enhance healthcare services through continuous learning and improvement.

Course Fee	
Indian participants: INR 41,500 plus GST 18%	International participants: USD 500 plus GST 18%

## Course Duration

The online course is spread over **3 months (28 hours) between June 2025 – August 2025** with weekly 2 hours live classes and assignments. The program will be delivered by live writing using Microsoft OneNote (note-taking program) & stylus (Digital Pen) for explaining the concept and cases/exercises would be solved using software, along with use of PPTs.

## Course Assessment

The progress of the course will be tracked through internal assessments, including case studies, interactive discussions, quizzes, and assignments. At the culmination of the course, the performance will be evaluated through an end-of-term online assessment. The final grade will be determined by a balanced approach, with 50% of the weight given to continuous internal assessment and the remaining 50% to the end-of-term assessment.

## Certification

Upon successful completion of the course, participants meeting the eligibility criteria will be awarded a Certificate of Completion from IIHMR University.

## Course Coordinator & Faculty

**Dr. Susmit Jain**

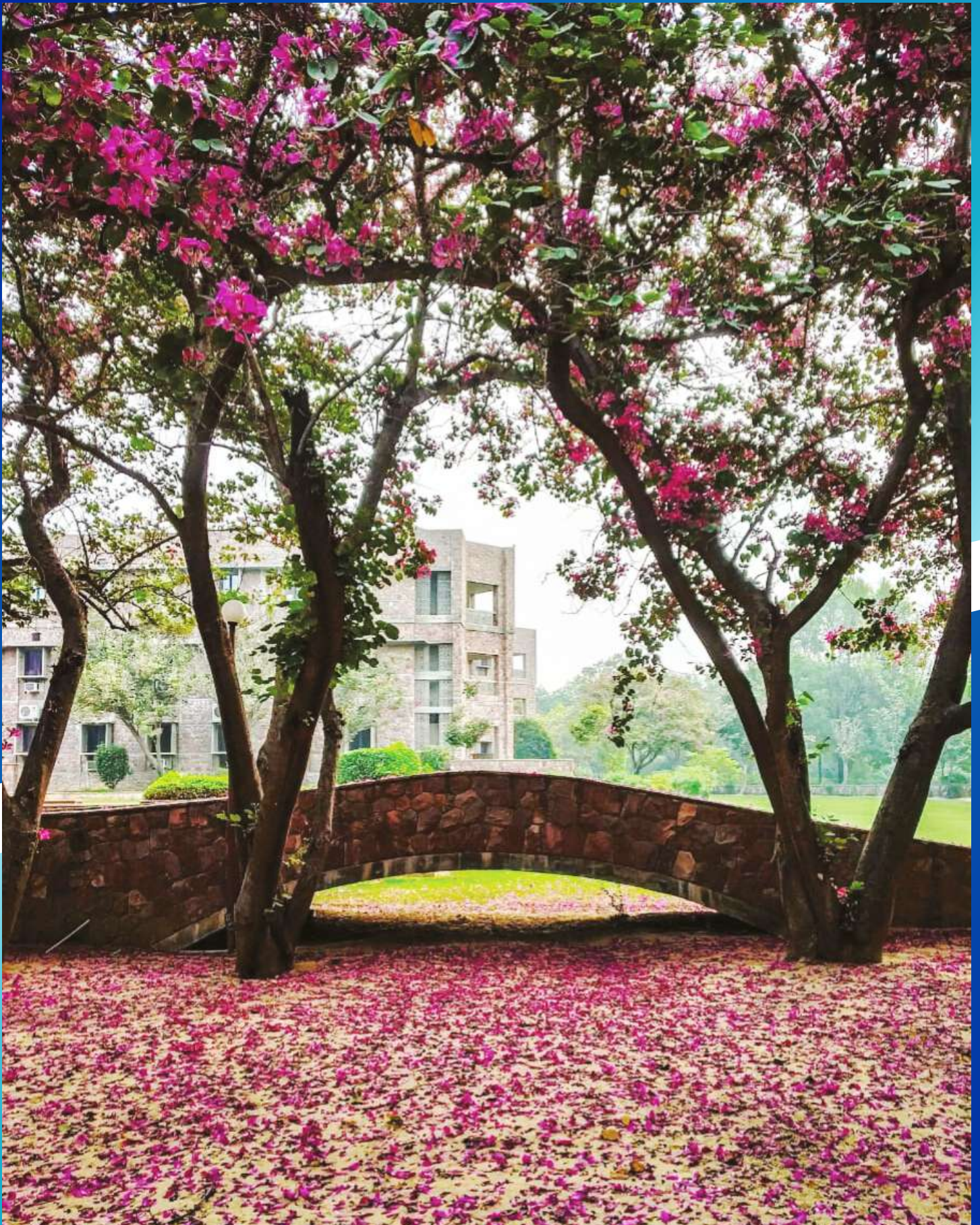
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## How To Apply

All the communication regarding the programme should be made with the MDP Office at the following address. Please fill the registration form or scan QR code to register.

**MDP Office**

**IIHMR University**, 1, Prabhu Dayal Marg, Sanganer Airport, Jaipur-302029, Rajasthan, India

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