



SKILL DEVELOPMENT PROGRAMME

on

Booster Dose of Quality Improvement

in Hospitals and Healthcare Organisations

*"Two and half days of intensive programme for
quality improvement and effective clinical audit"*



Background

Maintaining high Quality in clinical service delivery is the pre requisite of building a good brand of the hospital and high level patient satisfaction. While quality accredited tools like NABH (National Accredited Board for Hospitals) provide a framework for quality process, it often does not bring the desired quality during the provision of clinical service delivery. Clinical service quality is a part of the operation rather than a standalone activity of the health care organisations. Thus, It needs to be integrated with the very operation of the hospital to bring high standards of service delivery.

Quality is the responsibility of each and every employee in a hospital set up and need not be the SOLE responsibility of the Quality team. The Quality team along with the operation team are definitely the facilitator for bringing the responsibility of quality care among each employee. However, to make it simple and practical, a structured approach is needed to build the capability and culture in the hospital.

About the Skill Development Programme

The programme designed by Adiuvalet Research and Consulting (ARC) would deal with developing the right quality management skill and attitude among the employees of healthcare organizations. As ARC always believes in innovative and uniqueness in the skill development programme, it has developed a tool called **“Quality Quotient Score”**. This tool helps in screening the employees on their quality quotient and thus identifies the areas of specific skill development for improving the quality of care in the hospital.

Therefore we believe that before initiating any effort to improve quality of services, it is very much needed to check the **“Quality Quotient Score”** of each mid and senior level employee of the hospital. The score would indicate the need of the booster dose of quality improvement at a given hospital. Therefore ARC does a thorough research before optimising the training programme.

Adiuvalet Research & Consulting (ARC) has designed training and skill development programme for hospital middle and senior management to improve the quality at an ease. ARC is running the booster dose of quality improvement at various corporate hospitals with very high degree of effectiveness.

Topic to be covered in SDP

01

Hospital Operation and Quality Assurance- Establishing the Link

Why do we exist as an organization- how we are different?

Understanding and defining the core product and service of the hospital

Introduction to 4 S Model of understanding hospital service @ the hospital

How my services are better than others in this space?

02

Understanding the Components of Quality Care

What are the components and check for the current status

Measures to ensure that all components are done and documented

Identify the critical components of the department and the level of dependency to adhere

03

Principles of Improving Quality of Clinical Services

The 6 principles and the current level of adherence

Hands on exercise to improve the adherence

04

Defining the Quality Assurance Cycle

8 point Quality Assurance
PDCA concept and application @ the hospital

05

Introduction to Monitoring & Evaluation

Techniques of M&E for clinical outcome
Concept of Log Frame Approach in Clinical & Healthcare project
Defining Indicators & Questions

06

Developing the MIS and monitoring framework @ the hospital

Tracking and Review Mechanism
Manual and automated Indicators

07

Clinical Audit @ Hospital - make it as a part of operation

Standard Operating Procedure (SoP) and Benchmarking of standards
Compliance to SoP
Introduction to 80:20 rule
Detecting risks, Gaps, Risk & Gap Analysis
Classifying Clinical services for Audit (High cost, High Risk or high resource dependent)- Analysis based Recommendations
Clinical Audit system in different departments

Who should attend / register for the SDP

The programme is designed for the following executives in the hospital;

- ❑ All the mid-level and senior level executive
- ❑ All associates in the Quality department of the hospital/ healthcare organisation
- ❑ All the HoD/ clinical heads

Expected Benefits for the Hospital

Hospitals can expect the following improvement in the quality/ operation immediately;

- ❑ Awareness about the importance of Clinical quality and identifying their contribution in the delivery of quality care
- ❑ Making Clinical Audits effortless and developing a culture of regular audits
- ❑ Making the audits as “Issue Based approach” rather than “dept/individual based approach”
- ❑ Establishing a strong and objective based review system for quality improvement

Batch Size

The programme ensures best skill if the batch size of the programme is around 20 participants only. Therefore, it is recommended to have the batch for this programme between 16 to 22 participants.



Resource Persons

Dr. Biranchi Jena: is the Director of Adiuvalet Research and Consulting (ARC) and also an advisor to healthcare Projects at TATA TRUSTS. Dr Jena is also visiting professor at Symbiosis Institute of Health Sciences (SIHS) and Symbiosis Statistical Institute (SSI). Prior to the current role, Dr Jena was the Director at Indian Institute of Health Management Research, Bangalore. Dr Jena has more than 20 years of experience in senior and leadership positions in Multi National Pharmaceutical organizations including Novartis, Novo Nordisk, Healthcare development organization, Govt. of India and academic field.

Dr. Bharat Powdwal: is a professor at Symbiosis Institute of Health Sciences. Prior to his academic pursuit, he was Vice President at Bajaj Allianz and Head of Fraud Management Unit. By profession he is a high end surgeon and practicing management professional. He has over 30 years of experience in hospital management, Insurance management and surgery.

About Adiuvalet Research and Consulting

Adiuvalet Research & Consulting (ARC) was founded with a prime focus on assisting organisations in the areas of research, analytics, documentation and training. ARC believes in continual growth and such growth is possible through new ways of doing things by adopting the culture of research and analytics and further making the new ways sustainable through proper documentation and training. In this process ARC has innovated many tools such as Quality Quotient Scale (QQS), Challenges Severity Score (CSS), 4 S model of clinical Service marketing, Template based tool for a simplified Log Frame Analysis for project management, VEDA Matrix for defining organisation mission and many more to assist organisations to augment their growth in the market place. ARC has executed many research and training projects for organisations like AMRI hospitals, P S Education systems & Services, Symbiosis Statistical Institute, BVG MEMS and others.

For further details, please contact

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