

ACADEMY OF HOSPITAL ADMINISTRATION
INSTITUTE OF HOSPITAL AND HEALTH MANAGEMENT TRAINING
AND RESEARCH



STUDENT HAND BOOK
AND
PROSPECTUS
PROGRAMME-2011-2012

**PG CERTIFICATE IN QUALITY MANAGEMENT
AND ACCREDITATION OF HEALTH CARE
ORGANIZATION – QM&AHO [6 MONTHS]**

**PG DIPLOMA IN
HEALTH AND LAW – PGDHL [1 YEAR]**

**PG DIPLOMA IN
MEDICAL ARCHITECTURE
[TO BE ANNOUNCED]**

HISTORICAL BACKGROUND

It was in the momentous year of 1966 that the speciality of Hospital Administration gained credence in India and Department of Hospital Administration was established at the All India Institute of Medical Sciences New Delhi. Interactions of the hospital administrators at various forums lead to an emergence of a felt need to have a formal professional body of hospital administrators which apart from achieving other objectives would facilitate interaction amongst the hospital administrators to discuss, disseminate, enhance knowledge/skill and initiate/encourage research activities related to the speciality. The felt need soon metamorphosed into a historic reality and an institution was born - **Academy of Hospital Administration (AHA)** was established on **16th February 1987** under the Society Registration Act 1860.

A modern state of art building has been constructed in 2005 and the AHA is located at C-56/43, Institutional Area, Sector – 62, NOIDA, U.P. for various activities.

AIMS AND OBJECTIVES OF AHA

The aim and objectives of AHA are as follows:-

- To promote scientific management of hospital and advancement of health care system so as to make it rational, responsive and cost efficient, both to consumers and providers.
- To promote the development of high quality of hospital care in the community and the country so as to provide a satisfactory environment to the patient and also to the doctors for clinical research.
- To promote a forum for exchange of ideas and information among the health planners, academicians, administrators and general public for improvement of hospital and health services.
- To develop norms and standards for accreditation of institutes of health care and adopt means of continuous evaluation of such institutions so as to improve upon the quality of health care.
- To provide opportunities for training and research in all aspects of hospital/health administration.

AHA presently has more than 900 trained hospital administrators, located all over India and abroad. We have about 150 faculty members from Delhi and NCR of Delhi to conduct various training programmes.

*Prospectus and Application form: Academy of Hospital Administration,
C-56/43, Institutional Area, Sector-62, NOIDA- 201 301, U.P.*

PROGRAMMES

We propose to conduct the following programmes through distance learning during year 2011-2012.

| | | | |
|----|---|-----------|----------------------------|
| a) | PG Certificate in Quality Management and Accreditation of Health Care Organization. [QM&AHO] | 6 Months | Sept.. 2011 Jan. - 2012 |
| b) | PG Diploma in Health and law [PG DHL] | 12 Months | 2011-2012 |
| c) | PG Diploma in Medical Architecture. [MED ARCH] | 12 Months | To be announced |

POST GRADUATE CERTIFICATE PROGRAMME
IN QUALITY MANAGEMENT
AND
ACCREDITATION OF HEALTH CARE ORGANIZATIONS [QM&AHO]

In the last almost four decades the health care delivery system has been passing through a revolutionary change due to technology advances leading to modernization in diagnostic and therapeutic procedures on the one hand, and a phenomenal rise in expectation of the community on the other. As a result there is an enormous increase in complexity in the delivery of health care services with disproportionate rise in cost of care. In recent times to meet the challenges emphasis has been made on the need for quality management of health facilities and at the same time about international standards to meet the needs of Medical Tourism. In view of the changing scenario requiring large number of trained administrators for hospitals and health care organization, this programme was launched in the year 2007. **THE JAN- 2011 BATCH IS ALREADY STARTED, NOW SEPT 2011 BATCH IS AVAILABLE 14TH BATCH.**

OBJECTIVES

- To impart knowledge and concepts related to quality management systems and accreditation of health care organizations.
- To create an understanding of application of various tools and techniques of quality management system in health care organizations.
- To acquaint the participants about the quality indicators in medical and health care and the procedure for evaluation of quality of hospital and health services.

*Prospectus and Application form: Academy of Hospital Administration,
C-56/43, Institutional Area, Sector-62, NOIDA- 201 301, UP.*

SCOPE

The programme fulfils specific needs of middle level administrators and clinicians in health care organizations who are keen to participate in the introduction of quality management system in their organization for accreditation. It will also be of immense benefit to senior clinicians, and those clinicians currently appointed as heads of departments and engaged in administrative duties also.

