

# Certificate Course in HIS(Smart Hospital)

## Hospital Information System



**Global Quality Training And Assessors Pvt Ltd**

## **About Global Quality Training and Assessors- Modular Program**

GQTA has designed, Certified Hospital Information System Quality Practitioner program, intended for Healthcare Professionals. The program is unique and first of its kind in India. It addresses all possible aspects of healthcare quality in concise yet comprehensive manner, covering both the clinical as well as managerial aspects. The first phase of program provides sound technical knowledge through class room contact sessions comprising of 10-modules with each module being delivered in 3- hours. This is then followed by participants undertaking specific project work, which they are required to complete at their work place utilizing learning from the course. All modules although coherent, are standalone. The modular design provides flexibility in scheduling. For example course can be conducted at stretch for full 5-days, followed up by 3-hour examination on 6th day. Other option is to organize in two parts. Part I is held for 3-days of contact sessions, covering first 5-modules and 90-minute open book test. Part-II is held again for 3-days, during succeeding week or any other week covering 6th- 10th module and a 90-minute open book test. It is however necessary that all modules including examinations must be completed within 30-days. The project duration is between 45-60 days. The total program including project therefore needs to be completed within 90-days. The participants are certified based on their qualifying performance in examinations and demonstrating competency through the project work. Certified Healthcare Quality Professionals can be gainfully employed in quality department for implementing, sustaining and improving all kinds of quality/accreditation programs.



### **Program Contents:**

#### **MODULE-1: Basic Quality Concepts**

- Historical Perspective on Quality and journey through TQM
- Quality Management Standard ISO 9000
- Overview of ISO 14000/18000/22000

#### **MODULE-2: Quality Improvement Tools**

- Fundamentals of LEAN Healthcare
- Value Stream Mapping
- QI tools; 5S, KAIZEN, FMEA

### **MODULE-3: Quality & Accreditation in Healthcare**

- Evolution of Quality and Accreditation in healthcare.
- Role of Accreditation and Regulation in healthcare Quality
- Framework of the accreditation standards; NABH, JCI, ISQua

### **MODULE-4: Quality Assurance Framework**

- QA in Patient Care Services (admission to discharge & beyond)
- QA in Diagnostic Services (Laboratory & Imaging)
- QA in various settings of Patient care

### **MODULE-5 Patient Safety in Clinical Processes**

- Patient Safety Management Program (PSMP)
- Infection Control Practices
- Preventing Medical & Medication Errors, STGs

### **MODULE-6: Continuous Quality Improvement**

- Monitoring Managerial Indicators
- Monitoring Clinical Indicators
- Complying Patient Rights and Measuring Patient Satisfaction

### **MODULE-7: Clinical Governance**

- Leadership, Empowerment, Effective Communication
- Clinical Audits
- Risk assessment and its mitigation

### **MODULE-8: Facility Management**

- Maintenance of Hospital Facilities including Bio-Medical equipment, HVAC
- Central Sterile Supply Department
- Regulatory requirements, AERB, Fire Safety, BMW and Safety codes.

### **MODULE-9: Patient Centric Hospitals**

- Smart Hospitals through effective HIS
- Patient Friendly Hospitals
- Green & Clean Hospitals

### **MODULE-10: Road Map to implement Quality/Accreditation**

- Gap analysis & sensitising various categories of staff
- System design and documentation
- Implementation and self-assessment

## **Open Book Examination & Viva on the Project & Valedictory Certification:**

GQTA will award CERTIFICATE to participants who qualify in the TEST(S) and submit and defend the project work. The successful participants are credentialed as Completion Certificate on Hospital Information System

### **Target Participants**

Working Healthcare Professionals including clinicians, administrators and staff from diagnostics, pharmacy, quality, facility, housekeeping, maintenance and marketing etc.

### **Fee**

INR 1000 Special for Manukula Vinayagar Medical College Students

### **Fee Submission**

All Cheque/DD drawn in favor of:

**Global Quality Training and Assessors Pvt Ltd**

Payable at Bangalore

A/C No : 08772000002185 (HDFC

Bank) RTGS/NEFT IFS Code:

HDFC0000877

### **AIHQ Other Training Programs**

**a. Certified Healthcare Quality Practitioner**

**b. Certified Internal Auditor-NABH**

**c. Certified Infection Prevention Control Nurses**

**d. Clinical Governance & Clinical Audit**

**e. Standard Treatment Guidelines**

**f. Infection Control for Healthcare Professionals**