

Management Development Programme  
on  
**Analytics and Decision Support  
in  
Health Care Operations Management**

**Aug 3 - 5, 2026**



## 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). IIHMR University has multi-disciplinary faculty, representing Public Health Management, Hospital Management, Health Management, Health Economics, Statistics, Demography, and Social and Behavioural Sciences, provides an enabling environment for learning and professional growth and development. IIHMR University has significantly contributed to the Executive Development and Management Development Programs by consistently engaging in EDPs/MDPs for national and international participants. Participants from more than 40 countries benefitted from the EDPs/MDPs.



## Introduction /Background

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. Specifically, the participants would be able to:

1. Evaluate projects with Gantt Chart, PERT/CPM techniques.
2. Understand supply chain and inventory management techniques in healthcare operations.
3. Predictive analytics techniques in healthcare operations.
4. Queuing & capacity planning in healthcare services.
5. Understand Quality Management & Lean Six Sigma (LSS) in healthcare and use of Minitab® software.

## 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, DEIC Managers, RBSK-NHM, 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 and Duration

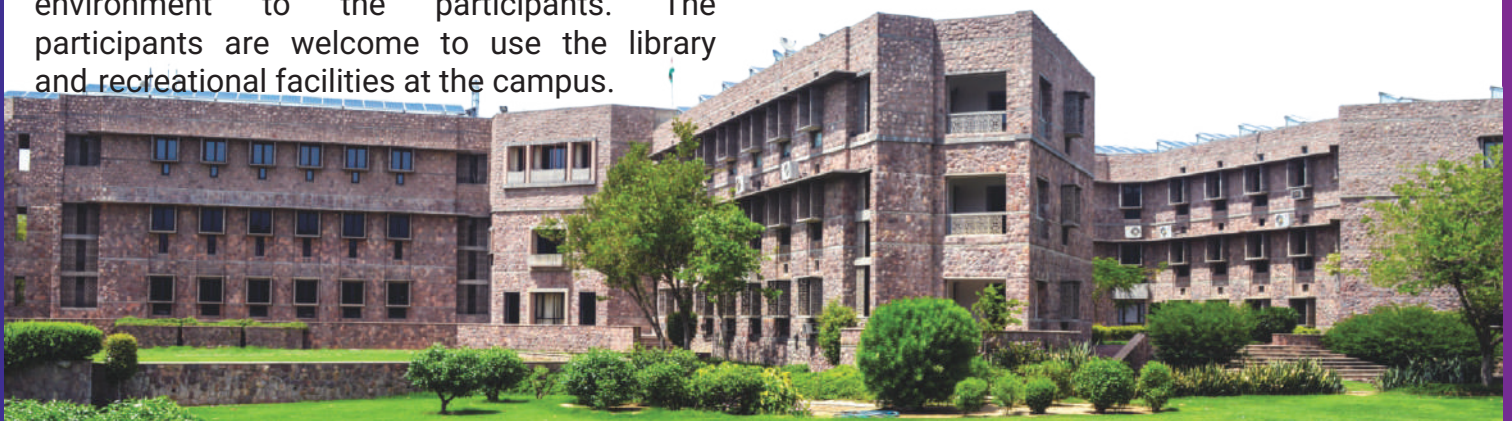
The training would be conducted between **Aug. 3 - 5, 2026** at IIHMR University, Jaipur, India. The timing of the programme would be 10:00 AM – 5:00 PM. IIHMR University is located near Jaipur International airport, Sanganer, Jaipur. The University campus provides a learning environment to the participants. The participants are welcome to use the library and recreational facilities at the campus.

## Course Contents

- Introduction to Analytical & Decision Support techniques in Healthcare Operations Management.
- Project Management, The Gantt chart, Program evaluation and review technique (PERT), Critical Path Method (CPM), Network, Time Computations, Probabilistic Approach, Excel Setup and Solution.
- Supply Chain and Inventory Management, Economic Order Quantity (EOQ) Model, Classification System, A-B-C Classification Analysis, Excel Solution.
- Linear programming (LP) methodology for resource allocation in health care facilities, Maximization Problems, Minimization Problems, Use of software for analysis.
- Predictive Analytics Techniques in health care operations, Excel Template Solutions. Introduction to Spectrum software.
- Queuing Models & Capacity Planning, Measures of queueing system performance, Infinite Source Models, Single channel, Multiple Channel, Excel/Software Solution.
- Quality Management & Lean Six Sigma in healthcare, JIT & Clinical Value Stream Mapping, 5S, ZQC, Poka Yoke for Healthcare, Six Sigma & Quality control (SPC) charts for health care situation, Tools for Investigating the Presence of Quality Problems, and their Causes. Use of Minitab® software for analysis.

## Pedagogy & Key Features

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



## Programme Fee

The programme fee for Indian participants is **INR30,000+18%GST** and for International Participants: **US\$315+18% GST**. The programme fee includes tuition, background reading material, lodging, and boarding.

**Early Bird Discount:** Nominations received with payments on before 4-weeks (**July 2, 2026**) 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%.

**Last Date to Register : July 27, 2026.**

**Regarding Conduction of MDP:** The MDP would be conducted if there are adequate number of participants. Registration Fee is Refundable if IIHMR University called off the programme.

**Accommodation:** Check-in: Aug. 2 2026 (6 pm onwards), Check-out: Aug 5, 2026 (till 1.00 pm), Departure after 6 pm on Aug 5, 2026. Participants staying beyond this time will have to bear additional stay and food charges, conditional upon room availability.

## Certification

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


## Program Coordinator

Dr. Susmit Jain, Associate Professor, IIHMR University, Jaipur would be the faculty and course coordinator. He has 24 + years' experience in teaching, training, and research in Healthcare Operations Management. At IIHMR University, Jaipur he has taught several courses in MBA Hospital/Health, Pharmaceutical and Development Management programmes, guided several research projects, and conducted several offline / online trainings on Healthcare Operations Management/Lean Six Sigma in Healthcare. His MDP participants included senior hospital/health professionals, quality managers, 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](mailto:susmitjain@iihmr.edu.in) Mobile no. +91-9829238770, +91-9664126707.



## Contact us!

All the communication regarding the programme should be made with the MDP Office at the following address:

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