

CERTIFICATE PROGRAM ON HEALTHCARE OPERATIONS & QUALITY



भारतीय प्रबंध संस्थान शिलाँग
Indian Institute of Management Shillong



CAHO

Committed to Safer Healthcare

Healthcare
Management

ABOUT CPHOQ :

Healthcare industry is one of the fastest growing industries in the country and needs professionals who are equipped to lead the teams and manage administrative challenges. The Certificate Program on Healthcare Operations & Quality is a 12 month certification program jointly offered by the Indian Institute of Management Shillong and Consortium of Accredited Healthcare Organizations (CAHO) and provides cutting edge multi-disciplinary training for those seeking to create a healthier world through innovations in operations, quality and practice. It delivers a high value through a blend of rich content, intensive 'on campus' training and virtual real time interactions. The program has been designed by specialists from Healthcare and Management professionals and participants will be able to learn from mentorship and guidance of instructors who are experts and leaders in their respective fields. To understand the subject better, the course has been designed in a manner that the participants will be able to gain exposure to the practical requirements through several engaged learning experiences built into the program. The flexibility in the course design will ensure that the participants would be able to enhance their skill & knowledge in the field of Healthcare Operations & Quality without disturbing their normal work schedule. Our team of faculty and advisors are available to offer guidance and support by navigating the unique circumstance of the participants.

PROGRAM OBJECTIVE

- Program is aimed at strengthening the Healthcare delivery system in the country
- Addressing the various Managerial issues pertaining to healthcare
- Address the issues of a mix of managerial and operational aspects in healthcare, thereby improving the quality of care being delivered to the patients
- Improved efficiency in the various departments of the hospitals, thereby minimizing on the redundancy and unnecessary expenditure
- Ability to impact healthcare delivery systems, which will have effect on various performance outcomes

PROGRAM HIGHLIGHTS

- A mix of offline and online learning from specialists from the industry, interactive sessions, hands on practical learning
- Practical Assignments, Case Studies for all modules, with special focus on emerging themes
- Access to vast repository of CAHO Resource Centre
- Access to webinars of CAHO, ISQUa, ASQUa
- Certification from IIM Shillong and CAHO
- IIM Shillong Executive Alumni status (optional) - upon successful completion of the course, the participants can register with a one-time registration fee of Rs. 10,000 + GST to receive the prestigious IIM Shillong Executive Alumni Status.

IIM SHILLONG EXECUTIVE ALUMNI BENEFITS:

- Lifelong Executive Alumni Status of the prestigious Indian Institute of Management Shillong
- Access of IIM Shillong campus library
- Receipt of IIM Shillong newsletters, event details, souvenirs available with the MDP office
- Lifelong access to IIM Shillong distinguished alumni network
- Preference for other facilities and amenities at IIM Shillong



MODULES

MODULE 1: HOSPITAL MANAGEMENT

This module will be in-campus program at IIM Shillong. After the completion of this module, the participants will have a strong foundational understanding of the healthcare system, along with basic financial, operational and management skills, which will help to make better well-informed decisions that improve the cost and quality of the healthcare.

MODULE 2: ORGANIZATION AND MANAGEMENT OF HOSPITALS

This will help the clinicians and managers to overcome the operational challenges with practical tools which can be applied at workplace, to understand the bottlenecks, analyze the existing performance and take appropriate steps towards operational excellence. It will also help in the planning of the various facilities in the hospital and also will delve into the details of the cost reduction strategies in a healthcare setting.

MODULE 3: HEALTHCARE QUALITY AND PATIENT SAFETY

Quality of care is the degree to which the health services designed for the patients and community increases the likelihood of the expected health outcome. It will help the participants to have a clear understanding of the different aspects related to quality & patient care, understanding the accreditation standards and objective elements and implementation of patient safety framework.

MODULE 4: BIO-STATISTICS, OPERATIONS RESEARCH, RESEARCH METHODOLOGY AND PROJECT PLANNING & MANAGEMENT

Biostatistics is the application of statistical principles to the life sciences, and it is the key to converting the data collected by the researchers into relevant and logical information. This module will focus on the use of statistical measurement methods in healthcare. The second part of the module is on Project Management, which will cover topics like Concept Planning, Feasibility Studies, Project Life Cycle, Execution Plans and many more.

MODULE 5: MARKETING OF HOSPITAL SERVICES

Healthcare Marketing is an approach that healthcare institutions use, which applies traditional marketing principles & theories alongside strategies to promote the healthcare services. In this module, the participants will be acquainted with the healthcare marketplace ranging from physicians, customers and other stake holders. The module will help them to equip with creative management capabilities.

MODULE 6: HUMAN RESOURCE MANAGEMENT, HEALTH INFORMATICS AND TECHNOLOGY

Human Resource Management is the effective use of human resources through the management of people-related activities and is a strategic organizational activity of increasing importance and complexity in the healthcare setting. This module covers a wide range of critical HR issues and core activities related to HR and takes a practical view that integrates contemporary management along with practical aspects of implementing HR practices in real life scenarios.

