

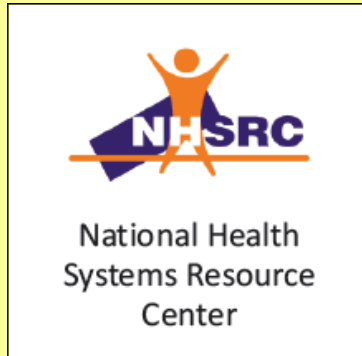
Information Brochure

Post Graduate Diploma in Healthcare Quality Management (PGDHQM)

(A dual Mode contact cum online learning Programme)



**A Joint Initiative of Centre for Hospital Management
SHSS, Tata Institute of Social Sciences, Mumbai
&
National Health Systems Resource Centre, MoHFW, New
Delhi**



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Post Graduate Diploma in Healthcare Quality Management

IMPORTANT DATES:

- **Starting Date for receiving Application: 15th October, 2018**
- **Last Date of Submission of Application form: 28th June, 2019**
- **Display of List of Selected Candidates: 8 th July, 2019**
- **Last date of Completing Admission procedure: 31st July, 2019**
- **Commencement of Program: 23rd August, 2019**
- **First Contact Program: 23rd August to 10th September, 2019**
- **First Semester Exam & Second Contact Program: 24th February to 16th March, 2020**
- **Second Semester Exam & Viva-voice: 10th to 12th August, 2020**
- **Conclusion / End of the Program: 23rd August, 2020**

Note: These dates are tentative and subject to change

The Need:

The latest figures show that public hospitals still account for over 40% of all in- patient care in the nation. These 40% include almost all hospitalization needs of the poor and marginalized sections of society. And in addition these hospitals are the focal points for implementing most National Health Programs. Being public hospitals, the staff here are also called upon to provide a range of preventive and promotive health care services, and even considerable forensic duties- which private sector hospitals do not have to contend with. And they have to manage all these roles with only about 20% of total health expenditure.

It was for this reason that the 12th five-year plan envisaged quality scoring of all health institutions and implementation of Quality Management System to measurably improve quality of care, with suitable incentives and inputs for achieving and sustaining the desired levels of quality.

In line with this mandate, the Ministry of Health and Family Welfare, Government of India has also adopted an “Implementation Framework for Quality Assurance in Public Health Facilities.” This framework has been evolved by NHSRC, the apex technical assistance organization of MoHFW, which has evolved this approach through extensive pilots across multiple states and through discussions with all key stakeholders. This requires a matching investment in capacity building in public health professionals, and hospital managers and senior nursing supervisors. Centre for Hospital Management, SHSS took the initiative to prepare the healthcare professionals ability to participate and improve quality systems in Indian hospitals with joint collaborations between NHSRC and TISS.

Programme Management

The Center for Hospital Management in the School of Health Systems Studies would be organizing the programme with technical collaboration from NHSRC. The contact program would be at TISS Mumbai campus the PG diploma would be issued by Tata Institute of Social Sciences (TISS), which is a central government-funded deemed university. There may be some possibility of changing venue if the circumstances require it.

Intake Capacity: 50

Target Group:

Hospital Superintendents, Quality Managers, Matrons & Nursing Superintendents Health Administrators, Hospital Managers, Nodal officers for quality assurance in state health departments/ NHM, Members of Quality Assurance Teams, committees and units, quality assessors, health programme managers, etc. working for or having interest in Public Hospitals or Programs.

