

***Cell for
Health Service
Management***

May 2010

Cell for Health Services Management

Workshop on Health Services Standards



Ms. Laxmi Kanta Chawla, Minister for Health during her visit to the Institute

Due to importance of health sector for the well-being of people the Institute decided to focus its attention on management of quality in government hospitals and dispensaries. To spur quality consciousness in hospital management, the Institute organized a two-days workshop on 20th April 2010 and 6th May 2010 to sensitize selected medical officers and other functionaries of government hospitals as well as medical colleges on the quality parameters adopted by the National Accreditation Board for Hospitals (NABH).

In the inaugural address, Ms. Laxmi Kanta Chawla, Minister for Health, remarked that all that was needed to accomplish the task was a heart with empathy and commitment. Sh. Satish Chandra, IAS, Principal Secretary, Health, who also graced the occasion praised the timely initiative of the Institute.

The programme was divided into following ten sessions - five on patient-centric standards and five on organization-centric standards.



Ms. Laxmi Kanta Chawla, Minister for Health, Shri Satish Chandra, Principal Secretary, Health and Dr. T. C. Goyal during the inauguration of the workshop

| Sr. No. | Patient Centric Standards | Organization Centric Standards |
|---------|------------------------------------------------|--------------------------------------|
| 1. | Access, Assessment and Continuity of Care(AAC) | Continuous Quality Improvement (CQI) |
| 2. | Care of Patients (COP) | Responsibility of Management(ROM) |
| 3. | Management of Medication(MOM) | Facility Management and Safety (FMS) |
| 4. | Patient Rights and Education(PRE) | Human Resource Management(HRM) |
| 5. | Hospital Infection Control(HIC) | Information Management System (IMS) |

While the Department of Health has decided to engage a consultant company to improve processes for achieving accreditation from the NABH for its five big hospitals, it has assigned to the Institute the task of carrying forward the concept of standards by introducing the same with mutatis mutandis changes into the Community Health Centres at sub divisional/block levels.

The Institute feels that the doctors and the para-medical staff being the personnel of high caliber can bring about effective changes if they are motivated to do so. To sustain reforms it is essential to internalize the processes of improvements by using the leaders of medical community as change catalysts.

To carry forward the above mission, the Institute has decided to organize a series of training programmes on motivation, behavioral skills and change management for medical officers and staff. Simultaneously, task forces for introducing the standards in the hospital services will also be set up for certain number of pilot projects.



Participants during the workshop

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Training for Medical and Para-medical Staff in Soft Skills

The Vice-Chancellor of Baba Farid University of Medical Sciences (BFU), Faridkot, requested the Institute faculty to provide training to the Medical and Para Medical staff of the University in soft skills. Accordingly, a training programme was conducted by Dr. T. C. Goyal of this Institute at Faridkot. About twenty senior members of the faculty, 15 officers and 25 members of the staff were provided training in three different batches.



Dr. T. C. Goyal, Faculty of the Institute, Dr. P. S. Sandhu, Principal and Dr. D. S. Sidhu, during the inauguration

The topics covered included motivation with sensitization, stress management and work ethics. A management game for team building and generating a spirit of co-operation among the team members was played with the participants. The principals of three medical colleges along with the teaching faculty of the University participated in the programme. The programme was presided over jointly by the Registrar of the University and the Principal of Medical College, Faridkot

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