

NURSING CARE ADMINISTRATION & QUALITY MANAGEMENT PROGRAMME

[2016 – 2017]



NURSING CARE SERVICES

Nurse founded, owned and operated, improving the quality of every life we touch. Proudly serving the community for over **30 Yrs.**



ORGANISED BY: ACADEMY OF HOSPITAL ADMINISTRATION

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

An ISO 9001: 2008 Certified Organization

AHA House: C-56/43, Institutional Area, Sector-62, NOIDA-201 3013, UP

Tel: 0120-4233761, 4233762 & 4233763

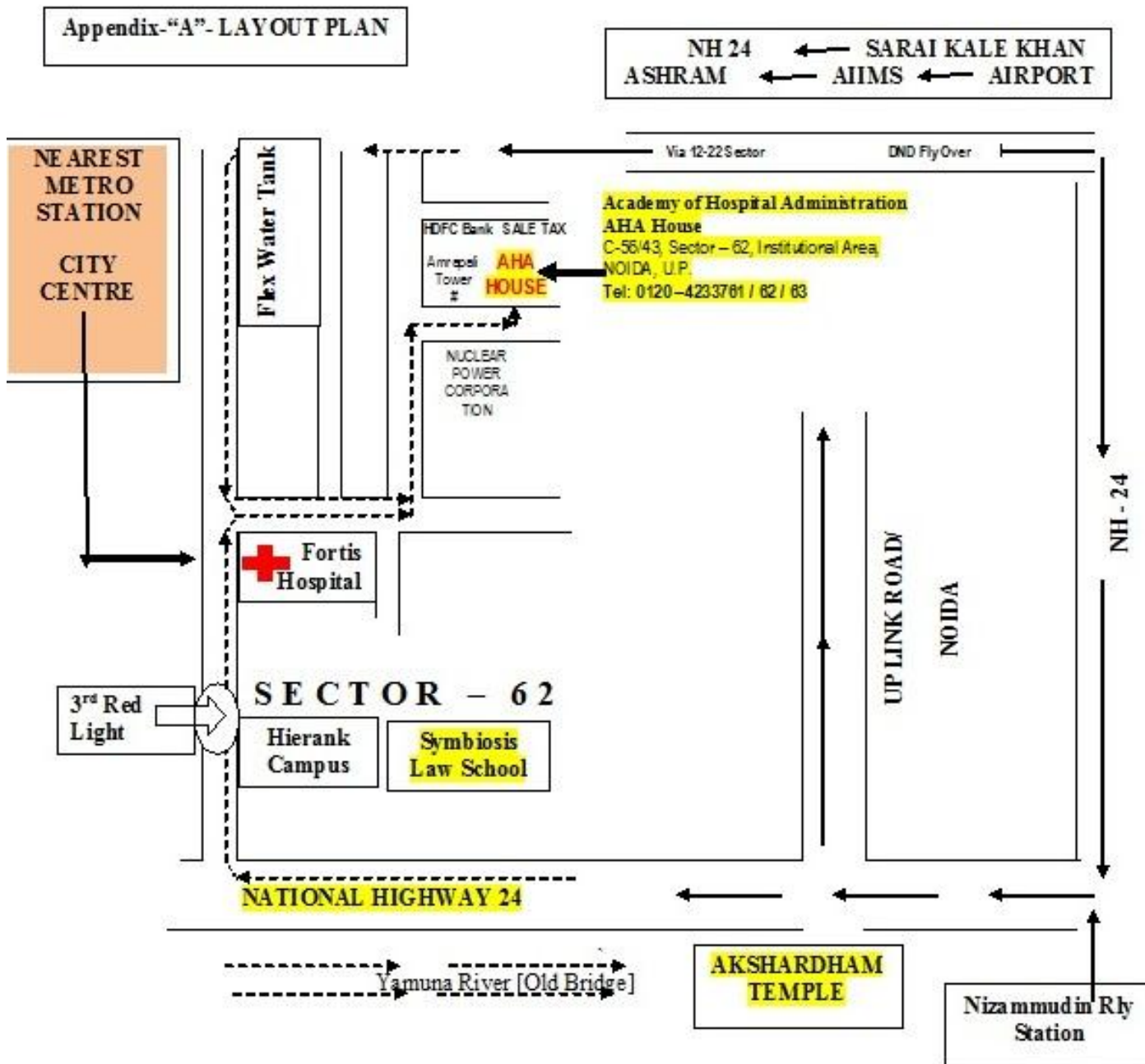
Email : ahaindia@ahaindia.org & ahaindia1987@gmail.com

Website: www.ahaindia.org

GUIDE MAP- AHA HOUSE

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:-



Academy of Hospital Administration
AHA House C-56/43, Sector - 62, Institutional Area, NOIDA, U.P.
Tel: 0120 -4233761 / 62 / 63

