

# Management Development Program For Nurses Course 1 - Nursing Leadership

February 3-4, 2012

- **June Caroline** graduated twice in Nursing that is she have completed General Nursing And Midwifery 4 years programme, and after 3 years experience as a Clinical Instructor she has joined the post basic B'Sc Nursing Programme. After completion of her B'SC Nursing she worked as a Clinical Instructor for 3 years in Nazareth Hospital, Mokama, Patna, India, than Junior Nursing Tutor for 3 years in Nazareth Hospital, Mokama, Patna. She also worked as an Assistant Director of Nursing Services in Nazareth Hospital, Mokama, Patna. She was a Principal of school of Nursing for 3 years in St. Stephens Hospital Delhi. She was also member of the Nursing Curriculum Development Committee for 3 years in Saudi Arabia and Educator in the College of Nursing for 7 years in Saudi Arabia. She was worked as a nursing Superintendent in Sir Ganga Ram Hospital for 9 years. Presently she is working as a Nursing Superintendent since last 5 years in BLK Memorial Hospital, New Delhi.

## Coordinators

- **Ms. Kirti Udayai** is a management graduate with specialization in health & hospital business development. She has more than 5 years of enriching work experience in various Corporate Hospitals like Kokilaben Dhirubai Ambani Hospital, Max Healthcare, Escorts Heart Institute & Research Centre Ltd with expertise in Sales & Marketing of Healthcare & Strategic Planning. In her last job, she was working with Fortis La Femme, unit of Fortis Healthcare as Head Sales & Marketing. She is involved in many projects related to training in sales & marketing management with focused key areas like Leadership Development, Branding, Corporate communications & Event management.
- **Ms. 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.

## Why Us...

- We equip you with skills and knowledge to draw upon as and when you need to
- Every individual learns differently, so we tailor our training to suit your needs

### For registration and queries, please contact:

Ms. Shikha Bassi, Training officer

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**International Institute of Health Management Research,  
New Delhi**



### ABOUT THE ORGANIZERS

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

In addition to research, training and consultancy the Institute is offering a two- years full time Postgraduate Programme with specialization in Hospital Management, Health Management and Healthcare IT. This course has been approved by AICTE.

### TARGET AUDIENCE

Nursing Head, Nursing Supervisor, Floor In charge, Infection Control Managers, B.Sc Nursing graduates & Nurses with more than 1 year of experience.

### Rationale

A great nurse manager is an acknowledged leader; an advocate for her patients, staff, and hospital; a powerful agent for change; a respected member of the nursing administrative team; and a good fiscal manager. It's not easy to balance the competing demands of patients, families, visitors, physicians, unit staff, and personnel from other departments, but an effective nurse manager is flexible and organized enough to address everyone's needs in a systematic way. Being a successful nurse manager requires a combination of empathy, good organizational and leadership abilities and strong communication skills. With this training programme we assist, to improve the management skills of nurses in the area of their practice.

### Objective

- To enhance management skills
- To learn various aspects of leadership
- To develop better relationship building with management & peers group Under this training programme, we help you to improve overall managerial skills in nurses because  
**small changes = big impact**

### Key Benefits

#### For Organization:

- Development of personnel
- Compliance with standards of care
- Collaboration among departments
- Improved patient care

#### For Individual:

Skills are "the abilities developed by managers through knowledge, information & practice". Management Skills divided into 3 categories:

- Technical - ability to perform a specialized task involving a particular method or process
- Interpersonal Motivation & communication management
- Conceptual - ability to see the organization as a whole, to recognize complex & dynamic issues, and to examine the factors that influence these problems & resolve such situations

We help in overall development from all management skills perspective.

### PARTICIPATION FEE:

INR 3,000 (Non- residential) for Indian Participants USD \$ 96 (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 25th January 2012

### ● ACCOMMODATION:

The accommodation is available on request and charges are as follows:

- Accommodation on Twin sharing INR 1000 per day per person (meals extra)
- Accommodation on Single occupancy INR 2000 per day per person (meals extra)

### UPCOMING COURSES:

- Course 2 - Silos and communication issues within the hospital & health system
- Course 3 - Resource Management
- Course 4 – Developing Analytical & Presentation skills among nurses

### Course Outline/Content

#### Day 1

- Session 1 - Nursing Leadership

#### Day 2

- Session 2 Self Development & Relationship Management

### Tools & Techniques

Case Study. Role Play & Discussion

### Certificate

Certificate will be awarded upon successful participation and completion of the program.

### Resource Team

#### Lead Resource Person

- Thankam Gomez, Chief of Nursing, Fortis Healthcare from 2001. She is responsible for planning, directing and evaluating activities of the nursing function pan Fortis, including implementation of the department's philosophy and goals, setting standards for nursing practice and development of the nursing personnel. Thankam has been associated with Fortis for over 10 years. In her first assignment with Fortis, she was associated with Fortis Hospital Mohali, since its inception, as the Nursing Superintendent. Over a period of 5 years, Thankam instituted key nursing processes and protocols, ensured timely recruitment, education, and deployment of nurses and was responsible for the delivery of superior patient care in the hospital. Thankam has over 26 years of nursing experience in various hospitals in India and overseas.

Thankam is a Bachelor of Nursing for Registered Nurses from UCOL, New Zealand. Thankam had successfully completed the rigorous 22 week long training as a part of the first batch of the 'Leadership Development Initiative' (LDI) of Fortis. Thankam has participated in national and international conferences as Faculty and she believes in continuous education and is a great champion of Patient Safety