

DISTANCE LEARNING

**CERTIFICATE COURSE
IN
HOSPITAL MANAGEMENT**

Prospectus



**National Institute of Health and Family Welfare
Munirka, New Delhi -110067.**

INTRODUCTION^N

With the adoption of the new strategy of delivering both Health and Family Welfare Services as an integrated package during the Fifth Five Year Plan period, Government of India recognized the need for an independent agency which could act as an apex technical institution, both in the field of Health and Family Welfare. Consequently on March 9, 1977 the National Institute of Health and Family Welfare (NIHFW) came into existence by the merger of two erstwhile autonomous organizations named as National Institute of Family Planning (NIFP) and National Institute of Health Administration and Education (NIHAE) which were established in 1962 and 1964 respectively. NIHFW, since then has been functioning as a multi-disciplinary Institute under the Ministry of Health and Family Welfare, Government of India.

National Institute of Health and Family Welfare (NIHFW) has been engaged in providing education and training to managerial physicians since last two decades through its regular courses of MD (CHA), DHA and other in-service training programmes. However, the in-service training arrangements have not been able to meet the demands expeditiously. Moreover, there is a need for continuous and consistent training in management especially for hospital administrators.

The average Indian hospital still continues to be under-developed. Most of our government hospitals are functioning in old dilapidated buildings and lack modern diagnostic and therapeutic equipments, proper emergency services, critical care areas, essential pharmaceuticals and supplies, referral support and resources, CSSD, laundry, dietary, nursing services etc. High hospital infection rates and death rates are very common. One reason may be that Hospital Management is yet to be recognized as an important specialty. Further, there is hardly any hospital policy for the management of the government hospitals, which not only adversely affects patient care but also leads to a situation of crisis every now and then. To overcome these crises, the hospital authorities resort to ad-hoc solutions. Their approach remains what is more commonly known as management by crisis.

In view of the above, there is an urgent need to train the concerned people in the hospitals set up to improve the management and functioning of the hospitals. This high demand for trained manpower to properly manage the hospitals cannot be effectively met only through induction/in-service training courses, as it cannot provide training to a large number of participants at a time, as the numbers of institutions which can organize these training courses along with the expert faculty on hospital management are not many in the country. Hence it became imperative to think of an alternative approach and it made us to think about the distance

learning approach as the only effective alternative to train a large number of participants at a time.

THE CERTIFICATE COURSE

As already mentioned, there has been a growing recognition of the need to provide management education to hospital doctors/nurses. The requirement of scientific managers for our hospitals will be growing every year. However, it is not possible at present to have full time diploma/degree courses in our country because of paucity of trained faculty and lack of infrastructure of hospital management in various medical institutions. NIHFW and a few other state training institutions have been organizing short-term in-service courses to meet the requirement. To strengthen this effort further, NIHFW, with the financial assistance of WHO, developed a course through Distance Learning for the Hospital Administrators, conducted since August 1995 for 100 students. From 1996-97 onwards, NIHFW decided to offer this course on a regular basis and number of seats available are 500. In future, the course will be extended to SAARC and neighboring countries.

DURATION OF THE COURSE

The certificate course is of one year duration. Any candidate who cannot appear or qualify after one year can appear in the subsequent examinations. However, a candidate must qualify within 4 years from his enrolment; otherwise he/she will have to **re-enroll himself/herself as a fresh candidate with resubmission of fees.**

MEDIUM OF STUDY

The medium of study will be in English language. The training is imparted by means of printed study materials and two contact programmes. The dates for contact programme will be announced in due course of time and the students will be notified accordingly.

ELIGIBILITY

The applicant should fulfill following eligibility criteria for admission:

- a. **Qualifications** : MBBS / BDS / B.Sc. (Nursing) / Bachelor of AYUSH / M Pharma / B Pharma / D Pharma / General Nursing & Midwifery / Bachelor in Physiotherapy / Occupational therapy.

Candidates must be registered with respective State / National Council.

- b. Experience: MBBS / BDS / B.Sc (Nursing) / Bachelor of AYUSH / M Pharma- 2 years, B Pharma - 3 years, General Nursing & Midwifery / D Pharma / Physiotherapy / Occupational therapy - 5 years (experience of working in a Govt. / NGO / Private / Corporate Hospitals / Institutes / Organizations).

DESIGN OF THE COURSE

The Certificate Course in Hospital Management has been divided into two parts i.e. theory and practical work. The entire course is spread over a period of one year. The evaluation has been inbuilt in the course and there will be a final examination at the end of the course.

The objectives and curriculum of the Post-Graduate Certificate Course in Hospital Management are given below:

OBJECTIVES OF THE COURSE

The candidates at the end of the programme will be able to:

1. Describe the existing structure and functioning of the hospitals in the country;
2. Identify the managerial problems and processes associated with the system;
3. Utilize various management concepts/techniques/tools and resources to improve the functioning of the system;
4. Apply the managerial concepts to develop the hospitals; and
5. Further strengthen the concept of professional hospital management in the country.

