

# PROPOSAL FOR QUALITY MANAGEMENT

*under*

*e-INTERNATIONAL PUBLIC HEALTH MANAGEMENT DEVELOPMENT PROGRAM  
ONLINE COURSE*



**Department of Community Medicine and School of Public Health,  
Post Graduate Institute of Medical Education and Research (PGIMER), Chandigarh**

## **1. Preamble/justification**

Quality is a crucial parameter which differentiates an organization from its competitors. Quality management tools ensure changes in the systems and processes which eventually result in superior quality products and services. The purpose of a quality management system is to ensure every time a process is performed, the same information, methods, skills and controls are used and applied in a consistent manner. It is highly imperative for the organizations to plan, design, execute, and manufacture the product offerings for the target market realizing the Importance of Quality Management and maintaining the parameters of total quality management at every facet. Similarly quality standards are defined guidelines that provide requirements, specifications, or characteristics that can be used consistently to ensure quality standards. This course equips the participants with basic concepts of quality management in healthcare, various national and international quality standards associated with Quality of Care.

## **2. Goals and Objective**

### **Goal**

The main goal of this course is to make understand the Concepts of patient safety and importance of quality in healthcare

### **Objectives**

1. To build capacity of public health professionals with the quality system and different frameworks of quality improvement
2. To illustrate with relevant context-specific case studies, how quality system and standards can improve the overall competitiveness within and outside the organizations.
3. To make well verse with various national and international quality standards

## **3. Core Faculty for the Course**

S. No.	Faculty	Designation	Institute
1.	Dr. Sonu Goel	Professor	PGIMER, Chandigarh

2.	Dr. Praveen Kumar	Professor	PGIMER, Chandigarh
3.	Prof. Keerti Pradhan	Professor	Chitkara school of health sciences
4	Dr. Ravneet Kaur	Associate Professor	AIIMS, New Delhi
6	Dr. Jitu Lal Meena	Joint Director	National Health Authority

### **Other Course faculty**

The course faculty shall be eminent healthcare management professionals and experts from various public and private healthcare organizations, health care program leaders from national and international agencies, faculty from „Centres of Excellence“ in healthcare and management sector, and grass-root community health senior program managers involved in innovative healthcare initiatives.

### **4. Course duration**

The total duration of course is **1 week (14/ November/22- 18/ November / 22)**



### **5. Course Curriculum and schedule**

The course mainly focused on the quality management aspects

The Course schedule will be covered in total 5 days

Day 1- 4: Live / recorded lecture followed by assignment and discussion

Day 5: Action plan preparation and presentation and Live interaction with the course faculty

 <b>PROGRAM SCHEDULE</b> <b>Quality Management</b> <b>E-INTERNATIONAL PUBLIC HEALTH MANAGEMENT DEVELOPMENT PROGRAM</b> 				
Day & Date	Time	Topic of Presentation	Resource Persons	
Day 1	01:30- 01:33 PM	Welcoming the Delegates		
	01:33- 01:35 PM	Lamp lighting Ceremony		
	01:35-01:45 PM	Introduction to E- IPHMDP		
	01:45-02:00 PM	Pre test		
	<b>Lecture 1</b>			
	02:00-02:45 PM	Quality Concepts in healthcare	Dr. Jeetu Lal Meena	
	02:45-03:00 PM	MCQ		
	03:00-03:15 PM	Social media break		

	03:15-04:00 PM	e-Assignment	
	04:00-04:30 PM	Discussion	
	04:30-04:45 PM	Attendance and Feedback	
Day 2	<b>Lecture 2</b>		
	02:00-02:45 PM	Quality standards- International and national	Dr. Keerti Pradhan
	02:45-03:00 PM	MCQ	
	03:00-03:15 PM	Social media break	
	03:15-04:00 PM	e-Assignment	
	04:00-04:30 PM	Discussion	
	04:30-04:45 PM	Attendance and Feedback	
Day 3	<b>Lecture 3</b>		
	02:00-02:45 PM	Quality improvement at point of care - Part 1	Dr. Praveen Kumar
	02:45-03:00 PM	MCQ	
	03:00-03:15 PM	Social media break	
	03:15-04:00 PM	e-Assignment	
	04:00-04:30 PM	Discussion	
	04:30-04:45 PM	Attendance and Feedback	
Day 4	<b>Lecture 4</b>		
	02:00-02:45 PM	Quality improvement at point of care - Part 2	Dr. Ravneet Kaur
	02:45-03:00 PM	MCQ	
	03:00-03:15 PM	Social media break	
	03:15-04:00 PM	e-Assignment	
	04:00-04:30 PM	Discussion	
	04:30-04:45 PM	Attendance and Feedback	
Day 5	<b>Lecture 5</b>		
	02:00-02:45 PM	Lean Management	Dr. Sonu Goel
	02:45-03:00 PM	MCQ	
	03:00-03:15 PM	Social media break	
	03:15-04:00 PM	e-Assignment	
	04:00-04:30 PM	Discussion	
	04:30-04:45 PM	Attendance and Feedback	

## **6. Course Teaching & Delivery Methodology**

- The course will be hosted and delivered online by Department of Community Medicine & School of Public Health, PGIMER.
- 100% online: Start instantly and learn at flexible schedule.
- Freely accessible essential and recommended readings.
- Teaching Methodology: Multi-pronged adult learning pedagogy, video lectures, reading material, live interactive sessions

## **8. Registration**

It will be done online through the google link provided.