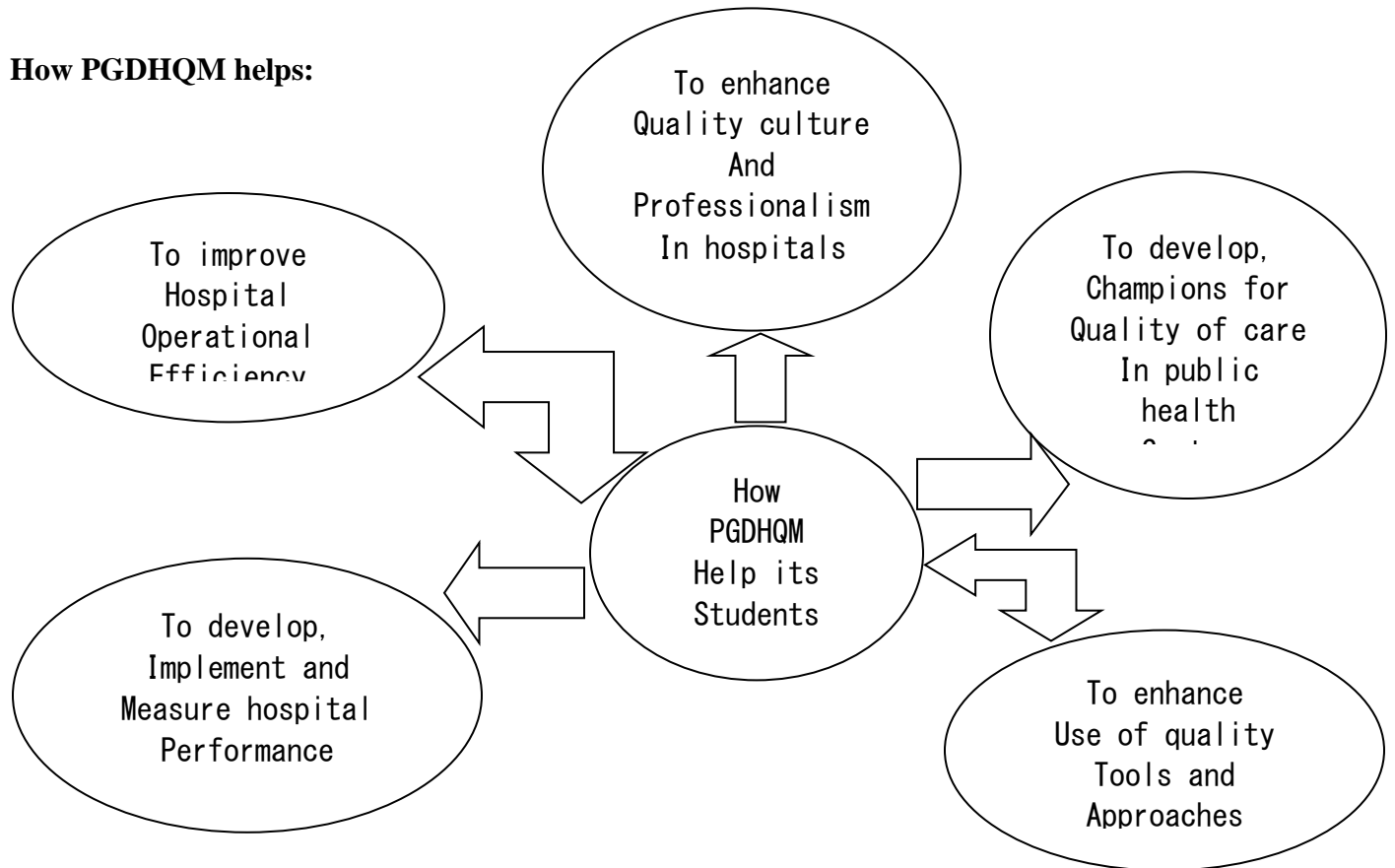
Course Structure:

Semester Pattern	<ul style="list-style-type: none"> • Two semester • First semester 8 courses • Second semester 7 courses plus one project work
Extensive teaching learning activity	<ul style="list-style-type: none"> • Two contact programmes • Contactclasses of 18days/semester-residential at Mumbai • Online learning through customize software
Progressive learning and evaluation	<ul style="list-style-type: none"> • Assignments/case studies based on industry practices • Project work for understanding of application of theory knowledge to practical situation.