THE CURRICULUM

The curriculum is divided into 5 courses consisting of 18 blocks. The fifth course gives the guidelines for the project work. The break-up of the curriculum is given below:

Course I Introduction to management & Human Resource Development

Block 1	Management Principles and Practices in Hospitals
Block 2	Human Resource Management
Block 3	Organizational Behaviour
Block 4	Practical Manual

Course II Resource Management & Quality Control

Block 1	Financial Management
Block 2	Equipment and Materials Management
Block 3	Hospital Information Systems and Quality Management
Block 4	Practical Manual

Course III Hospitals and Health Care Services

Block 1	Hospital and Health Care System
Block 2	Hospital Planning and Designing
Block 3	Legal Aspects of Hospital Administration
Block 4	Practical Manual

Course IV Patient Care and Support Services

Block 1	Patient Care Services – I
Block 2	Patient Care Services – II
Block 3	Hospital Support Services
Block 4	Hospital Utility Services
Block 5	Practical Manual

Course V PROJECT WORK (Project block)

Total Blocks = 18

PROJECT WORK

The candidate should be able to critically appraise some specified service area of hospital system and prepare an action plan to enhance effectiveness of that area, based on the guidelines provided in the **PROJECT BLOCK**. **The project report after completion is to be submitted two months prior to the examination; otherwise the candidate will not be allowed to take the final examination.** The project report will carry 40 marks.

CONTACT PROGRAMMES

Two contact programmes, each of five days duration will be held during the course. **Attending both the contact programmes for five days is mandatory for the candidate to be eligible for the final examination.** Each contact programme carries a weight age of maximum 10 marks, in terms of attendance. Thus the candidate can score a maximum of 20 marks from the two contact programmes. The candidates are to attend the contact programmes at their own cost at the identified centers. The 1st contact programme will be held in the month of Nov. /Dec., 2009 and the 2nd contact programme will be held in April/May, 2010 at the identified centers. The allocation of the centers for the contact programmes, as per the choice given by the candidates/decided as per the strength of students' region wise. This will be communicated well in advance. Efforts will be made to provide reference / other study materials during the contact programmes. However, the cost if any, for these materials has to be borne by the candidate.

The existing study centers* are:

LUCKNOW

C S M Medical University,
Lucknow,
U.P. Pin – 226003
Fax: 0522-2257674

MUMBAI

Family Welfare Training &
Research Center, 332, S.V.P. Road
Khetwadi, MUMBAI-400 004
Ph (Off) : 022 –23881724, 23893165
Fax: 022-23862736

KOLKATA

Institute of Health & Family Welfare
29 G.N. Block, Sector-V, Bidhan Nagar
KOLKATA-700 091
Ph (Off): 033-23574531 (Off.),
23578870 (FAX)

DELHI

National Institute of Health and Family Welfare,
Munirka, New Delhi-110067
Ph (Off): 011-26165959, 26107634 - Ext.336
Fax: 011-26101623 / 011-26183416

HYDERABAD

Nizam's Institute of Medical Sciences
PANJAGUTTA
HYDERABAD-500 482
Ph.(Off): 040-23320332

(*More centers may be added in future as per the student registration region wise)

STUDY PRACTICE

During the Contact Programmes, each candidate is expected to bring out important points, clarifications, queries or remarks after studying the different blocks. This will make the Contact Programmes more useful and effective and candidates can facilitate their self-learning. The check points, review questions and test items have been provided in each unit write up. Candidates should check their progress while they study the learning materials.

ASSIGNMENTS

Students are required to write down four assignments. The assignment question papers (grouped in two) will be sent to the students, one month prior to the contact programmes. All the assignments should be **Hand written on A4 size paper (8.27 inch x 11.69 inch)** and be precise and illustrated with diagrams and specific examples based on practical experience. Assignments should not be

bunched together, each assignment should be sent separately. No photocopy of any printed or any other material (other than citing examples) will be accepted.

No assignment will be accepted after the last date fixed for the purpose. Candidate will not be allowed to take the final examination unless all the assignments are received by stipulated dates.

Each assignment should be submitted by Registered Post along with a self-addressed post card for acknowledgement. **No assignment will be accepted via electronic mail or fax.**

EVALUATION

The certificate course has two tier systems of evaluation comprising of internal assessment and terminal evaluation. The total marks allotted for evaluation are 400. The ratio between internal assessment and terminal evaluation is 25:75 marks.

The final exam would be held at the National Institute of Health and Family Welfare, New Delhi.

SCHEME OF EVALUATION

1. Self-Assessment

Review questions and test items are provided at the end of each unit to help the candidates to check their own progress simultaneously.