## **9. Seats for the said course**

100 participants

## **10. Target audience**

Essential Qualification- Graduates and above

Desirable Qualification- Working in health care program/ projects.

This course will target public health professionals, students, implementers, academicians, social workers and people from other backgrounds who want to contribute towards public health.

## **11. Age Limit**

No upper age limit for the said course.

## **12. Course Outcome**

### **Benefit to the Participants**

1. Learn the Concept of Patient safety & Quality in healthcare and its importance
2. Application of quality management system for successfully managing projects and programs
3. Understanding different frameworks of quality improvement in healthcare and its application in their settings

### **Benefits to Organization**

1. Improved quality standards for dealing with public health management challenges.
2. Overall increased performance and productivity of organizations in attaining top ranked position.

## **13. Course Certification**

A certificate of successful completion of course will be awarded at the end of the course.

## **14. Prior experience of conducting the program**

Department of Community Medicine & School of Public Health, Post Graduate Institute of Medical Education and Research, India has been conducting a 5 to 10 day “**International Public Health Management Development Program**” (IPHMDP). The program will impart the skills required to effectively manage the existing and emerging public health challenges and in-turn enhance the capacity of the public health managerial workforce. Till now we have conducted seven physical programs in **May 2016, December, 2016, February 2017, December 2017, March 2018 ,March 2019 and 8 online E ITEC courses in last 2 years** These program is entirely on **No- Profit Basis** and **first of its kind in the country** being conducted in government set-up in order to enhance management competencies which are absolutely essential for a good manager for improving the performance and productivity of organizations. The institute has been conducting several capacity building programs from last many years for national and international participants in collaboration with lead institutes and organizations (**Annexure-1, 2 and 3**).

**The last programs (series of 3 online courses) was on ‘Managing COVID 19 pandemic-Experiences and Best Practices of India’, 8<sup>th</sup> and 9<sup>th</sup> IPHMDP and 3 online weekly courses (Communication in Public Health, Health System strengthening, Quality Management) were sponsored by Ministry of External Affairs which has received huge response in terms of applications from ITEC countries**

## Annexure '1'

### **Prior Experience of Program Director**

**Dr. Sonu Goel, Program Director** of International Public Health Management Development Program is a medical doctor and specializes in PUBLIC HEALTH. He had done his MBBS and Post-graduation in public health from Indira Gandhi Medical College, Shimla. He is currently Professor in Department of Community Medicine and School of Public Health. He has over 20 years of rich experience in the field. He has written around 100 papers in national and international journals and authored 2 books-one of which by Elsevier's- „Hospital Administration-a problem solving approach“ is among the hot-selling books in India. Besides this, he had authored over 35 chapters in several books. He received fellowships of three prestigious associations (Indian Public Health Association, Indian Association of Preventive and Social Medicine, and International Medical Science Association) and MNAMS, which is very unusual for a young faculty of his age. He is also an alumnus of John Hopkins School of Public Health, Baltimore, US and Maastricht University, The Netherlands. He is Adjunct Clinical Associate Professor, Public Health Master's Program, School of Medicine, University of Limerick, Ireland, and Honorary Professor, Faculty of Human and Health Sciences, Swansea University, United Kingdom. He is Director at e-Resource Centre for Tobacco Control, e-Learning for Public Health

Dr. Goel has a vast experience of teaching public health management and has been actively involved in designing and implementation various courses for last 7 years. He had attended 4 UNION IMDPs viz. CML, PM, BFM, and MOM between years 2009 till 2011. Additionally, he had also participated in many technical courses including Operational Research course. Currently, he is supporting UNION's technical courses and SORT-IT (South Asia Operational Research course) as external resource person for the last 4 years. He has a vivid experience of conducting trainings in liaison with various international and national organisation and agencies. He conceived as new model namely „**PGIMER-The Union OR model**‘ in 2014. He has a rich academic background in Public health management and is the reviewer of many journals of repute including WHO Bulletin, International Journal of Tuberculosis and Lung Disease; Public Health Action; Indian Journal of Public Health; Indian Journal of Community Medicine among many. He is member of many national and international scientific bodies. At this young age, he had completed more than 30 projects independently with almost 10 national and international organizations.

## **Annexure ‘2’**

### **Organizational Capacity**

#### ***PGIMER, Chandigarh:***

The Postgraduate Institute of Medical Education and Research (PGIMER) is based in Chandigarh and was established in 1962 by then Prime Minister of India, Pt. Jawahar Lal Nehru. It was declared as an “Institute of National Importance” by an Act of Parliament of India on 1st April 1967 and is currently an autonomous body functioning directly under the Ministry of Health and Family Welfare, Government of India. PGIMER has almost all specialities and super-specialities departments. PGIMER has completed over 1000 research projects and more than 500 research articles are published every year in national and international indexed journals.