<https://www.google.co.in/maps/place/Academy+of+Hospital+Administration/@28.615144,77.367148,17z/data=!3m1!1e3m1!1s0x390ce55d53b46add:0xfc081354aba41f2>

NURSING SERVICE ADMINISTRATION & QUALITY MANAGEMENT PROGRAMME

[2017 – 2018]

AIM

To sensitise the mid level and senior staff on latest trends in nursing services administration 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 management of nursing care 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 quality 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 specialty 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, pediatric nursing, community psychiatric nursing, cardio-thoracic care and so on.
- d) Quality Standards applicable in areas of nursing care services, such as, Ward Management, Infection Control, Waste Management & stores management and so on.
- e) STRESS Management

COURSE GOALS

- 1.** Learn Fundamentals Nursing Services Administration of Quality Management System (QMS).
- 2.** Study ISO 9001 QMS and ISO 9001 documentation.
- 3.** Examine statutory and ethical issues applicable to patient care services and Quality management of Nursing care.
- 4.** Examine dimensions of Quality and the levels of performance applicable to Nursing Services Administration
- 5.** Examine quality needs in nursing services administration at various levels. Develop Quality criteria for nursing service and care, for patient safety, medication errors, sentinel events and importance of Nursing records and Nursing audit
- 6.** Examine functional and quality needs in clinical and supportive services affecting nursing care.
- 7.** Learn Leadership of team building and communication needs and analyze the quality requirements in management of human and material resources including equipment handling and care.
- 8.** Examine trends in customer relationship management (CRM).
- 9.** Study essentials in disaster management, waste management, hospital infection control etc.
- 10.** Learn to prepare standard operating procedure (SOPs) and check list for quality audit, and nursing audit.
- 11.** Study latest trends in health care services administration affecting nursing care.

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. 5500/- [Rupees Five thousand Five hundred only]** per non-resident delegate [inclusive Service Tax 15% or GST as applicable, Lunch, tea & study materials]. Discount of 10% will be given for timely registration of Three delegates and above from same organization.
- Residential Delegates – **Additional Rs. 5000/- [Six thousand only] for board and lodging [for six (6) days]. No discount on board and lodging.** 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.
- 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 2017 - 2018.
- At par Cheque / Demand Draft (Only At par cheques acceptable) to be issued in favour of **"Academy of Hospital Administration", payable at NOIDA**, to reach the Chief Organiser, Academy of Hospital Administration by the date specified for registration.

Through Online :-

Account Holder's Name : Academy of Hospital Administration
Name of Bank : State Bank Of India
Account No : 31569221423
Add : SBI Tower, Sector -61 NOIDA
Branch Code : SBIN0005222

Correspondence Address:-

1. Col (Dr). Sajal Sen

Executive Director

C-56/43, Sector – 62,

Institutional Area, NOIDA.

Tel: 0120 – 4233761 / 62 / 63, 2401496

Mob [Off] - 09910617789

Email: ahaindia@ahaindia.org, ahaindia1987@gmail.com

2. Mr Deepak Rai

Manager Admin

C-56/43, Sector – 62,

Institutional Area, NOIDA.

Tel: 0120 – 4233761 / 62 / 63, 2401496

Mob [Off] - 09910617789

Email: admin@ahaindia.org

**NURSING SERVICES ADMINISTRATION
&
QUALITY MANAGEMENT PROGRAMME
For Nursing Administrators [2017 – 2018]
REGISTRATION FORM**

To,
Executive Director
AHA House
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 | 03 rd to 08 th July 2017 | 25 th June 2017 | |
| NAC-2 | 06 th to 11 th Nov. 2017 | 30 th Oct. 2017 | |
| NAC-3 | 19 th to 24 th Feb. 2018 | 05 th Feb. 2018 | |

2.

| Name | Designation | Mobile No. | Email Id's |
|------|-------------|------------|------------|
| i) | | | |
| ii) | | | |
| iii) | | | |

3. Official address of candidates for correspondence:

4. Details of Cheque [at par] / Bank Draft.

| Issuing Branch | Amount | D.D.No. | Date |
|----------------|--------|---------|------|
| | | | |

5. Accommodation: Yes / No

(Signature)

Note:

1. 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.
- **Rs. 5500/- [Rupees Five thousand Five hundred only]** per non-resident delegate [inclusive Service Tax 15% or as applicable, Lunch, tea & study materials]. Discount of 10% will be given for timely registration of Three delegates and above from same organization.
 - **Discount of 10% will be given for timely registration of [3] three delegates and above from same organization only.**
 - **Residential delegates to pay additional Rs.5,000/- [Five thousand only].** for board & lodging for **Six days** (DD payable in favour of “Academy of Hospital Administration”, payable at NOIDA). No discount on residential fee.