2. Internal Assessment

It carries a weightage of 25 per cent of total marks [i.e. 100 marks]. It is based upon the four assignments, project report and contact programme. Out of 100 marks, each assignment will carry 10 marks and 10 marks are for attendance during each Contact Programme. The completed Project Report will carry maximum of 40 marks. **The candidate will not be allowed to appear for exam if the Project Work is not complete in all respect, in prescribed format and duly submitted and accepted on or before the due date.**

3. Final Examination

This component has 75 per cent of total marks (i.e. 300 marks).

- a. The final examination is likely to be held in the months of July/August i.e. at the end of the course.
- b. The two Theory papers of 100 marks each include all the blocks. The candidate is required to pass in each paper by obtaining at least 40 per cent marks but on aggregate she/he must obtain 50 per cent marks to qualify for the Certificate Course.
- c. Practical/*Viva Voce*: This component will have a weightage of 100 marks.

4. Distribution of Marks

The distribution of marks will be as follows:

(a)	Theory Paper – I	100	(40)	
	Theory Paper – II	100	(40)	

		Total	200	(100)

(b)	Viva Voce-I	50	(20)	
	Viva Voce-II	50	(20)	

		Total	100	(50)

(c)	Internal Assessment			
-	Project	40	(16)	
-	Assignment 4X10	40	(16)	
-	Contact Programme 2X10	20	(8)	

		Total	100	(50)

Grand Total (a) + (b) + (c) = 400 (200)

The marks in brackets indicate minimum pass marks, and to qualify, a candidate must obtain 50% marks in aggregate in theory, 50% marks in aggregate in viva and 50% marks in aggregate in Internal Assessment with overall aggregate of 50% in Grand Total.

Note:

- Any candidate caught using unfair means during exams will be debarred from appearing in the exams for a period of one year.
- Any request to appear for the Final Exams after the said duration of 4 years of the Course, would not be entertained, except for Extraordinary Cases, where decision would be taken on case-to-case basis.

5. Best Student Award

One student, who obtains the highest marks, will be awarded a medal and Certificate on **9th March (the Annual Day of the Institute)** of the following year.

FEES

Course fee of **Rs.10,000/-** (which includes examination fee of **Rs.500/-**) through Demand Draft drawn in favour of **Director, NIHFV, payable at New Delhi** should be paid along with the application form. The Prospectus and application form can be down loaded from the website of the Institute (www.nihfw.org). In such cases application form should be accompanied by a demand draft for Rs.10,200/- (Rs.10,000/- Course fee and Rs.200/- being cost of the prospectus). Once the application is accepted in this office for admission to the said course, withdrawal of the same will not be allowed in any case and fee in such cases will not be refunded under any circumstances.

The fee will be refunded to **only those Candidates who are not selected** as per criteria fixed.

For those candidates who do not complete the course in the first year, the examination fee of Rs.500/- will have to be paid separately for appearing in the examination in subsequent year(s).

Duplicate Certificate for the successful candidates may be issued only on the written request from the candidate citing proper reason for it. **A fee of Rs.500/-(Five hundred only)** will be charged for this purpose.

IMPORTANT DATES OF THE YEAR

Last date for receiving completed application form	15th June, 2009
1 st Contact Session	December, 2009
2 nd Contact Session	April, 2010
Final Examination	July, 2010

HOW TO APPLY

- a. A candidate seeking admission in the Distance Learning Course in Hospital Management is required to send his/her application on the prescribed form given at the end of prospectus.
- b. Following enclosures to be attached with this application:
 1. Demand Draft
 2. Copy of certificate of Date of Birth
 3. Copy of MBBS/BDS/B.Sc. (Nursing) Degree/Bachelor of AYUSH/M Pharma/B Pharma/D Pharma/General Nursing & Midwifery/Bachelor in Physiotherapy/Occupational therapy Degree certificate.
 4. Copy of Registration (Certificate) with respective National Council/ State Council.
 5. Certificate in support of past/present Employment if any.
 6. Self-addressed post-card for acknowledgement of the Application.
- c. Incomplete application in any respect is likely to be rejected.

- d. The application form duly completed in candidate's clear handwriting should be sent to the **Distance Learning Cell, Room No.417, National Institute of Health and Family Welfare, Baba Gangnath Marg, Munirka, New Delhi-110 067** on or before **15th June, 2009**.

SELECTION

Selections will be made by a Selection Committee of NIHFW and the selected candidates will be informed accordingly. **The decision of the Selection Committee shall be final and binding. No correspondence in this regard shall be entertained.**

All correspondence may be mailed to:

**Distance Learning Cell
National Institute of Health and Family Welfare (NIHFW),
Baba Gangnath Marg, Munirka, New Delhi-110067
Phone Direct: +91-11-26183416
Phone EPABX: +91-11-26165959, +91-11-26166441,
+91-11-26188485, +91-11-26107773, Ext.336
Fax: 91-11-26183416, 91-11-26101623,
Email: director@nihfw.org, dean@nihfw.org & dlc.nihfw@nic.in**

Web Site: www.nihfw.org