Courses, Credits and Evaluation pattern

Semester I					
Course No.	Subject	Credit / Hrs	Course weightage		
			Written Exam	Assignments	Total Marks
HQM1	Overview on Public Health Systems and Policy	2/30	30%	70%	100%
HQM2	Healthcare Quality Standards	2/30	2/30	70%	100%
HQM3	Quality Assessment Methods	2/30	2/30	70%	100%
HQM4	Quality Management, Tools and Techniques I	2/45	2/30	70%	100%
HQM5	Hospital Operations planning and Management	2/30	2/30	70%	100%
HQM6	Statistics for Healthcare Quality	2/30	2/30	70%	100%
HQM7	Hospital and Patient Safety	2/30	2/30	70%	100%
HQM8	Research Methodology and Operations Research	2/30	2/30	70%	100%
Semester II					
Course No.	Subject	Credit / Hrs	Course weightage		
			Written Exam	Assignments	Total Marks
HQM9	Overview on Public Health Systems and Policy	2/30	30%	70%	100%
HQM10	Healthcare Quality Standards	2/30	2/30	70%	100%
HQM11	Quality Assessment Methods	3/45	2/30	70%	100%
HQM12	Quality Management, Tools and Techniques I	2/30	2/30	70%	100%
HQM13	Hospital Operations planning and Management	2/30	2/30	70%	100%
HQM14	Statistics for Healthcare Quality	2/30	2/30	70%	100%
HQM15	Hospital and Patient Safety	2/30	2/30	70%	100%
	Project Work (4 credits)				200%

How PGDHQM helps:



Contact Programme

There are two contact programmes for the entire 12 months programme. The intensive contact classes are held beginning of each semester for a period of 18 days. The second semester contact programme includes three days of examination of first semester. The students must attend the contact classes which are compulsory and attendance as per TISS rules.

Online Learning

Students shall be provided with customized software to work with teachers. The students can interact with teachers as well as submit the online assignments through this software.

Examination and Vivo Voce

First semester examinations are conducted beginning of second contact programme. The second semester examination is conducted at the end of second semester along with Vivo voce. The examination will be over four days at end of each semester. The vivo voce shall cover all theory courses and project work.

Eligibility to Apply

Graduation

- Minimum of Bachelor's Degree in any discipline (Arts, Sciences, commerce, etc.)
- Medical degrees (Allopathic, Ayurveda, Homeopathy Dentistry etc), BSc Nursing, Post BSc Nursing, Post Paramedical and Allied Health courses like Pharmacy, Physiotherapy, Occupational therapy, etc.

Work experience

- Minimum of 3 years in hospitals/public health facilities In the areas of managerial or supervisory position

About TISS

Tata Institute of Social Sciences has a 79 year history. Beginning in 1936 as a school of social work, it grew into an Institute of Social Sciences in 1944, and into a deemed university funded by UGC teaching a wide variety of social science courses in 1964. The institute made a mark in the history of social work in India, through pioneering efforts like publishing the Indian Journal of Social Work, which is the first journal of social work in South Asia. TISS broadened its span to more specialized courses in the field of social work and social research, and has been awarded score of 3.88 out of 4 (CGPA) and Grade A by the National Assessment and Accreditation Council (NAAC) on 31st December 2009. Today it is known as one of the leading thought leaders in the social sciences including areas of the application of technology in social contexts, in management and in governance. It has a wide range of international collaborations which keep it abreast of developments in each field of study at the international level.

TISS is particularly known for its academic excellence, its prominent alumni and its relentless work for the promotion of sustainable, equitable and participatory development, social welfare and social justice. The institute then and now is known for its prompt and efficient response in sending relief in the face of natural and man- made disasters.

Post Graduate Diploma in Healthcare Quality Management

School of Health System Studies - Center for Hospital Management

The School of Health System Studies is one of the most prestigious departments within Tata Institute of Social Sciences- and one of the national and international pioneers in health policy and health systems studies. Today the School has 4 centers:

- **Centre for Health and Social Sciences**
- **Centre for Health Policy, Planning and Management**
- **Centre for Public Health**
- **Centre for Hospital Management**

The School conducts 4 Master's Degree courses – Master of Hospital Administration, Master of Health Administration, Master of Public Health (Social Epidemiology), Master of Public Health (Health Policy), and an Executive Post Graduate Diploma in Hospital Administration.

Post graduate Diploma in Healthcare Quality management is organized by the Center for Hospital Management.

