

Information Brochure for PGDHQM

Batch 2024-25

Post Graduate Diploma in Healthcare Quality Management (PGDHQM)

School of Health Systems Studies



Tata Institute Of Social Sciences

TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar, Mumbai 400 088
(Deemed to be a University under Section 3 of the UGC Act, 1956)



TATA INSTITUTE OF SOCIAL SCIENCES
School of Health Systems Studies
Post Graduate Diploma in Healthcare Quality Management
Batch 2023-24



**A Joint Initiative of
School of Health Systems Studies
Tata Institute of Social Sciences, Mumbai**

and

**National Health Systems Resource Centre (NHSRC),
Ministry of Health & Family Welfare (MoHFW)
New Delhi**



Tata Institute Of Social Sciences



**National Health
Systems Resource
Center**

Information Brochure for PGDHQM Batch 2024-2025

Important Dates (All dates are provisional and subject to change)

- Notification for Admission (Ad schedule/Website Display): December 2023
- Last date for submission of online application form: May 31, 2024
- Display of list of shortlisted Candidates: June 10, 2024
- Interview through Zoom: June 20 and 21, 2024
- Declaration of Selection (On TISS Website): July 01, 2024
- The last date for completing admission procedure: August 10, 2024
- Commencement of Programme: September 02, 2024
- First Semester Contact Classes: September 02 to 21, 2024
- First Semester Examination: February 24 to 27, 2025
- Second Semester Contact Classes: February 28 to March 18, 2025
- Second Semester Examination: July 15 to 18, 2025
- Conclusion of Programme: September 2025

**** All dates mentioned above are provisional and subject to change.**

About TISS

Tata Institute of Social Sciences has an 80-year-old history. Beginning in 1936 as a Graduate School of Social Work, it grew into an Institute of Social Sciences in 1944 and into a Deemed University funded by the 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 was awarded a 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 application of Technology in Social Contexts, Management and 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.

School of Health Systems Studies

The School of Health Systems Studies is one of the most prestigious Schools within The Tata Institute of Social Sciences and one of the National and International Pioneers in Health Policy and Health Systems Studies. The school consists of 4 Centers. As detailed below.

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

The school conducts 4 Masters' Degree Programmes, which include Master of Hospital Administration, Master of Health Administration, Master of Public Health (Social Epidemiology), and Master of Public Health (Health Policy, Economics and Finance). Further, there are three Executive/Post Graduate Diploma Programmes offered by the School of Health Systems Studies.

NHSRC (National Health Systems Resource Centre)

National Health Systems Resource Center (NHSRC) has been set up under the National Health Mission (NRHM) of the Government of India to serve as an Apex Body for technical assistance in healthcare. 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 stakeholders 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 the 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.

Quality Improvement Division:

The quality Improvement Division at NHSRC has pioneered designing and implementing Quality Management systems specific to Public Health Facilities. QI division at NHSRC is the Nodal Agency at the National Level for the implementation of the National Quality Assurance Program for Public Health Facilities. QI Division has a team of a dedicated and experienced professionals who work towards improving the quality of services. The key activities of the quality improvement division in the last five years are as detailed below:

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 the “Kayakalp” award Scheme for Clean Hospitals
5. Development of Resource Material for Hospital Operations and Quality Assurance
6. Conducting Assessments on Hospital and Health System related issues e.g., Drugs & Logistics, Infection Control Practices, Quality Assurance, etc.

Programme Details:

The Need

The most recent data indicates that Public Hospitals still contribute to over 40% of all in-patient care in the nation. This substantial percentage encompasses nearly all hospitalization needs of the poor and marginalized sections of society. Additionally, these hospitals serve as focal points for implementing the majority of National Health Programs. As Public Hospitals, their staff is often tasked with providing a range of preventive and promotive health care services, along with considerable forensic duties—responsibilities not typically encountered by private sector hospitals. Remarkably, they manage all these roles with only about 20% of the total health expenditure.

It was with this understanding that the 12th Five-year Plan envisioned quality scoring for all Health Institutions and the implementation of a Quality Management System to tangibly enhance the quality of care. The aim is to provide suitable incentives and inputs to achieve and sustain the desired levels of quality. In alignment with this directive, the Ministry of Health and Family Welfare, Government of India, has adopted an 'Implementation Framework for Quality Assurance in Public Health Facilities.' This framework, developed by NHSRC, the apex technical assistance organization of MoHFW, has evolved through extensive pilots across multiple states and discussions with key stakeholders. Successful implementation calls for a corresponding investment in capacity building for Public Health Professionals, Hospital Managers, and Senior

Nursing Supervisors. The Centre for Hospital Management at SHSS has taken the initiative to enhance the ability of healthcare professionals to participate in and improve quality systems in Indian Hospitals, through a joint collaboration between NHSRC and TISS.

