

Management Development Program on Patient Safety in Healthcare

19th and 20th January 2012



Venue:
International Institute of Health Management Research,
New Delhi





Rationale

Patient safety is elemental to the Hippocratic Oath and fundamental to quality in healthcare. Improving patient safety and reducing medical errors is a challenge faced by healthcare organizations all over the world. Adverse events in healthcare are one of the leading causes of death and injury in the world today and are a cause of concern among healthcare professionals globally. The Institute of Medicine 1999 report suggested that more than ninety thousand American could be dying each year due to medical errors that are mostly related to system failure, but have multiple and varied primary causes. As a result of this report improving patient safety has become one of the driving forces in health care delivery. However, to reduce medical errors it is important that they are reported, that data is collected and analyzed on a large scale and that results are shared amongst the relevant institutions. This obviously requires a change in the culture in the health care system to one where safety is paramount and reporting is encouraged and maximized. There is also a need to set up national reporting systems and databases to store information and a cohesive strategy for communicating findings effectively across the country.

Healthcare is decades behind when compared to other industries in terms of creating safer systems. Errors in healthcare are usually provoked by weak or inadequate systems within and across healthcare organizations. These events often have common root causes which can be analyzed, generalized and corrected. Patient safety requires well designed processes and structures for delivering quality healthcare services. Competent, conscientious and risk-aware healthcare providers are also essential. Therefore, improving safety and reducing errors is a challenge faced by, the healthcare industry all over the world.

Patient safety is a new field in India. There is no national level body looking after this aspect, neither are there any rules or regulations. Healthcare sector continues with a fragmented approach and a systems approach to handle the issue is lacking. National Accreditation Board for Hospital and Healthcare Providers (NABH) has incorporated patient safety performance in its standards (Chapter 1, 5 and 6). However, in majority of the hospitals the approach is still far from satisfactory.

Objective

- To enhance an understanding of important concepts in patient safety
- To identify and address issues related to the implementation of patient safety
- To create a patient safety culture in hospitals

ABOUT THE ORGANIZERS

IIHMR, Delhi is an institution dedicated to the improvement in standards of health through better management of health care and related programmes. It seeks to accomplish this through management research, training, consultation and institutional networking in a national and global perspective.

National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a constituent board of Quality Council of India, set up to establish and operate accreditation programme for healthcare organizations. the board is structured to cater to much desired needs of the consumers and to set benchmarks for progress of health industry.



Course Outline/ Contents

- Introduction to patient safety in healthcare
- Medication Safety & Errors
- Hospital Acquired infection
- Disclosure of errors and its implications
- Patient safety through accreditation of hospitals
- Patient Safety in rural health settings
- Creating a change in organizational culture for promoting patient safety
- Innovations in healthcare for supporting patient safety initiatives through IT



TARGET AUDIENCE

CEOs, Administrators, Managers, Executives, Nurses, paramedics, NGO's working in health sector, healthcare management consultants, HR professionals, Training Executives in hospitals, etc.

BENEFITS

Organizations will be benefited by getting oriented to:

- Importance of Patient Safety Practices in healthcare organizations
- Practical aspects of patient safety initiatives and ways to implement them in their set-ups
- Acquiring competitive edge in healthcare industry
- Creating organizational culture which supports patient safety initiatives

For Individual: Individuals will get benefitted by getting oriented to:

- Current issues and challenges in patient safety
- Managers role in implementing patient safety initiatives
- Acquiring knowledge on creating the patient safety culture for successful implementation of the same

Tools & Techniques

- Classroom sessions and handouts
- Patient survey tools
- Group Discussions

RESOURCE TEAM

- **Dr. Girdhar J. Gyani** is Secretary General, Quality Council of India, which is an autonomous body, set up by Government of India to establish & operate National Accreditation Structure in accordance with the International Standards. Mr. Gyani has been instrumental in setting up of National Accreditation Board for Hospitals and Healthcare Providers (NABH) and is currently officiating as its CEO. Mr. Gyani has put in 38 years of service in the areas of Teaching, Research and Quality Management. He is elected Director on board at International Accreditation Forum (IAF) representing Low & Medium Income Economics. He is senior member of American Society of Quality (ASQ), Member Institute of Quality Assurance UK, Member All India Management Association, Life Member Computer Society of India, Life Member HRD Network Forum and Fellow Institute of engineers (India).

PARTICIPATION FEE:

INR 5,000 (Non- residential) for Indian Participants

USD \$ 170 (Non- residential) for International participants

The programme fee will cover:

- Tuition Fee
- Course Study materials
- Local hospitality at IIHMR, New Delhi (Lunch and Tea)

Last Date of Registration is 10th Jan 2012

ACCOMMODATION:

The accommodation would be made available on request and money will be charged as follows:

- Accommodation on Twin sharing
INR 750 per day per person
(meals extra)
- Accommodation on Single occupancy
INR 1000 per day per person
(meals extra)

- **Dr. Arati Verma**, Vice President, Health Sciences Education Initiatives Max Healthcare (MHC) New Delhi, India. She is Member of Technical Committee and Principal Assessor, NABH . She is also Member, Committee on Insurance/ Quality & Healthcare skills development taskforce, 2011 Federation of Indian Chambers of Commerce and Industry. She has been instrumental in Quality assurance in Max Healthcare including patient safety practices and has won awards in Max Healthcare Chairman's Award for Excellence in Performance through Personal Initiative, IMA South Delhi: appreciation award in Oct 2011.

- **Professor. Minakshi Gautam** is an alumni of Institute of Health Management Research, Jaipur, where she has successfully completed her MBA in Hospital and Health Management and currently pursuing M Phil in Hospital and Health Management Systems from BITS Pilani. She has 9 years of enriching work experience in various Corporate Hospitals and Hospital Consultancies like Hospicon Consultants, Max Hospital, Sir Gangaram Hospital & Fortis Hospital with expertise in hospital operations, quality, strategic Planning, new hospital projects, hospital evaluation studies and telemedicine. She has worked in the areas of hospital quality, operations, accreditation, strengthening of district health management systems, assessment of medical college, manpower planning, etc. Currently at IHMR, Delhi she teaches Hospital functioning of various hospital departments, quality management, disaster management, facility management, strategic management, etc.

- **Dr Anandhi Ramachandran**, Assistant Professor, IIHMR New Delhi

For registration and queries, please contact:

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