# Online Certification Programme
## on
# Health Care Operations Management Techniques and Applications



**NOVEMBER, 20-24, 2023**

## ABOUT IIHMR UNIVERSITY

The genesis of IIHMR University dates to October 5, 1984, when the Indian Institute of Health Management Research (IIHMR) was established. In 2014, IIHMR University was 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).

Our multi-disciplinary faculty, representing Public Health, Hospital Management, Health Management, Pharmaceutical Management, Development Management, Economics, Statistics, Demography and Social and Behaviourial Sciences provides an enabling environment for learning and professional growth and development.

IIHMR University offers the following programmes :

- MBA (Hospital and Health Management)
- MBA (Pharmaceutical Management)
- MBA (Development Management)
- Master of Public Health
  Offered by Johns Hopkins Bloomberg School of Public Health, Baltimore, USA, in cooperation with IIHMR University
- Master of Public Health (Implementation Science)
  Fully funded WHO-TDR programme
- Master of Public Health (Executive)
- Master of Hospital Administration (Executive)
- Ph. D.

## INTRODUCTION

Operations Management is the design, operation, and improvement of the processes and systems that create and deliver the organization's products and services. It provides a scientific base for management to take timely and effective decisions to their problems. The subject advocates on improving quality, reducing variation, and eliminating waste in an organization. Some of the important healthcare operations management techniques include Project management using PERT/CPM, Location & Layout methods, Inventory management using EOQ & ABC analysis, 5S & JIT, Predictive analytics, queueing & capacity planning, Lean Six Sigma (LSS), to name a few. Manufacturing organizations have successfully employed the programs, techniques, and tools of operations improvement for many years. Recently, leading hospitals/healthcare organizations have begun to employ the same tools.

The programme is designed to enable the participants understand and use the concepts of operations management tools & techniques in hospitals/health organizations.

## PROGRAMME OBJECTIVES

This online certification programme has been designed to enable participants to understand:

- Hospital/Health project management using CPM & PERT.

- Inventory Control Techniques - EOQ Analysis, A-B-C Analysis.

- Linear programming (LP) methodology for resource allocation in health care facilities.

- Predictive Analytics techniques in health care operations.

- Queuing Models & Capacity Planning, Excel Setup and Solution.

- Quality Management & Lean Six Sigma in Healthcare.

- Use of software for decision sciences & Minitab ®

## COURSE CONTENTS

- Introduction to Healthcare Operations Management – techniques & applications.
- Hospital/Health project management using PERT/CPM, Excel Solution.
- Inventory Control Techniques in Healthcare Operations - EOQ Analysis, A-B-C Analysis. Use of software for analysis.
- Linear programming (LP) methodology for resource allocation in health care facilities. Use of software for analysis.
- Predictive Analytics Techniques in health care operations, Spectrum Software Demo.
- Queuing Models & Capacity Planning, Excel Setup and Solution.
- Quality Management & Lean Six Sigma in Healthcare. Use of Minitab for analysis.

## DURATION AND SESSION DETAILS

The programme would be conducted online for five days i.e., between Nov. 20 – 24, 2023, as per details mentioned below:

| Date | Time: Indian Standard Time (GMT + 5:30 Hrs) | Session Details (Faculty: Dr. Susmit Jain) |
|---|---|---|
| Nov. 20, 2023 | 2:00 PM - 3:15 PM (Break of 10 min) 3:25 PM – 5:10 PM | Introduction ... Hospital/Health project management using PERT/CPM, Excel Solution. |
| Nov. 21, 2023 | 2:00 PM - 3:00 PM (Break of 10 min) 3:10 PM – 4:10 PM | Inventory Control Techniques in Healthcare Operations - EOQ Analysis, A-B-C Analysis. Use of software for analysis. |
| Nov. 22, 2023 | 2:00 PM - 3:00 PM (Break of 10 min) 3:10 PM - 4:10 PM | Linear programming (LP) methodology for resource allocation in health care facilities. Use of software for analysis. Predictive Analytics Techniques in health care operations. |
| Nov. 23, 2023 | 2:00 PM - 3:00 PM (Break of 10 min) 3:10 PM – 4:10 PM | Spectrum Software Demo. Queuing Models & Capacity Planning, Excel Setup and Solution. |
| Nov. 24, 2023 | 2:00 PM - 3:15 PM (Break of 10 min) 3:25 PM – 5:10 PM 5:15 PM – 5:30 PM | Quality Management & Lean Six Sigma in Healthcare. Use of Minitab® for analysis. Feedback (Programme Coordinator & Training Team) |
| | Total Hours: 12 | |

## PEDAGOGY & KEY FEATURES

- The program will be delivered through live classes using **Online Platform Microsoft Teams. The login credentials will be shared with the registered participants one/two days before the commencement of the program**.
- 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. There would also use of PPTs.
- Participants must attend the sessions and would be encouraged to ask questions / queries/ live interaction and discussion during the class. However, the faculty will be available on WhatsApp, mobile or e-mail for ongoing query handling.
- The participants will be provided course material (pdf file), ppts, excel templates/worksheets, and related material.