ELIGIBILITY CRITERIA

- ✓ Medical, Dental graduates from a Medical/Dental Institute of India or other countries, recognized by Medical Council of India [MCI] or Dental Council of India [DCI]
- ✓ Graduates in alternative system of medicine [Ayush].
- ✓ Candidates holding MBA degree or PG Diploma in Financial, Material, Marketing or Personnel Management.
- ✓ Graduates in nursing and pharmacy or having similar technical skills in other branches of health sciences.
- ✓ Graduates in Engineering and/or Architecture associated with hospitals.

Preference will be given to applicants having experience in hospitals or health care establishments

BLOCK SYLLABUS

Course-I: Introduction to Quality Management.

- Block-1: Quality Management System
- Block-2 National Health System & Quality Management
- Block-3 Health Infrastructure and Quality Management
- Block-4 Practical Manual

Course-II: Planning and Quality Management of Services.

- Block-1 Clinical and Diagnostic Services
- Block-2 Support and Utility Services-I
- Block-3 Support and Utility Services-II
- Block-4 Practical Manual

Course-III: Standards for Quality Management and Accreditation of Health Care Organizations.

- Block-1: Specialised requirements of accreditation for Quality Management System in hospitals
- Block-2 Standards for Accreditation of Hospitals.
- Block-3 Standards for Accreditation of Primary Care
- Block-4 Practical Manual

POST GRADUATE DIPLOMA IN HEALTH AND LAW [PGDHL]

During recent years the health care delivery system in India has been undergoing tremendous changes, mainly due to privatization of health care, introduction of sophisticated imported technology for diagnosis and therapy, and growing awareness of population. All service providers and those concerned with health and medical administration at various levels are required to be exposed to all health care legislations and complex issues of medical ethics, in the light of safety of patients and their autonomy, and to avoid legal complications in organizations.

OBJECTIVES

- To impart knowledge in legal and allied concept as related to health care management
- To create an understanding of the laws of contract Indian Evidence Act and codes of Criminal Procedure.
- To acquaint the participants about Civil Laws, Administrative Laws and Special Acts Applied to Health Care Organizations including Medical Ethics.

SCOPE

The programme fulfils specific needs of all categories of service providers and the administrators at all levels in health care organizations, who are keen to learn to avoid legal complications in discharge of their duties efficiently with confidence.

ELIGIBILITY CRITERIA

- ✓ Medical, Dental graduates from a Medical/Dental Institute of India or other countries, recognized by Medical Council of India [MCI] or Dental Council of India [DCI]
- ✓ Graduates in alternative system of medicine [Ayush].
- ✓ Candidates holding MBA degree or PG Diploma in Financial, Material, Marketing or Personnel Management.
- ✓ Graduates in nursing and pharmacy or having similar technical skills in other branches of health sciences.
- ✓ Graduates in Engineering and/or Architecture associated with hospitals.
- ✓ Law Graduates also eligible to apply for PGDHL Programme..

Preference will be given to applicants having experience in hospitals or health care establishments.

BLOCK SYLLABUS

| COURSE-I: LEGAL ENVIRONMENT AND BASICS OF LAW | |
|---|-----------------------|
| Block-1 | Legal concepts |
| Block-2 | Indian legal system |
| Block-3 | Constitution of India |
| Block-4 | Case studies-1 |

| COURSE-2 PRINCIPLES OF CIVIL LAW | |
|----------------------------------|--|
| Block-1 | Indian Contract ACT, 1872. And Law of Tort |
| Block-2 | Civil Procedure Code, 1908 |
| Block-3 | Indian Evidence Act, 1872. |
| Block-4 | Case studies-2 |

| COURSE-3 PRINCIPLES OF CRIMINAL LAW and Other Civil Laws | |
|--|--|
| Block-1 | Indian Penal Code, 1860. |
| Block-2 | Criminal Procedure Code, 1973 |
| Block-3 | Various Acts |
| Block-4 | Case studies -3 [a] Case Studies -3 [b] |

| COURSE -4: LAW RELATED TO ADMINISTRATION AND PERSONNEL | |
|--|--------------------------|
| Block - 1 | Administrative law |
| Block-2 | LABOUR LAWS (Part-I) |
| Block-3 | LABOUR LAWS (Part-II) |
| Block-4 | Law related to Personnel |
| Block 5 | Case studies-4 |

