

# QUALITY MANAGEMENT PROGRAMME FOR NURSING ADMINISTRATORS

[2011 – 2012]



Organized By:

## ACADEMY OF HOSPITAL ADMINISTRATION

[Institute of Health & Hospital Management, Training & Research]

C-56/43, Institutional Area, Sector – 62, NOIDA, U.P.

Tel: 0120 – 4233761 / 62 / 63, 2401496

Email: [ahaindia@ahaindia.org](mailto:ahaindia@ahaindia.org), [ahaindia1987@gmail.com](mailto:ahaindia1987@gmail.com)

Website: [www.ahaindia.org](http://www.ahaindia.org)

# **QUALITY MANAGEMENT PROGRAMME**

## **FOR NURSING ADMINISTRATORS [2011 – 2012]**

### **AIM**

To sensitise the nursing administrators on latest trends and developments in respect of Quality management of hospitals and health services, and to enable them to take up higher responsibilities in management of quality nursing care services.

### **OBJECTIVE**

- a) To create an awareness of the changing and challenging roles of nursing services in Quality management of resources, with a view to providing quality care at optimum cost to the satisfaction of consumers.
- b) To equip the participants with knowledge and skill of scientific management of nursing services, to carry out their responsibilities efficiently.
- c) To provide a platform for interaction amongst the participants and to identify the recent trends in speciality nursing.

### **ELIGIBILITY**

Nursing professionals engaged in planning and management of nursing care and nursing services at unit or sub-unit level in any health care institution, belonging to Government, Public or Private Sectors. Teaching staff in nursing schools/colleges are also welcome.

### **PROGRAMME OUTLINE**

- a) Role and functions of nursing professionals engaged in management of nursing care and nursing services.
- b) Management science and technology related to Quality Management as applicable in nursing services.
- c) Nursing management needs for speciality nursing areas like critical care, operating room, paediatric nursing, community psychiatric nursing, cardio-thoracic care and so on.
- d) Management of resources of men, money and materials in all areas of nursing care services, such as, Ward Management, Infection Control, Waste Management & stores management.
- e) Quality Management, Quality Assurance, Quality Standards and Accreditation of Hospitals, Cost Containment and Patient Satisfaction.
- f) STRESS Management

## COURSE GOALS

1. Learn Fundamental of Quality management system (QMS).
2. Study ISO 9000 QMS and ISO 9000 documentation.
3. Examine statutory requirements of hospitals applicable to Quality management of nursing care.
4. Examine dimensions of Quality and the levels of performance.
5. Analysis ethical issues.
6. Examine quality needs in nursing services administration at various levels. Develop Quality criteria for nursing service and care.
7. Examine quality needs in nursing clinical and supportive services affecting nursing care.
8. Analyse the quality requirements in management of human and material resources including equipment handling and care.
9. Examine trends in customer relationship management (CRM).
10. Study essentials in disaster management, waste management, hospital infection control, medication management etc.
11. Learn to prepare standard operating procedure (SOPs) and check list for quality audit, and nursing audit.
12. Study trends in development of national accreditation programme for health establishments Analyse quality criteria for nursing care and management.
13. Analysis quality of measuring care and cost related issues, such as patient safety, medication errors, hospital infection and so on.
14. Study latest trends in Telemedicine, Health Tourism etc.

## TEACHING METHOD

- a) Lecture discussion by eminent faculty staff drawn from hospital management, specialists and tutors from nursing colleges.
- b) Group Discussion , Case studies, group presentation.
- c) Visit to an accredited hospital