Programme Management:

The School of Health Systems Studies organizes the program in technical collaboration with NHSRC, New Delhi, while the contact program is hosted at the TISS Mumbai Campus. The PG Diploma will be awarded by the Tata Institute of Social Sciences (TISS), a Central Government-funded Deemed University. In exceptional circumstances, there may be a possibility of changing the venue.

Course Structure:

Semester Pattern	<ul style="list-style-type: none"> • Two semesters • First Semester 8 courses plus Project Work • Second Semester 7 courses
Extensive teaching-learning activity	<ul style="list-style-type: none"> • Two Contact Programmes • Contact Classes of 19 days’ duration in each Semester residential at Mumbai • Online learning through customized software
Progressive learning and evaluation	<ul style="list-style-type: none"> • Assignments/Case Studies based on Industry Practices • Project Work for the understanding of Application of Theory knowledge to practical situations.

Contact Programme

There are two Contact Programmes spanning the entire 12 months of the program. Intensive contact classes are conducted at the beginning of each semester for a duration of 19 days. The First Semester

Contact Classes are scheduled for September 2024. The second Semester Contact Classes encompass four days of examination for the First Semester and 19 days of Second Semester Contact Classes. The First Semester Exam and Second Semester Contact Classes are slated for February 2025. The Second Semester exams will take place over three days in July 2025. Attendance at these Contact Classes is compulsory, and students must adhere to the attendance rules set by TISS.

Given the short duration of the contact program, which is expected to cover a comprehensive syllabus, a diverse range of methodologies will be employed. These include classroom lectures, case study discussions, debates, group exercises, presentations, etc. In addition to traditional classroom teaching, students receive guidance through an online teaching facility called 'TISS Online Platform (TISSOL).' All teaching notes are accessible on this platform. To access it, students are provided with a login ID and password, granting them access to course materials, assignment topics, and more. Adequate training is provided to ensure students can navigate the platform comfortably. Assignments and research project documents are to be uploaded to TISSOL as required by the program. The course coordinator maintains regular communication with course teachers and students to ensure seamless uploading and downloading of materials.

Examination and Course Evaluation Pattern:

First Semester Examinations are conducted at the beginning of the Second Contact Programme. The Second Semester Examination is conducted at the end of the Second Semester. The examinations will be held for four days at the end of each semester. The course evaluation consists of two modes as Online Evaluation and Offline Evaluation. The Online Evaluation is done for 70 percent. The students are expected to submit two assignments or two case studies or a mixture of both (one case study and one assignment) for each course. The Offline Evaluation is done for 30 percent. For this, classroom examination will be conducted for each course at the end of each semester. Students must be regular in attendance and qualify in the periodical tests as well as comprehensive examinations. The subject teacher evaluates the students based on Assignments which is of 70% Weightage and end Semester Theory Exam which is of 30% Weightage and of one hour duration

Distribution of Credits:

The total credits for the program are 36 as detailed below:

The following are the courses offered in each semester:

Semester: I

Sr. No.	Subject title	Subject Name	Credits
1	HQM-1	Overview on Public Health Systems and Policy	2
2	HQM-2	Healthcare Quality Standards	2
3	HQM-3	Quality Assessment Methods	2
4	HQM-4	Quality Management, Tools, and Techniques I	3
5	HQM-5	Hospital Operations Planning and Management	2
6	HQM-6	Statistics for Healthcare Quality	2
7	HQM-7	Hospital and Patient Safety	2
8	HQM-8	Research Methodology and Operations Research	2
		The Total Credits for the First Semester	17

Semester: II

Sr. No.	Subject Title	Subject Name	Credits
1	HQM-9	Ethics, Values, Governance, Legal Framework and Patient Rights	2
2	HQM-10	Healthcare Performance and Quality Indicators	2
3	HQM-11	Quality Management Tools and Techniques-II	3
4	HQM-12	Quality Documentation	2
5	HQM-13	Healthcare Leadership and Change Management	2
6	HQM-14	Advanced Statistics for Quality	2

		Management	
7	HQM-15	Quality Management of Primary Care and National Health Programmes	2
8		Project Work	4
		The Total Credits for the Second Semester	19
		The Total Credits for the PGDHQM Programme (First and Second Semesters): 36 Credits	

After completing the PGDHQM Programme, a student will be able to:

- 1) To Improve Hospital Operational Efficiency.
- 2) To Develop, Implement and Measure Hospital Performance
- 3) To Enhance Quality Culture and Professionalism in Hospitals
- 4) To Develop Champions for Quality Care in Public Health System
- 5) To Enhance use of Quality Tools and Approaches

Eligibility to Apply:

Graduation:

1. Bachelor's Degree in any Discipline.
2. Medical Degrees (Allopathic, Ayurvedic, Homeopathy, Dentistry, B.Sc. Nursing, Post B.Sc. Nursing etc.)
3. Paramedical and allied Health Courses, such as Pharmacy, Physiotherapy, Occupational Therapy etc.

Work Experience: Minimum 3 years in a hospital set up or Public Health Facilities in the areas of Managerial or Supervisory position.