The Department of Community Medicine was instituted in 1977 with the purpose of developing effective models of health service delivery for rural communities and for providing community health orientation to public health professionals. To address emerging challenges in public health education and research, the Department was upgraded to School of Public Health (SPH) in the Tenth Five Year Plan of India (2002-06). It has a WHO supported Learning Resource Centre within the premises. SPH also offers regular PhD, MD, Post Graduate Diploma in Public Health Management (PGDPHM), and Master of Public Health (MPH), along with various short-term courses in areas of epidemiology, health management, health promotion, communicable and non-communicable diseases. SPH is also involved in several research projects in collaboration with national and international organizations and state governments. Each year nearly 45 training programs are conducted with an average attendance of 30 participants per course. Department also works in coordination with several leading national and international agencies such as DBT, ICMR, WHO, UNICEF, UNFPA, DFID, MOH&FW, and MOE&F that financially support research and training projects covering most public health areas



## Annexure-‘3’

### Executive summary of last online Quality Management course

Achieving universal health coverage by 2030 requires positioning qualified and skilled public health professionals, especially from developing countries and continents (India and other developing nations alike), who can plan, implement and monitor national health programmes and public health initiatives in order to improve performance of health care delivery system. Further, it is documented that Sustainable Development Goals (SDG) cannot be achieved without addressing availability and distribution of trained public health management officials. The available literature has cited that health initiatives in developing countries often fail because of lack of managerial competence.

In this context, an **International Public Health Management Development Program (IPHMDP)** was conceptualized in 2016 by School of Public Health and Department of Community Medicine which aims at enhancing the skills and competencies of middle and senior level program managers for strengthening efficiency of organizations in resource limited settings. In this well-ordered series, a five day 11<sup>th</sup> **IPHMDP** was organized by Department of Community Medicine and School of Public Health, PGIMER, Chandigarh from 4<sup>th</sup>-10<sup>th</sup> October 2021. The program was fully sponsored by Ministry of External Affairs, Government of India under Indian Technical and Economic Cooperation (ITEC) Scheme. In this program, a total of 36 participants from 18 countries namely Armenia, Bangladesh, Bhutan, Kingdom of Eswatini, Maldives, Mauritius, Nicaragua, Palestine, Philippines, Seychelles, , Sri Lanka, Suriname, Thailand, Cambodia, Myanmar, Nigeria and Vietnam participated.

The current program is ‘**first of its kind**’ public health management program in the country which endeavors to boost skills and competencies of public health professional for addressing local public health challenges and increase competency of organizations. The modules covered during this comprehensive program were specifically targeted to improve the quality management related concepts and skills in the participants in order to enable them to apply this knowledge in their respective settings. In order to ensure the application of learning during the program, every participant has submitted an ‘**Action Plan**’ after completion of the program, in which they prioritised the areas (from the program) of implementation in their respective organization. The **key highlights** of the program were; its design which focused on learning through a mix of traditional formal learning methods (lecture, power point presentations, case studies) and informal learning methods (exercises, real case scenarios, management games and videos); its concept wherein focus was on application based learning in which the participants prepared an action plan during the program for their organization (to be implemented within 3 months); and facilitation by an elite panel of experts and facilitators from lead academic and management institutes of the country.

**‘IPHMDP Contests’** was also organized during the program wherein various awards pertaining to different activities viz., most active social media participant, most participatory participant, best selfie and tag line, best logo representing the program, voracious reader, best cultural performer and best logo were honoured during the ‘valedictory ceremony’ of the program. The active participation by delegates was ensured by presentation of the reflection of key concepts/ teaching of previous day, participation in IPHMDP contest, management games/ energisers in between the sessions.

Beside academics, we provided a platform for **‘cross-cultural learning’** through hosting a virtual cultural event, where participants got a chance to represent their cultural ethos. Participants interacted informally with each other which actually helped in peer learning and developing network for future endeavours. Every day, few participants were also given opportunity to present daily recap of the event on preceding day. We also ensured to provide best resource material to participants, which will help them to design similar program in their country. All the activities during the program were actively uploaded on the IPHMDP Facebook page and Twitter page with appropriate hash tags social media (eg. #ITECNetwork, #MEA\_INDIA #MOHFW\_INDIA, #IPHMDP #PGIMER etc). A parallel e- mail account and whatsapp group was also maintained by the organizers to keep the participants updated (on daily basis) and to provide them assistance during the program.

During the program, the participants appreciated the overall quality of training along with the mixed teaching methodology. They felt that it was a wonderful experience with a blend of learning, through various teaching methods which they can apply in their organization. They revealed that the program was well planned, organized, managed and full of knowledge which can be truly implemented in their settings and across different organizations. They expressed their willingness to scale up the program in their respective organizations and countries.