

**[13th to 18th June - 2016] -6 DAYS
ADVANCED MANAGEMENT DEVELOPMENT
PROGRAMME
FOR HEALTHCARE PROFESSIONALS**



*We look for the best, nothing but the best in management
of
Hospital and Health Services*



Organized 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; admin@ahaindia.org

Website: www.ahaindia.org

ADVANCED MANAGEMENT DEVELOPMENT PROGRAMME FOR HEALTHCARE PROFESSIONALS

ABOUT AHA

The Academy of Hospital Administration (AHA), from its inception in 1987, enjoys the unique status of being association of eminent and top healthcare hospital administrators drawn from health care organizations in India and abroad. The Academy is a “not for profit” organization, known for its relentless drive to promote quality health care in the country through training of Medical, Nursing and Paramedical personnel of Defence, Railways & Public Sector undertakings. With this aim in view, AHA has been conducting number of programmes for participants from Central Govt., State Govt. and Private sector organizations.

AHA has more than 1500 members across the country and Eminent faculty in the field of Health and Hospital Management subjects. Our faculty can teach all subjects of General, Marketing Management, Healthcare marketing, Human Resource, Organizational behavior, Financial Management, Healthcare Finance, Hospital Planning and Designing & Architecture, Operational Management, Accreditation system and so on.

WHY THIS PROGRAMME ?

Health care delivery system in India has been passing through a revolutionary change in the diagnostic and therapeutic technology leading to rise in cost of care on the hand and a phenomenal rise in the expectations of the community on the other. As a result there is enormous increase in complexity in the delivery of health care services, demanding efficient quality management of facilities within the available resource at optimum cost, to achieve the productivity target of an organization, and also to maintain customer satisfaction. In India, there is a need of large number of qualified administrators say, about 18000 at junior level and 10000 at mid level in approximately for 16000 hospitals. The proposed Advanced MDP will be able to provide orientation to a large number till such time they acquire formal degree/diploma qualifications. Further this program shall act as an update to those already qualified.

OBJECTIVES OF THE PROGRAMME

The overall objective of the programme is to train the healthcare managers in using modern operations management techniques for efficient and effective management of healthcare services.

TARGET AUDIENCE

The programme is designed for, Medical Superintendents, Dy. Medical Supdt., Medical directors, Nursing directors, Hospital Managers, Manager Operations - Quality managers, Quality Assurance Officers, HMIS Officers/Consultants, Public Health Consultants, Doctors, Healthcare consultants, Supply Chain Managers, Hospital Operations Executives, Distribution and Logistics Managers with substantial managerial responsibilities, interests, and motivation to learn and improve healthcare services.

FOCUS AREAS

The six day workshop will focus on all the important topics pertinent to Healthcare organizations. Some important topics that will be covered in the programme are listed below:

- ❖ Emerging issues in hospital and health care management
 - Challenge in health infrastructure facilities manpower, finance and other resources, and planning /provisioning them.
 - Changes in internal and external environment of health facilities-increase in demand versus cost of care.
 - Case study on Manpower Management.
- ❖ Health care operation management PPP models and outsourcing needs
 - Planning and management of essential medical care services and resources management
 - Motivation, communication, team building and customer relationship management.
 - Case studies in operational excellence
- ❖ Logistics Management and OR Technique
 - Inventory analysis, supply chain management and cost control
 - Equipment management and equipment audit
 - Case Studies in equipment management
- ❖ Health Care Quality Management System and Accreditation
 - Quality standards and process of implementation (NABH & NHSRC standards)
 - Challenges in implementation of QMS and change management
 - Health Informatics and quality indicators.
 - Quality and patient safety, medication management etc.
 - Case study on quality management
- ❖ Financial Management
 - Financing and Budgeting
 - Cost Accounting and cost analysis
 - Cost containment strategies
 - Case study on cost containment
- ❖ Medico Legal issue in health care
 - Consumer Protection Act & its application in health services
 - Legal and ethical issues in health & hospital care practices
 - Clinical Establishment act & its applications
 - Important Acts applicable in hospital practice
 - Case studies on Health & Law