Candidate should be currently working in a hospital or any healthcare organization/institution/allied healthcare industry.

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.

All candidates identified by the NHSRC, Ministry of Health and Family Welfare, attached to respective States, working with Public Hospitals in the above capacity and sponsored by Mission Directors of the States. This programme has been envisaged keeping in mind to impart maximum inputs in capacity building of Public Hospitals.

Total No. of Seats for the Course: 60.

Seat Reservation:

All candidates sponsored by the Ministry of Health and Family Welfare, Government of India, are eligible for admission to this program. Seats will be reserved for such candidates, and the fee will be directly credited to the TISS Account by the respective State Governments.

After allocating seats to sponsored candidates, regardless of their category, the remaining seats will be open to applicants for this program. This includes

- a) Candidates who are sponsored by the Private Hospitals/Health Care Services
- b) Candidates who are applying individually.

It is mandated that all seats are reserved for the candidates sponsored by NHSRC, Ministry of Health and Family Welfare, Government of India. If the sponsored candidates are less than this number, then the remaining seats will be offered to other candidates.

Admission Process:

Candidates are required to apply online through the E-application process only. Candidates having difficulty applying online or where there is no Internet facility, may contact the Program Manager through Telephone Nos. 022-25525529/5530 or +91 9702335336

To obtain an online application, please visit <https://nirantar.tiss.edu>

How to Apply:

Please visit the following link for online application

<https://nirantar.tiss.edu/>

For more details about the PGDHQM Programme, please visit our website: <http://admissions.tiss.edu/view/10/admissions/stp-admissions/post-graduate-diploma-in-healthcare-quality-manage/>

The application fee is Rs. 1000/- + online bank charges to be paid online. For payment, one can use credit card /debit card/ net banking.

Selection Procedure:

Those satisfying the eligibility requirements will be called for an Interview. The list of Selected Candidates will be notified on the Institute Website. The Institute does not take responsibility for informing the candidate individually or any other medium. Interview dates mentioning the date and timings of the Interview will be intimated to the eligible candidates through e-mail by the Nirantar – An Academy of Continuing Learning, Academic Section well in advance. Candidates are requested to be alert and check their e-mails to ascertain such details when nearing the Interview dates. They can also contact the STP and the Programme Managers by telephone. If any candidate fails to check the e-mail and thus misses the communication, the Institute will not take any responsibility on this account.

Award of Diploma:

The students who have successfully completed all the requirements will be awarded the Post Graduate Diploma in Healthcare Quality Management (PGDHQM).

Fees

The total fee for the program is Rs. 1,00,000.00 (Rupees One Lakh Only), online payable in one installment, at the time of joining the programme. The fees include tuition fee, learning resources, library, and computer services. The link for online payment will be sent to the selected candidates on the same day when the list of selected candidates will be published on the website.

Commencement of the Programme:

The tentative date of commencement of the programme for the 2024-2025 batch students will be September 2024.

The selected candidates shall report to the Assistant Registrar, Academic Section, TISS, Mumbai, with the original educational qualification certificate, work experiences, caste certificate, online payment fee receipt, three copies of passport-size photos and other supporting documents along with one set of xerox copy on the date of commencement of the programme.

Location and Access to TISS

- TISS- Main Campus: The Main Campus is in the North-East Section of Greater Mumbai. The Main Campus is situated Opposite Deonar BEST Bus Depot on V.N. Purav Marg, earlier known as the Sion - Trombay Road. This Campus houses School of Health Systems Studies and all the Administration Sections. Address of Main Campus: TISS, V. N. Purav Marg, Opp. Deonar BEST Bus Depot, Deonar, Chembur, Mumbai-400088.
- TISS-New Campus: The New Campus is known by TISS Naoroji Campus, Near BARC Hospital Gate, Deonar Farm Road, Mumbai. (Both Campuses are within walk able distance).
- The nearest local Railway Station is Govandi Station (in the harbour line). The nearest ST bus and BEST bus stop is Deonar Bus Depot, Govandi, Mumbai.

For further information and/or enquiries, please contact the following Personnel/Section. Letters may also be addressed to:

Mr. Atul Bobade,

Programme Manager, School of Health Systems Studies (SHSS), TISS

022-25525529/ +91 9702335336.

E-mail: epgdha@tiss.edu and pgdhqm@tiss.edu

Ms. Aarthi Anchan,

Admin. Assistant, School of Health Systems Studies (SHSS), TISS

022-25525530

E-mail: aarthi.anchan@tiss.edu

Dr. Montu Bose, Ph.D.

Programme Coordinator

School of Health Systems Studies

Tata Institute of Social Sciences

Mumbai 400 088

Prof. Shankar Das, Ph.D.

Dean, Academic Affairs, Nirantar – An Academy of Continuing Education,

Tata Institute of Social Sciences

V.N. Purav Marg, Deonar, Mumbai 400 088

Phones: 022-2552 5532

E-mail: dean.acad@tiss.edu