| | |
|--|---|
| COURSE-5: LAWS AND LEGAL CONCEPTS RELATED TO MEDICAL / CLINICAL PRACTICE | |
| Block-1 | Medical negligence |
| Block -2 | Consumer Protection Act |
| Block-3 | Medical, ISM and paramedical Council Acts and regulations |
| Block-4 | Specific medical Acts |
| Block- 5 | Patient safety and Accountability of Hospital Management |

| | |
|---|-------------------------------|
| COURSE-6: Laws related to Hospitals and Health [Part-I] | |
| Block-1 | Ethics issues and Drug Issues |
| Block-2 | Establishment issues |

| | |
|----------|--|
| COURSE-7 | LAWS RELATED HOSPITALS SERVICES AND HEALTH [PART-II] |
| Block-1 | Legal aspects in certain patient care situations |
| Block-2 | Legal aspects related to certain hospital services and functions |
| Block-3 | Emerging issues with legal connotations |
| Block-4 | Case studies.-7 |

POST GRADUATE DIPLOMA IN MEDICAL ARCHITECTURE [MED ARCH]

TO BE LAUNCHED IN THE YEAR - 2012

After Independence India has progressed tremendously in the field of health care. However, the infrastructures for various health facilities were inadequate to meet the requirements of modern hospital system, due to insufficient knowledge and skill of the architects, engineers and the medical planners involved in the projects. In view of changing scenario a need for training all hospital planners, architects and engineers has been actively felt, so that we are able to construct intelligent health facilities to meet the changing demands.

OBJECTIVES

- To impart training to professionals in planning and designing Hospital and Health Care Organizations.

SCOPE

The programme fulfils specific needs of all free lance or serving architects involved in planning and designing of health care infrastructure, and the needs of all hospital administrators concerned with hospital project planning or those concerned with planning of polyclinics and nursing homes.

ELIGIBILITY CRITERIA

- ✓ Candidates holding Architects degree and registered with Council of Architecture.
- ✓ Medical, Dental graduates from a Medical/Dental Institute of India or other countries, recognized by Medical Council of India [MCI] or Dental Council of India [DCI] [MHA/MD[HA]/MD (CHA) and DH&HM from IGNOU/AHA preferred) and should have two years experience in respective profession, after registration with MCI/Dental Council.
- ✓ Graduates in Engineering with five years experience.
- ✓ BSc. Nursing recognized by Nursing Council of India

Preference will be given to applicants working in a hospital/health care organizations, and holding administrative responsibilities.

COURSE CAPACITY

- 15 -20 candidate in one batch and maximum two batch in a year.
- Selection will be done based on eligibility criteria and grading thereon.
- From next year onwards based on Entrance examination.

BLOCK SYLLABUS

Course-1: Introduction to Health Care Organization

| | |
|-----------|---|
| Block-I | Overview of Hospital System-Planning and Organisation |
| Block-II | Challenges in Hospital Management |
| Block-III | Hospital as a system |

Course-2: Medical and Architectural aspects of Planning and Designing-I

- Block-I Clinical Services-I
- Block-II Clinical Services-II
- Block-III Diagnostic and Therapeutic Services-I

Course-3: Medical and Architectural aspects of Planning and Designing-II

- Block-I Diagnostic and Therapeutic Services-II
- Block-II Support and Utility Services-I
- Block-III Support and Utility Services-II

Course-4: Hospital Engineering Services

- Block-I Basic Engineering Services
- Block-II Allied Engineering Services
- Block-III Safety and Risk Management

Course-5: Hospital Infrastructure and Net work Planning

- Block-I Health care Organization Norms
- Block-II Hospital Norms
- Block-III International Hospitals Norms

Course-6: Emerging Patterns and Trends in Health Care

- Block-I Special Health Facilities
- Block-II Important Case Study-Practical Manual
- Block-III Salient aspects in medical Architecture
- Block-IV Dissertation