The second part on Data Analytics is intended for professionals who need or want to participate in the various statistical analysis in a healthcare setting. It will enable the participants to select a set of data, analyze it and create hypotheses, think critically and create their own prediction models for the business.

The third part is on Healthcare Technology and is designed to help the participants understand the role and importance of Technology innovations in Healthcare.

MODULE 7: LEGAL ASPECTS IN DAY-TO-DAY OPERATIONS

With the introduction of new services, new legal and ethical challenges have come into existence. This module will provide an insight on the various aspects related to legal issues and applicable laws involved in the healthcare sector.

MODULE 8: STRATEGIC MANAGEMENT IN HEALTHCARE

The healthcare industry is always engaged in dynamic reform and this module will equip the participants to understand the complexities of the system and have the ability to make decisions that will advance their organization towards its goals, even in times of great ambiguity.

MODULE 9: FINANCIAL MANAGEMENT IN HEALTHCARE INSTITUTIONS

This module will enable a healthcare professional to understand the conceptual and actionable introduction to financial management, how to make financial decisions, growth strategies and the major conceptual levers that have an impact on financial decisions.

MODULE 10: LEADERSHIP, CLINICAL GOVERNANCE AND RISK MANAGEMENT

The module covers the Leadership aspect in healthcare and provides the participants the knowledge and skills to lead a high-profile team. Healthcare Risk Management is one of the most important, yet neglected area in most of the healthcare facilities. Complexity of potential risks in healthcare organizations requires a logical framework for identifying, evaluating and responding to risks. This module covers these aspects comprehensively.

PEDAGOGY

The pedagogy will be participative learning focusing on individual as well as peer to peer learning. It will be highly interactive and will leverage the use of technology and will consist of a blend of lectures, real life case studies, and practical assignments in selected hospitals in the country (any NABH accredited hospital from East, West, North, South and Central zones of India). 8 days of In-campus training (6 days for the immersion program and 2 days towards the end of the course) at IIM Shillong.

PARTICIPANT PROFILE

Working professionals/self-employed who have done well and now aspire to take a leap and lead the next level of senior management functions in a healthcare setting.





PROGRAM DURATION

12 months



ADMISSION & SELECTION PROCEDURE

The participants will be selected as per the Selection Process of IIM Shillong.



ELIGIBILITY

5 Years of experience in healthcare sector OR 10 Years of experience in any other sector. The minimum qualification of the candidates:- should be graduates (10+2+3) with min of 50% of marks, and should be currently working



APPLICATION

Commencement of the Course: July



PROGRAM FEE

The program Fee is Rs. 3,00,000 (Rupees Three Lakhs only) + GST per participant.

The fee is payable in maximum three instalments.

40% at the time of admission (June/July)

40% after one month of admission (August)

20% after 4 months of admission (October)



ACCOMMODATION

During the Immersion Program (6 days) and the Practical & Valedictory Program (2 days), the participants can opt for single accommodation facility at IIM Shillong Campus on a chargeable basis as per applicable rates. They can also manage their own accommodation in city hotels.



PROGRAM CHAIR

Prof. Sanjeeb Kakoty



PROGRAM COORDINATOR

Dr. Jeet Patwari

ABOUT IIM SHILLONG



भारतीय प्रबंध संस्थान शिलाँग
Indian Institute of Management Shillong

Indian Institute of Management Shillong (IIM Shillong or IIM-S) is a public, fully autonomous management institute in the city of Shillong, Meghalaya. It was the seventh Indian Institute of Management to be established in India. IIM Shillong offers postgraduate, doctoral, and executive programmes in management education, and Management Development Programmes (MDPs) spanning different streams of management.

Located in the green contours of the North Eastern part of the country, IIM Shillong which commenced operations in 2008, remains committed to its goal of excellence in management education and research so as to evolve into a nationally and internationally recognized educational institution. The Institute strives to impart to its students ethical values, compassionate behaviour, and concern for society.

IIM Shillong was ranked 24th among management schools in India by the National Institutional Ranking Framework (NIRF) in 2019 and 10th in India by Outlook India's "Top Public MBA Institutions" of 2020. IIM Shillong is a member of the Association to Advance Collegiate Schools of Business (AACSB International).

ABOUT CAHO



CAHO
Committed to Safer Healthcare

CAHO (www.caho.in) is a not-for-profit society with the primary goal of promoting quality initiatives and accreditation in healthcare settings. This is being done through focused events, courses, workshops, training programs and collaborative research. We believe that accreditation is the beginning of continuous quality improvement. Our aim is to systematically infuse & spread the message of quality in healthcare at the grass root level across the country and beyond.

CAHO is connected with all the stakeholders through its three verticals i.e. Healthcare Institutions, Diagnostic Centres and Individual Quality Professionals. CAHO has trained and certified more than a thousand quality implementers who are making an impact in implementing quality practices. A number of our programs are endorsed by ISQua, ASQua, QCI and Health Sector Skill Council.

Over the years CAHO has become an academic institution of repute working especially to promote culture of safety in healthcare organisations.

FOR ADMISSION: HELPDESK

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