

AHPI Institute of Healthcare Quality

Certified Hospital Manager (CHM)



Association of Healthcare Providers (India)

... Educating & Advocating for Well Being of Common Man ...

Introduction

Hospitals have grown from simple institute to highly complex and multi-disciplinary organization. We have specialization and super-specialization. We have complex diagnostic technologies, newer treatment protocols, highly educated to semi-literate human capital, special requirement of civil engineering, public health engineering, HAVC, application of innumerable industrial and healthcare regulatory laws and finally presence of critically sick patients, in conjunction of highly emotionally charged relative. To add the complexity, there are financial constraints, local pressure groups, and active print and electronic media, which compound the misery of hospital managers.

AHPI Institute of Healthcare Quality has embarked upon journey of capacity building in Indian health systems. Certified Hospital Manager (CHM) is one such program designed to educate and train to healthcare professionals, who are presently or likely to be engaged in managing of hospitals/ nursing homes or diagnostic centres. The program has been designed to cater for needs of both the sectors i.e. (a) government as well as (b) private sector. In government sector, we do not have dedicated hospital administration/ management cadre. Clinicians by virtue of seniority occupy the position of hospital administrator or chief medical officer and look after the day to day administration in addition to their clinical work. As CMO has to generally spend about 70% of time on administrative and management issues, it is important that he/she, is formally trained on such a function. CHM program is one of the unique program providing comprehensive coverage of all the aspects of hospital management including general administration, facility management (CSSD, BMW), HR (Credentialing & Privileging), regulatory and statutory compliances and above all the financial management among others.

In case of big private hospitals, we have formally qualified hospital administrators. The small hospitals are unable to do so. Most of such hospitals/ nursing homes are owned by doctors, who do multi-tasking by managing clinical work along with administration, finance etc. This again is proving to be counter-productive. These days when medico-legal cases are on rise, clinicians managing the hospitals/nursing homes must have adequate orientation on hospital management. Same holds good for non-medico owners of hospitals/ nursing homes.

Target Participants

- Doctors aspiring to take up managerial positions
- Serving/ Potential, Hospital/ Healthcare Administrators
- Government Medical Officers I/C of District Hospitals/RH/SDH/CHC/PHCs
- Allied Healthcare professionals (PHARMA, NURSING), aspiring for management positions
- Clinicians/non-clinicians owning private hospitals/ nursing homes.

Course Pedagogy

- Didactic Lectures by renowned Hospital & Healthcare Administrators
- NABH Qualified Assessors & experts to cover quality and regulatory requirements.
- Visit and interaction at earmarked Healthcare Organisation

Program Content

1. Healthcare Scenario in India- Public/Private sector
2. Code of Conduct & Medical Ethics
3. Basic Principles of Management in Hospitals
4. Industrial Relation, Conflict Resolution & Trade Union Act
5. OPD and IPD Services- Planning and Operation
6. Clinical Services- OT & ICU Planning and Operations
7. Diagnostic Services: Laboratory and Imaging Services
8. Housekeeping Services
9. Medical Records, Medical Audit and Hospital Utilisation Statistics
10. Hospital Engineering Services
11. Material and Equipment Management
12. CSSD and Pharmacy Services
13. Hospital Infection control and Bio-medical waste management
14. Disaster Management
15. Hospital Security
16. Occupational Safety
17. Quality Assurance and Accreditation
18. Promoting & Sustaining culture of Patient Safety
19. Regulatory and Statutory Compliances
20. Financial Management in hospital

Fee Structure

Category	Fee (Rs)	Participation Limit
Open Program for individuals	15000 + Taxes / participant	-
In-House Program for Organisations	2 lakh + Taxes / organisation	Up to 30 participants

Fee Submission

All Cheque/DD drawn in favor of:

Association of Healthcare Providers (India)

Payable at New Delhi

- A/C No : 038601002052 (ICICI Bank)
- RTGS/NEFT IFS Code: ICIC0000386

AIHQ Training Programs

- Certified Healthcare Quality Practitioner*
- Certified Internal Auditor-NABH*
- Certified Infection Prevention Control Nurses*
- Certified Hospital Manager*
- Clinical Governance & Clinical Audit*



For Program Details refer AHPI website: www.ahpi.in

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