ONLINE
Management Development Programme on
Hospital Preparedness for 'COVID Safe' Clinical Practices

Managing Hospital Services

Patient Care Management

Teleconsultation and Telemedicine

Employee Safety

From 8th to 10th July 2020

For Indian Participants: Rs. 1,180
For International Participants: USD $50 (Including 18% GST)
About IIHMR Bangalore:

IIHMR Bangalore is the South Campus of Indian Institute of Health Management Research, Jaipur. We are a premier Institute in healthcare education, research and Consultancy services and training/MDP’s. Our flagship ‘Post Graduate Programme is a two-year full time programme approved by AICTE.

IIHMR Bangalore organizes in-house trainings and customized trainings for working professionals in Hospital Management, Front office management, Nursing Management, Quality Assurance, NABH related trainings, Soft Skills etc. IIHMR Bangalore is the 1st educational Institute in India to be accredited by NABET as Hospital and Healthcare consultant organization for NABH standards (Quality Council of India, QCI).

About the Program:

IIHMR Bangalore has envisaged an on-line Programme for capacity building for leading change in the evolving COVID 19 Pandemic. It has been around for nearly six months globally. Gradually, hospitals and clinics are gearing up to treat COVID and non-COVID patients. There is a significant need for healthcare personnel among public and private providers to be trained on COVID 19 Safe Clinical Practices in line with the latest best practice/research based approaches.

How it can help the Hospitals/Clinics/Healthcare Organizations (HCOs)?

- Risk and Space Management – front office, waiting areas, lobby and other areas
- Develop standard COVID - 19 safe practice protocols (SOPs) for OP/IP/OT
- Identify HR best practices for roster, training, and reducing employee stress
- Improve patient care management through education, setting expectations, consents and briefing on pricing/health insurance coverage
- Provide telemedicine/teleconsultation for continuity of care and patient assurance

Who can attend?

- Hospital Owners, Senior Managers and Administrators
- Clinician Managers and Department Heads
- Healthcare Management Consultants and Quality Consultants
- Health Personnel including doctors, clinical managers, nurses/nursing managers and other health workers across the sector.
- Hospital, Healthcare and Pharmaceutical Management Students
Pedagogy and Didactics
- Interactive online sessions and presentations
- Experiential learning through case-studies & videos
- Group activity, experience sharing and assignments
- Competency based assessments
- Awarding of e-Certificate

Expert Trainers

Prof. Usha Manjunath
MSc, MPhil, PhD- Health System Management & QMS
Director-IIHMR Bangalore

Dr. Chetana H S
MBBS, PGDHHM, MPhil, PGDMLE
Consultant- Healthcare Operations, Quality and Audits
Visiting Faculty at IIHMR Bangalore

Dr. Vijay Aggarwal
Group Head Medical Services
Motherhood Hospitals

Ms. Rupali Chopra
Project Head – NABH Accreditation
Steward Healthcare (India) Pvt. Ltd.
Visiting Faculty at IIHMR Bangalore

Date and Time (In IST)
- 8th July 2020 : 3 PM to 5 PM
- 9th July 2020 : 3 PM to 5 PM
- 10th July 2020 : 3 PM to 5 PM

Programme Fee
For Indian Participants: Rs.1,180/-
For International Participants: USD $50
(Including 18% GST)

Paytm QR Code:

Payment Mode
Institute of Health Management Research
NEFT/RTGS - HDFC Bank Ltd.
Account Number - 0053 033 00000089
IFSC - HDFC0000053;
“Institute of Health Management Research”

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| 1. **OPD Clinic Preparedness**  
   - Appointments, scheduling  
   - Screening  
   - SOPs for consultation, diagnostics and treatment procedures | 1. **Patient care and Assurance**  
   - Consents  
   - Counselling  
   - Education – Respiratory Etiquettes  
   - FAQs |
| 2. **Risk Management**  
   - Entry and exit rules and plans (for all – patients, employees, vendors and family/attendants)  
   - Space Management – Signages, managing lines, waiting times etc. | 2. **Billing and Pricing**  
   - Briefing  
   - Health Insurance cover – inclusions and exclusions  
   - Current practices and challenges – State guidelines |
| 3. **IPD Management**  
   - Admissions to discharge  
   - Ward management | **Module 3: Employee Safety** |
| 4. **OT – Protocols and SOPs; with OT environment.** | 1. Manpower Planning  
   2. Training needs  
   3. Counselling and support  
   4. Operationalizing COVID Task Force in Hospital |
| 5. **Infection prevention control**  
   - Use of PPE  
   - Infection Control – Measurement and Monitoring  
   - Safety Practices | **Module 4: Teleconsultation and Telemedicine** |
| **Note:**  
   - Internet access is required to participate in MDP. The minimum Internet speed is 512 kbps.  
   - The platform used for this MDP is Zoom webinar  
   - Participants can login through Mobile/Laptop/iPad | 1. Opportunities and Challenges  
   2. Continuity of care  
   3. Government of India Guidelines |