The Centre for Hospital Management (CHM) was set up in 2011 as a Centre in the School of Health System Studies, TISS, as an outcome of the restructuring of the Research Units. The TISS hospital management students occupy positions of leadership across a wide spectrum of healthcare industry including hospital, Information Technology, Insurance and Management Consultancy, etc. and it is one of the most sought after course by students with one of the best records in placement.

NHSRC (National Health Systems Resource Center)

National Health Systems Resource Center has been set up under the National Health Mission (NRHM) of Government of India to serve as an Apex body for technical assistance. Established in 2007, the National Health Systems Resource Centre's mandate is to assist in policy and strategy development in the provision and mobilization of technical assistance to the states and in capacity building for the Ministry of Health and Family Welfare (MoHFW) at the center and in the states. The goal of this institution is to improve health outcomes by facilitating governance reform, health systems innovations and improved information sharing among all stake holders at the national, state, district and sub-district levels through specific capacity development and convergence models. It has a 21 member governing board, chaired by the Secretary, MoHFW, and Government of India with the Additional Secretary, MoHFW & Mission Director, NHM as the Vice Chairperson of the board and the Chairperson of its Executive Committee.

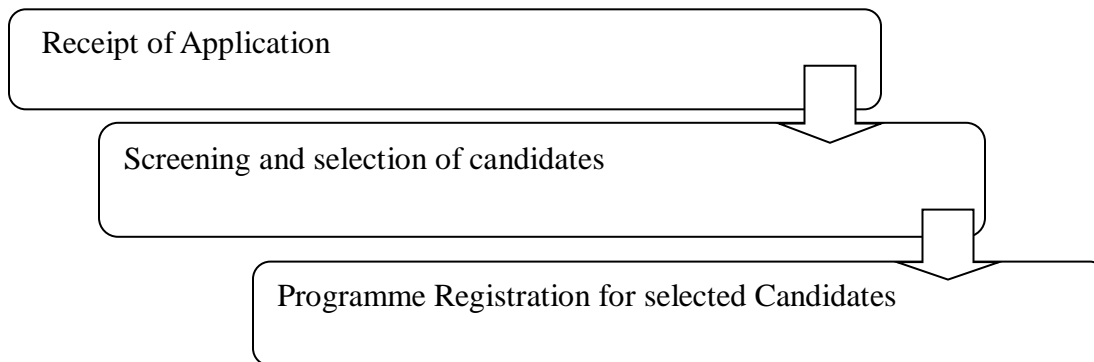
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Quality Improvement Division

Quality Improvement Division at NHSRC has been pioneer in designing and implementing Quality Management System specific to Public Health Facilities. QI division at NHSRC is the nodal agency at National Level for implementation of National Quality Assurance Program for Public Health Facilities. QI Division has a team of dedicated and experienced professional that work towards improving the quality of services. The key activities of quality improvement division in last five Years have been –

1. Development of National Quality Assurance Standards
2. Quality Assessment and scoring of the public hospitals
3. Training and capacity building of states for assessment and quality improvement
4. Designing and implementation of “Kayakalp” award scheme for clean hospitals
5. Development of resource material for hospital operations and quality assurance
6. Conducting assessment on hospital and health system related issues e.g. Drugs & Logistics, Infection Control practices, quality assurance etc.

Admission Process for the course:



FEE STRUCTURE:

Application Fee: **Rs. 1030/-** to be paid for online transfer.

Programme Fee: **Rs. 75000/-** include course fee, examination fee, tuition fee, convocation fee, computer centre and library fee. It does not include travel, accommodation, breakfast and dinner. Selected candidates shall be paying the fee.

How to apply and contact details

Candidates are required to apply online through the E-application process only,

Website:

<http://admissions.tiss.edu/view/10/admissions/stp-admissions/post-Graduate-diploma-in-healthcare-quality-manage/>

Candidate having difficulty in applying online or where there is no internet facility may contact below numbers.

The application fees is **Rs: 1030/-** for online transfer. Please refer application form for payment details. The last date of submission of application form is **28th June, 2019**.

For Information, Please contact

Programme Manager CHM, SHSS Or
Assistant Registrar (Academics)
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