**BATCH SIZE**
Registration will be closed after reaching the 30 participants on a first come first serve basis. Please apply at the earliest.

## LEARNING OUTCOMES

Upon successful completion of the course, participants would be able to understand:

- ▶ Hospital/health project management using PERT/CPM.
- ▶ EOQ & ABC analysis in inventory management.
- ▶ Linear programming (LP) methodology for resource allocation
- ▶ Predictive analytics tools & techniques.
- ▶ Queuing and capacity planning in hospitals.
- ▶ Lean Six Sigma– tools & techniques, SPC charts using Minitab® software.
- ▶ How to use Software for Decision Sciences: Operations management software.

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

## POTENTIAL BENEFICIARIES

The Course has been specially tailored for healthcare professionals both clinical and managerial, which may include Hospital CEOs, Managing Directors, Administrative Officers, Medical Superintendents, Medical directors, Nursing directors, Hospital Managers, Hospital Quality Managers, HMIS Officers, Consultants, DEIC Managers, RBSK-NHM, NHM consultants, Public Health Consultants, Doctors, Supply Chain Managers, Hospital Operations Executives, NABH Accreditation Officers, MHA/MPH faculties, Staff involved in the NABH, NABL, JCI and other Accreditation processes, Heads of Nursing and other Senior Nurses, Healthcare Informatics and IT Professionals in Healthcare domain, Facilities, Estates and Support Services Managers, Radiographers, Laboratory, Pharmacy and Scientific Staff, MHA graduates etc. with substantial managerial responsibilities, interests, and motivation to learn and improve healthcare services.

## PROGRAMME FEE

The programme fee for **Indian participants is INR 12000+18% GST** and for **International Participants: US$ 192+18% GST**. The programme fee includes tuition and background reading material.
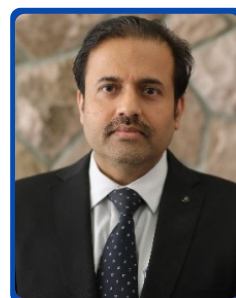
**Early Bird Discount:** Nominations received with payments on or before 4-weeks **(Oct. 20, 2023)** will be entitled to an early bird discount of 10%.

**Group Discount:** Any organization sponsoring four or more participants to the program will be entitled for a discount of 20% on the total fee payable provided that at least four participants attend the program.

**Maximum Discount:** Organization can avail themselves of both the discounts subject to maximum discount of 20%.

## PROGRAMME COORDINATOR & FACULTY

Dr. Susmit Jain, Associate Professor, IIHMR University, Jaipur would be the faculty and course coordinator. He is Ph.D. (Mgmt. Studies), FMS-RAPIM, University of Raj, Jaipur, MMS Hons. MNIT Jaipur, UGC-NET (Mgmt. Studies), B.E (Hons.), AMIE (Computer Engg.). He has been topper in MMS, topper in B.E., and has 22 + years' experience in teaching, training, and research in Healthcare Operations Management. He has taught several courses in MBA Hospital/Health, Pharmaceutical and Development Management programmes, guided several research projects, and conducted several trainings on Healthcare Operations Management/Lean Six Sigma in Healthcare. His MDP participants included Senior hospital/health professionals, Hospital CEOs, Quality mangers, DEIC Managers, RBSK-NHM, NHM officials, Medical superintendents, doctors, Hospital managers, Administrative officers, NGO professionals, Hospital/health consultants, MPH/MHA students, from India, including International Participants from Nepal, Afghanistan, Bangladesh, UNFPA participants from Southeast Asian Countries, Nigeria (Africa) etc. His teaching/training feedback have been excellent. You can reach out to Dr. Susmit Jain at susmitjain@iihmr.edu.in or on his mobile no. +91-9829238770.

## 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
📞 +91-9358790012    ☎ +91-141-3924700, Ext. 758    ✉ training@iihmr.edu.in

**Click or Scan to Register**