

EQQ & ABC ANALYSIS IN HOSPITALS
SUPPLY CHAIN & INVENTORY MANAGEMENT
HOSPITAL/HEALTH
PROJECT MANAGEMENT
USING PERT/CPM
MS PROJECT
CHECK SHEET
HISTOGRAM
SCATTER DIAGRAM
CONTROL CHARTS
FISHBONE DIAGRAM
PARETO CHART
PREDICTIVE
ANALYTICS IN
HEALTH CARE OPERATIONS

HEALTHCARE OPERATIONS MANAGEMENT

FLOW CHART (PROCESS MAP)
MINITAB SOFTWARE

INTRODUCTION TO SPECTRUM SOFTWARE
QUEUING AND CAPACITY PLANNING IN HOSPITALS

QUALITY MGMT. & LEAN SIX SIGMA (LSS)

5S AND JIT

DMAIC TOOLS

QUALITY TOOLS FOR SUCCESSFUL SIX SIGMA

HFMEA

CASE STUDIES USING MINITAB
USE OF SOFTWARE OF DECISION SCIENCES
MINITAB FOR ANALYSIS

Management Development Program
on
**Healthcare Operations Management
Techniques and Applications**

June 16 - 18, 2023

www.iihmr.edu.in

ABOUT IIHMR UNIVERSITY

The genesis of IIHMR University dates to October 5, 1984, when the Indian Institute of Health Management Research (IIHMR) was established. In 2014, IIHMR University was established and incorporated as a postgraduate research university by the Government of Rajasthan vide the IIHMR University, Jaipur Act, 2014 (Act No. 3, of 2014).

Our multi-disciplinary faculty, representing Public Health Management, Hospital Management, Health Management, Health Economics, Statistics, Demography, and Social and Behavioural Sciences, provides an enabling environment for learning and professional growth and development.

IIHMR University offers the following post-graduate programmes: MBA (Hospital and Health Management), MBA (Pharmaceutical Management), MBA (Development Management), Master of Public Health Offered by Johns Hopkins Bloomberg School of Public Health, Baltimore, MD, USA in cooperation with IIHMR University, Jaipur, India, Master of Public Health (Implementation Science) (fully funded WHO-TDR programme), Executive MPH, and Executive MHA. The University offers PhD programmes in major areas of Hospital Management, Health Management, Development Studies, Public Health, and Pharmaceutical Management.

IIHMR University has a strong collaboration with Johns Hopkins University, USA; Chester University, UK; University of Montreal, Canada; Curtin University, Australia; Kandahar University, Afghanistan; Management and Science University (MSU) Malaysia; and Rajasthan University of Health Sciences for student exchange, faculty exchange, and joint research programmes.



INTRODUCTION

Operations Management is the design, operation, and improvement of the processes and systems that create and deliver the organization's products and services. It provides a scientific base for management to take timely and effective decisions to their problems. The subject advocates on improving quality, reducing variation, and eliminating waste in an

organization. Some of the important healthcare operations management techniques include Project management using PERT/CPM, Location & Layout methods, Inventory management using EOQ & ABC analysis, Predictive analytics, Queueing & capacity planning, Lean Six Sigma (LSS), 5S & JIT to name a few. Manufacturing organizations have successfully employed the programs, techniques, and tools of operations improvement for many years. Recently, leading hospitals/healthcare organizations have begun to employ the same tools.

The programme is designed to enable the participants understand and use the concepts of operations management tools & techniques in hospitals/health organizations.



PROGRAMME OBJECTIVES

This training has been designed to enable participants to understand:

- Operations management techniques which could be used in taking decisions about delivering health care of high quality.
- Evaluation of hospital projects with PERT/CPM techniques.
- Supply chain & Inventory Management in healthcare.
- Predictive analytics in hospitals operations.
- Queuing and capacity planning in hospitals.
- Lean Six Sigma (LSS) quality management – tools & techniques.
- Use of software for decision sciences & Minitab®



COURSE CONTENTS

- Introduction to Healthcare Operations Management- tools and techniques.
 - Hospital/health project management using PERT/CPM, Use of Software for analysis. Introduction to MS Project.
 - Supply chain & inventory management techniques- EOQ & ABC analysis in hospitals.
 - Predictive analytics in health care operations. Introduction to Spectrum software.
 - Queuing and capacity planning in hospitals.
 - Quality Mgmt. & Lean Six Sigma (LSS) in healthcare, 5S, DMAIC tools, HFMEA, Quality Tools for Successful Six Sigma Projects - Check sheet, Histogram, Scatter diagram, Flow chart (Process Map), Control charts, Fishbone diagram, Pareto chart using Minitab® software. Case studies using Minitab.
- Use of Software of decision sciences, Minitab® for analysis.