## REGISTRATION FEE:

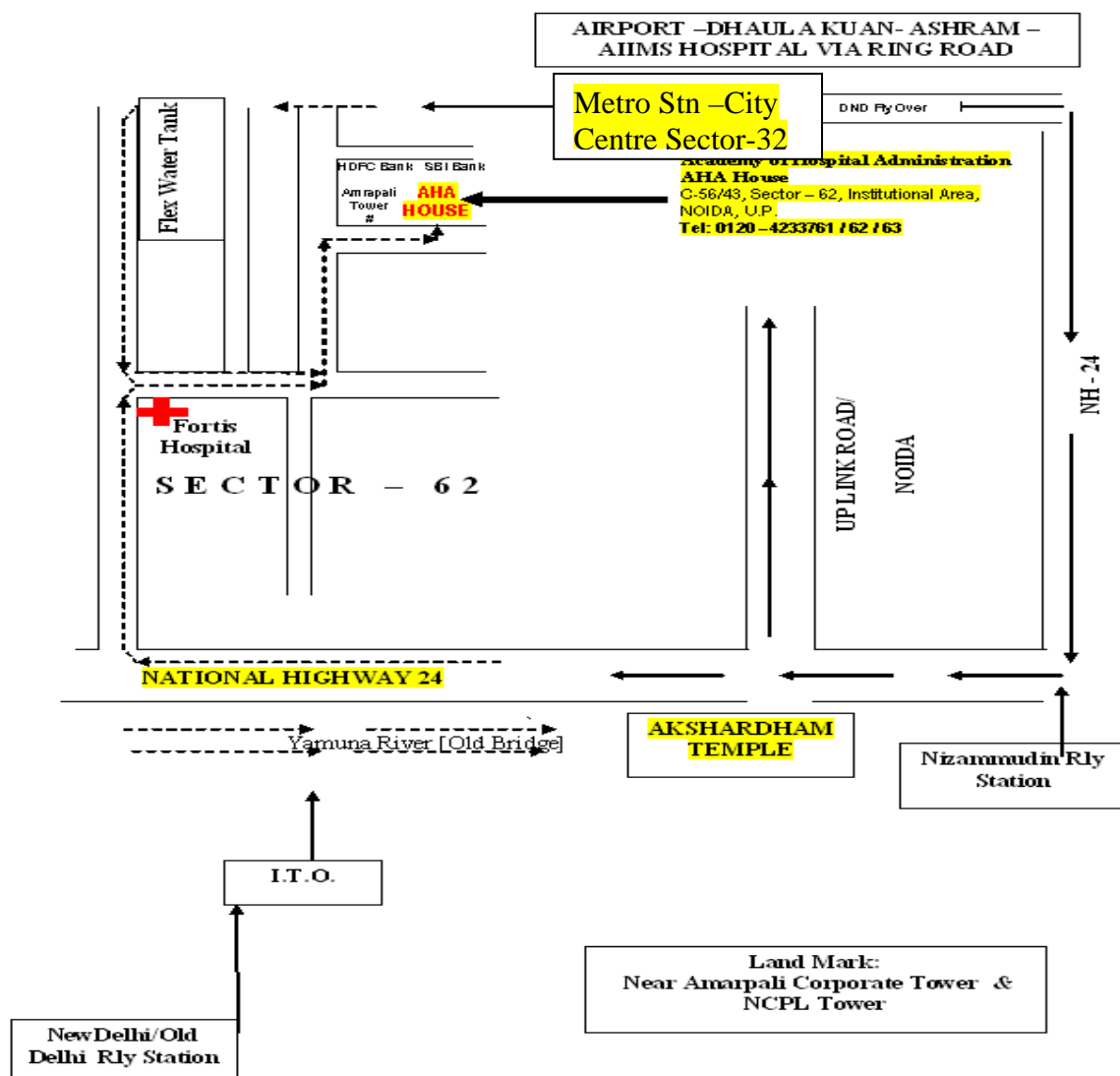
- **Rs.4,000/-** [Four thousand only] per non-resident delegate (Lunch, tea & study materials inclusive). **Discount of 10% will be given for timely registration of Three delegates and above from same organization.**
- Residential Delegates – **Additional Rs. 4,500/- [Four thousand five only] for board and lodging [for six days]** Foreign Delegates **-\$ 500/-, including Board and Lodging. No discount on board and lodging.**
- Registration Fee once paid will not be refunded. However, we shall allow the candidates to attend any of the subsequent programmes scheduled during the year 2011 - 2012.

- Cheque / Demand Draft (Outstation cheques are not acceptable) to be issued in favour of “**Academy of Hospital Administration**”, payable at **New Delhi**, to reach the Chief Organiser, Academy of Hospital Administration by the date specified for registration.

Maj. Gen. S.K. Biswas, AVSM VSM (Retd.)  
 Chief Organiser- Nursing Programme  
 C-56/43, Sector – 62,  
 Institutional Area, NOIDA.  
 Tel: 0120 – 4233761 / 62 / 63, 2401496  
 Email: [ahaindia@ahaindia.org](mailto:ahaindia@ahaindia.org), [ahaindia1987@gmail.com](mailto:ahaindia1987@gmail.com)

### GUIDE MAP- AHA HOUSE

Academy of Hospital Administration have own guest house in AHA House, NOIDA where we accommodate [32 persons] on payment of nominal charges for board & lodging as specified above.



#### COMMUNICATION

A guide map is shown above for guidance of the delegates detailed. In case of difficulty, the outstation delegates on arrival may please contact the following for assistance / guidance:-

AHA House : 0120 – 4233761 / 62 / 63 & 2401496, 9910617789



# QUALITY MANAGEMENT PROGRAMME For Nursing Administrators [2010 – 2011]

## Registration Form

To,  
Maj. Gen. S.K. Biswas, AVSM VSM (Retd.)  
Chief Organiser- Nursing Programme  
C-56/43, Sector – 62, Institutional Area, NOIDA.  
Tel: 0120 – 4233761 / 62 / 63, 2401496  
Email: ahaindia@ahaindia.org, ahaindia1987@gmail.com

Dear Sir,

1. Please register my/our names for the following course. (√) as applicable.

	PROGRAMME DATES	LAST DATE FOR REGISTRATION	√
NAC-1	4 <sup>th</sup> to 9 <sup>th</sup> July 2011	15 <sup>th</sup> June 2011	
NAC-2	14 <sup>th</sup> to 19 <sup>th</sup> Nov. 2011	25 <sup>th</sup> Oct. 2011	
NAC-3	20 <sup>th</sup> to 25 <sup>th</sup> Feb. 2012	31 <sup>st</sup> Jan 2012	

2. 

Name	Designation	Qualification
i)		
ii)		
iii)		
iv)		

3. Official address of candidates for correspondence:

4. Details of Cheque / Bank Draft (Outstation cheques are not acceptable).

Issuing Branch	Amount	D.D.No.	Date

5. Accommodation: Yes / No

(Signature)

### Note:

- Please (√) whether you would require accommodation. Accommodation would be arranged at AHA House C-56/43, Sector – 62, Institutional Area, NOIDA. at reasonable rates on getting your response.
- Details of course Fee Rs. 4,000/- [Rupees Four thousand only] Discount of 10% will be given for timely registration of four delegates and above from same organization only on Delegation Fees, for non residential delegates additional Rs.4,500/- [Four thousand only]. for board and lodging for Six days (Demand Draft payable in favour of "Academy of Hospital Administration", NOIDA/New Delhi).