HOW YOU WILL BENEFIT

- Build trust and assure efficiency in the workplace by developing effective staff relations and positive work environments
- Adapt your organization to the changes brought on by healthcare reforms
- Explore the financial issues that are unique to healthcare organizations
- Understand the thrust areas to ensure quality and safety in patient care.
- Understand how personal ethics and organizational values affect decision making in the healthcare settings
- Lastly, a good leader may not be good manager, similarly a good manager may not be a good leader. Our aim is to develop additional management skills so that the student aspires to develop the following skills:-
 - Leadership skills
 - Communication skill
 - Decision making skill
 - Grievance handling skill
 - Bargaining skill
 - Customer relationship skill
 - Cost consciousness

WHY SELECT AHA FOR TRAINING ORGANIZATION

- Pioneer in the country to start diploma program in hospital & health management way back in 1990
- AHA has set of qualified and experienced faculty drawn from the academic institutes like AIIMS, NIHFW, Defence, DGHS
- W1-F1 campus with high tech modern facilities
- Availability of residential accommodation at affordable cost

RESOURCE PERSONS

The resource persons in the course include experts from various institutions like AIIMS, NIHFW, Defence, and renowned private Healthcare organizations. Participants are encouraged to interact with experts.

DURATION AND VENUE

Programme is of three six days durations and will be held in AHA Campus, NOIDA. The participants are encouraged to use the facilities of library located in the campus. The Details session plan will be forwarded seven days before the programme commencing date.

CERTIFICATION

A certificate of participation on completion of the programme will be issued by Academy of Hospital Administration, NOIDA [Institute of Healthcare Management, Training and Research] to the participants who have completed all the requirements of the programme including attendance of at least 80% of the direct class room contacts.

REGISTRATION FEE

- Programme fee is INR 12500/- [Inclusive 14.5% Service Tax] per participant which include tuition fee, course material, lunch and tea during course days.
- 10% Discount will be given for timely registration of Three and more delegates from same organization
- **Discount 10% to all AHA Members**
- Residential Delegates– **Additional Rs. 1400/-Single bedded and Rs. 1000/- double bedded [inclusive b'fast and dinner] for board and lodging per day. No discount on board and lodging.**
- The Demand Draft should be in favour of "ACADEMY OF HOSPITAL ADMINISTRATION", payable at NOIDA. OR fee can also be wire transferred directly to our bankers, as per details given below:

Account Name: Academy of Hospital Administration
Name of Bank : State Bank Of India
Account No : 31569221423
Add : Megtech Tower, C-56/34, Sector -62 NOIDA
Branch Code : SBIN0005222

Please note:

- ❖ 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 2014 - 2015.
- ❖ At par Cheque (Outstation cheques are not acceptable) or bank draft to be issued in favour of **"Academy of Hospital Administration"**, to reach the Chief Organiser, Academy of Hospital Administration by the date specified for registration.
- ❖ 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.



MAJ GEN (DR.) S K BISWAS, AVSM, VSM
CHIEF ORGANIZER AHA PROGRAMMES
C-56/43, Sector – 62,
Institutional Area, NOIDA.

Tel: 0120 – 4233761 / 62 / 63, 2401496

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

**[13th to 18th June - 2016] -6 DAYS
ADVANCED MANAGEMENT DEVELOPMENT
PROGRAMME FOR HEALTHCARE
PROFESSIONALS**

REGISTRATION FORM

To,
COURSE DIRECTOR
C-56/43, Sector – 62, Institutional Area, NOIDA.
Tel: 0120 – 4233761 / 62 / 63, 2401496
Email: ahaindia@ahaindia.org, ahaindia1987@gmail.com; admin@ahaindia.org

We are happy to nominate the following candidate(s) from our organisation for the above mentioned programme.

S.No.	Name	Organization/Hospital /Institute	Designation	Age (Yrs)	Sex - M/F	Mobile Number
1.						
2.						
3.						
4.						
5.						

Accommodation: Yes / No

Enclosed please find demand draft No. dated..... for Rs. in words..... towards participation fee, drawn in favour of "Academy of Hospital Administration, NOIDA".

Date:

Signature

Name and Address of the Sponsoring Authority

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.

- The Fee can also be paid ONLINE. Please communicate separately to the Programme Coordinator.
- The Fee can be paid by the Participant on Self Basis.
- **Discount 10% to all AHA Members**
- **Discount of 10% will be given for timely registration of three delegates and above from same organization.**
- Residential Delegates– **Additional Rs. 1400/-Single bedded and Rs. 1000/-double bedded [inclusive b'fast and dinner] per person per day for board and lodging. No discount on board and lodging.**