HOW TO APPLY

- a) A candidate is required to obtain prospectus containing application from this institute, with a written request or personally, on payment of Rs. 250/-, through Demand Draft in favour of **Academy of Hospital Administration** payable at Delhi. Postal request should be accompanied by a demand draft of Rs. 300/- (Rs. 50/- for postage). Electronic version of the prospectus and application form can be downloaded from www.ahaindia.org and sent along with cost of prospectus i.e. Rs. 300/- (Rupees three hundred only).
- b) The application form as per **Appendix "A"** duly completed in candidates own handwriting, should be sent to Academy of Hospital Administration, C-56/43, Institutional Area, Sector-62, NOIDA, UP-201 301.
- c) Photocopies of the following certificates duly attested by Gazetted Officer should be attached with the application form.
 - i. Graduation Degree / Diploma / Certificates of relevant examination passed, as applicable for the programme, along with mark sheets in support of eligibility for the programme.
 - ii. Medical Council of India / State Medical Council / Dental or Nursing or their Councils registration certificate.
 - iii. In case you belong to reserved categories, attach document for the same.
 - iv. Experience certificate.
 - v. Passport size photograph [two]

Note: Original copies of certificate will be submitted only after acceptance of admission, for verification, if necessary.

SELECTION PROCEDURE

Those satisfying the eligibility requirements will be selected on the basis of the criteria laid by the Institute from time to time for the specific programme. The criteria for selection will be developed taking into account hospital experience, years of service and educational qualification

*Prospectus and Application form: Academy of Hospital Administration,
C-56/43, Institutional Area, Sector-62, NOIDA- 201 301, UP.*

FEE SCHEDULE

- a) **QUALITY MANAGEMENT AND ACCREDITATION RS. 30,300/- [RUPEES THIRTY THOUSAND THREE HUNDRED ONLY] .**
- Rs. 30,000/-, (Thirty thousand only) which includes admission fee, tuition fee, self instructional study material, expenses during contact programme for faculty, transportation and examination fee & Rs. 300/- as registration money
- Rs. 15300/- through DD/Local cheque in favour of “Academy of Hospital Administration” payable at New Delhi, along with application form and balance of Rs.15000/- on selection for admission.
- b) **HEALTH AND LAW RS. 28000 [RUPEES TWENTY EIGHT THOUSAND ONLY]**
- Rs. 28,000/-, (Twenty Eight thousand only) which includes admission fee, tuition fee, self instructional study material & Rs. 300/- as registration money.
 - Rs.15300/- to be paid with application form and balance of Rs.13000/- on selection for admission
- c) **Medical Architecture - TO BE INTIMATED LATER**

REFUND OF FEE

- Having registered for a programme the tuition Fee once paid will not be refunded under any circumstances. It shall however be adjustable against any other programme selected by the participant to undergo during the same training year of this Institute. However, in cases where AHA denies admission, the programme fee will be refunded after deduction of registration fee through **A/c Payee Cheque only**. In an exceptional circumstance the student shall be allowed to join the next batch of the same programme, if desired.

DURATION

- a) **PG CERTIFICATE IN QUALITY MANAGEMENT AND ACCREDITATION OF HEALTH CARE ORGANIZATION [QM&AHO]**
 - Duration six months but a student can complete within a maximum period of one and a half years.
- b) **POST GRADUATE DIPLOMA IN HEALTH AND LAW [PGDHL]**
 - Duration twelve months but a student can complete within a maximum period of three years.
- c) **POST GRAUDATE DIPLOMA IN MEDICAL ARCHITECTURE [MED ARCH].**
 - Duration twelve months but a student can complete within a maximum period of three years.

MEDIUM OF INSTRUCTION - ENGLISH

The student should write their examination in English only.

CONDUCTION OF PROGRAMME

On admission, each student will be attached to the Institute located at NOIDA where he / she would be attending counselling session to clear their doubts related to theory component. A panel of counsellors will be earmarked to act as guide for project study to be undertaken by each student during the programme. In addition, two contact programmed of seven days duration each will be held for practical activities, as per dates to be notified by the officer in-charge programme.

EVALUATION

Theory and practical component will be evaluated separately through continuous internal assessment and term end assessment. In both theory and practical, the weightage of internal assessment will be 30 percent and that of the end assessment will be 70 percent. A student will be declared successful in theory and practical components only if he / she score 50 percent marks in aggregate combining the internal and end assessment. He / she should obtain at least 40 percent marks in both concurrent and terminal evaluation of each paper.

STUDENT GUIDELINE

A separate student programme guide will be issued to all selected candidates for each programme. This will contain the following details:-

- a) Programme structure and syllabus.
- b) Scheme of study.
- c) How to study.
- d) Student information system.
- e) Student responsibility and assignments.
- f) Functions of programme study centre.
- g) Evaluation procedure and distribution of marks.
- h) Term end theory and practical examination.
- i) Despatch of study materials.
- j) Channel of communication and addresses.