LEARNING OUTCOMES:

Upon successful completion of the course, participants would be able to understand:

- ▶ Hospital/health project management using PERT/CPM.
- ▶ EOQ & ABC analysis in inventory management.
- ▶ Predictive analytics tools & techniques.
- ▶ Queuing and capacity planning in hospitals.
- ▶ Lean Six Sigma– tools & techniques, SPC charts using Minitab® software.
- ▶ Hands on practical training of operations management software.

POTENTIAL BENEFICIARIES

The programme has been designed for Hospital CEOs, Managing Directors, Administrative Officers, Medical Superintendents, Medical directors, Nursing directors, Hospital Managers, Hospital Quality Managers, HMIS Officers, Consultants, NHM Officials, Public Health Consultants, Doctors, Supply Chain Managers, Hospital Operations Executives, NABH Accreditation Officers, MHA/MPH faculties, MHA graduates etc. with substantial managerial responsibilities, interests, and motivation to learn and improve healthcare services.

DURATION & VENUE

The training has been scheduled between **June 16-18, 2023**. The timing of the programme would be 10:00 AM – 5:00 PM. The Venue of the programme would be IIHMR University, Jaipur, India. IIHMR University is located near Jaipur International airport, Sanganer, Jaipur. The University campus provides a learning environment to the participants. The participants are welcome to use the library and recreational facilities at the campus.

PEDAGOGY & KEY FEATURES

- The programme will be delivered using PPT, Whiteboard for explaining the concepts and cases/exercises would be solved using software. There will be use of Software for decision sciences and Minitab®.
- The participants will be provided course material, ppts, excel templates/worksheets, and related material.
- The participants would be encouraged to ask questions/queries/ interaction and discussion during the class.

PROGRAMME FEE

The programme fee for Indian participants is **INR 24,750+18% GST** and for International Participants: **US\$ 462+18% GST**. The programme fee includes tuition, background reading material, lodging, and boarding.

Early Bird Discount: Nominations received with payments on or before 4-weeks (May 16, 2023) will be entitled to an early bird discount of 10%.

Group Discount: Any organization sponsoring four or more participants to the program will be entitled for a discount of 20% on the total fee payable provided that at least four participants attend the program.

Maximum Discount: Organization can avail themselves of both the discounts subject to maximum discount of 20%.

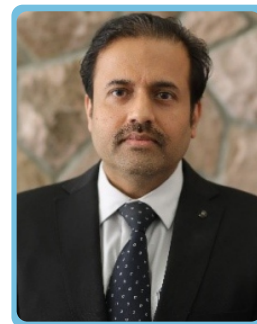
CERTIFICATION

A Certificate of participation on completion of the program will be issued by IIHMR University, Jaipur.

PROGRAMME COORDINATOR & FACULTY

Dr. Susmit Jain, Associate Professor, IIHMR University, Jaipur

would be the faculty and course coordinator. He has 22 + years' experience in teaching, training, and research in Healthcare Operations Management. At IIHMR University, Jaipur he has taught several courses in MBA Hospital/Health, Pharmaceutical and Development Management programmes, guided several research projects, and conducted several trainings on Healthcare Operations Management/Lean Six Sigma in Healthcare. His MDP participants included senior hospital/health professionals, quality managers, NHM officials, medical superintendents, doctors, hospital managers, administrative officers, NGO professionals, hospital/health consultants, MPH/MHA students, from India, including International Participants from Nepal, Afghanistan, Bangladesh, UNFPA participants from Southeast Asian Countries, Nigeria (Africa) etc. His teaching/training feedback have been excellent. You can reach out to Dr. Susmit Jain at his **mobile no. +91-9829238770**.



All the communication regarding the training should be made with the Training Department at the following address.

Mr. Ashok Mathur (Training Officer)

IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer Airport
Jaipur – 302029, Rajasthan

Mobile: +91 9116006536

Phone Number: 0141-3924700

Email: training@iihmr.edu.in

Dr. Susmit Jain

cc: susmitjain@iihmr.edu.in

Apply Now



Scan to
Register

