

ONLINE

**Management Development Programme on**

# Hospital Preparedness for 'COVID Safe' Clinical Practices



**Patient Care Management**



**Managing Hospital Services**

**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)?

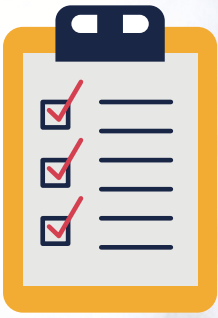
- Risk and Space Management – front office, waiting areas, lobby and other areas
- Develop standard COVID – 19 safe practice protocols (SOPs) for OP/IP/OT
- Identify HR best practices for roster, training, and reducing employee stress
- Improve patient care management through education, setting expectations, 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, PGDHMM, 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

Check out for  
[Time Zone Converter](#)

[Click here to register](#)

## 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 0000089**  
IFSC – HDFC0000053;  
“Institute of Health Management Research”

For Any Query : Dr.Deepashree

Mobile No: +91 9036785102

email : [trainingseiihmrBangalore.edu.in](mailto:trainingseiihmrBangalore.edu.in)



# Programme Contents and Schedule

## Day 1

### Module 1 : Managing Hospital Services

#### 1. OPD Clinic Preparedness

- Appointments, scheduling
- Screening
- SOPs for consultation, diagnostics and treatment procedures

#### 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.

#### 3. IPD Management

- Admissions to discharge
- Ward management

#### 4. OT – Protocols and SOPs; with OT environment.

#### 5. Infection prevention control

- Use of PPE
- Infection Control – Measurement and Monitoring
- Safety Practices

#### 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

## Day 2

### Module 2 : Patient Care Management

#### 1. Patient care and Assurance

- Consents
- Counselling
- Education – Respiratory Etiquettes
- FAQs

#### 2. Billing and Pricing

- Briefing
- Health Insurance cover – inclusions and exclusions
- Current practices and challenges – State guidelines

## Day 3

### Module 3 : Employee Safety

#### 1. Manpower Planning

#### 2. Training needs

#### 3. Counselling and support

#### 4. Operationalizing COVID Task Force in Hospital

### Module 4: Teleconsultation and Telemedicine

#### 1. Opportunities and Challenges

#### 2. Continuity of care

#### 3. Government of India Guidelines



INSTITUTE OF HEALTH MANAGEMENT RESEARCH

South Campus, IIHMR Group

#319, Near Thimma Reddy Layout, Hulimangala, Electronic City – 1, Bangalore 560105

Contact Number : 080 61133800 | Toll Free Number: 18005722728

[www.iihmrbangalore.edu.in](http://www.iihmrbangalore.edu.in)