AWARD OF CERTIFICATE/DIPLOMA

The student who have successfully completed all the requirements will be awarded the Certificate / Diploma by the Institute.

TIME SCHEDULE FOR ADMISSION

TIME SCHEDULE FOR ADMISSION IN

| | | PGDHL | QM&AHO | |
|----|--|-----------------------------|--------------------------------------|-----------------------|
| | Schedule of Events | 2011-2012 | JAN BATCH | <u>SEPT BATCH</u> |
| a) | Date of Advertisement | 1st OCT | 30th Nov. | 1 st July |
| b) | Issue Prospectus with Application Form | 25th OCT | Upto 25th Dec. | 25 th July |
| c) | Last Date of receipt of completed application form | 25th DEC. | Upto 30th Dec. | 5 th Aug. |
| d) | Issue of Select List of Candidates | 1ST JAN | 10th Jan | 30 th Aug. |
| e) | Commencement of Programme | 15TH JAN | 15th Jan | 15 th Sept |

Enrolment No.....
(For Office Use)

Form No: _____/2011 -2012

ACADEMY OF HOSPITAL ADMINISTRATION

[Institute of Hospital & Health Management Training and Research]

C-56/43, Institutional Area Sector – 62, NOIDA
Tel: 0120-4233761/62/63 & 2401496

APPLICATION FORM FOR ADMISSION

Indicate name of Programme applied for

- PG CERTIFICATE IN QUALITY MANAGEMENT AND ACCREDITATION OF HEALTH CARE ORGANIZATION [QM&AHO]
- PG DIPLOMA IN HEALTH & LAW [PGDHL].
- Green Belt – Lean Six Sigma Programme
- PG DIPLOMA IN MEDICAL ARCHITECTURE. [Not yet Launched]

Affix your latest
Passport size
Photograph self
attested.

1. Name Dr./Mr./Mrs/Miss

FIRST

MIDDLE

SURNAME

2. Father's/Husband Name.....

3. Address for Communication.....

.....

District.....

State.....Pin.....

4. Tel. No. (O)(Res.).....(Mob.).....

5. Email ID [1].....[2].....

6. Permanent Address.....

.....

State.....Pin.....

7. Date of Birth

Date

Month

Year

8. Male

Female

9. Category

SC

ST

OBC

General

10. Others [Please specify] : Urban

Rural

Tribal

11. Marital Status:

Married

Unmarried

12. Educational Qualifications :

Degree(s)/Diploma(s) held

Date of Completion

University

i)

.....

ii)

.....

iii)

.....

13. Date of completion of Internship

14. Medical Council/State/Other Council Registration Number.....

(Indicate if not applicable)

15. Work Experience in chronological order starting from present [indicate if self employed]

**Name of Organisation
Employed in**

Designation

**Nature of
your work**

**No. of Years of
work experience**

.....

.....

.....

.....

.....

16. Payment Mode:

| <i>DD/Cheque No.</i> | <i>Date</i> | <i>Issued Branch</i> | <i>Amount</i> |
|----------------------|-------------|----------------------|---------------|
|----------------------|-------------|----------------------|---------------|

.....
.....

17. Have you registered for any other Aha programme in past?

Enrolment No.....

Programme..... Year of Completion.....

18. Your expectations from the programme applied for

(Please write four-five lines indicating, as a learner, why you are enrolling for this programme and what do you expect out of it).

1. _____
2. _____
3. _____
4. _____
5. _____

19. Enclosure

a) Certificates

.....
.....
.....
.....

b) Passport size Photograph [Two] : Self attested.

Declaration of Applicant

I hereby declare that I have read and understood the conditions of eligibility for the programme for which I seek admission. I fulfil the minimum eligibility criteria and I have provided necessary information in this regard. In the event of any information being found incorrect or misleading, my candidature shall be liable to cancellation by AHA any time and I shall not be entitled to refund of any fee paid by me to the AHA.

Date:

Signature of the Candidate

Experience Certificate

This is to certify that Dr./Mr./Mrs/Ms..... is employed with this Hospital/Institution/Organization as.....since.....

Place:.....

Signature.....

Date:.....

Name:.....

(In Block Letters)

Designation:.....

Name of Hospital/Institution/Organization

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.....

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*(Self employed professional may certify on their own behalf,
but they should attach copies of their Registration Certificates)*