



Tata Institute of  
Social Sciences



2017-18

Information Brochure  
**POST GRADUATE DIPLOMA IN HEALTHCARE  
QUALITY MANAGEMENT (PGDHQM)**  
(A dual Mode contact cum online learning Programme)

A Joint Initiative of Centre for Hospital Management  
SHSS, Tata Institute of Social Sciences, Mumbai  
&  
National Health Systems Resource Centre, MoHFW, New Delhi

Center for Hospital  
Management,  
School of Health System  
Studies, TISS  
2017-18

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### **The Need:**

The latest figures show that public hospitals still account for over 40% of all in-patient care in the nation. These 40% include almost all hospitalization needs of the poor and marginalized sections of society. And in addition these hospitals are the focal points for implementing most National Health Programs. Being public hospitals, the staff here are also called upon to provide a range of preventive and promotive health care services, and even considerable forensic duties- which private sector hospitals do not have to contend with. And they have to manage all these roles with only about 20% of total health expenditure.

This revival of the public health facilities under the National Health Mission needs to be sustained and deepened. The challenge before the public hospital is the achievement of quality of care in a setting of limited resources. This requires a high degree of skills and motivation- and of course a much better understanding of what is quality and how to achieve it.

It was for this reason that the 12th five-year plan envisaged quality scoring of all health institutions and implementation of Quality Management System to measurably improve quality of care, with suitable incentives and inputs for achieving and sustaining the desired levels of quality.

In line with this mandate, the Ministry of Health and Family Welfare, Government of India has also adopted an “Implementation Framework for Quality Assurance in Public Health Facilities.” This framework has been evolved by NHSRC, the apex technical assistance organization of MoHFW, which has evolved this approach through extensive pilots across multiple states and through discussions with all key stakeholders. As across states, public health facilities begin implementing these standards, there is a growing requirement for health care professionals who have the knowledge, skills and attitudes required to lead such an effort. This requires a matching investment in capacity building in public health professionals, and hospital managers and senior nursing supervisors.

## Programme Management


The Center for Hospital Management in the School of Health Systems Studies would be organizing the programme with technical collaboration from NHSRC. The contact programmes would be at TISS Mumbai campus the PG diploma would be issued by TISS, which is a central government-funded deemed university. There may be some possibility of changing venue if the circumstances require it.

**Intake Capacity: 50**

## Target Group:

Hospital Superintendents, Quality Managers, Matrons & Nursing Superintendents Health Administrators, Hospital Managers, Nodal officers for quality assurance in state health departments/ NHM, Members of Quality Assurance Teams, committees and units, quality assessors, health programme managers, etc. working for or having interest in Public Hospitals or Programs.

## Course Structure:



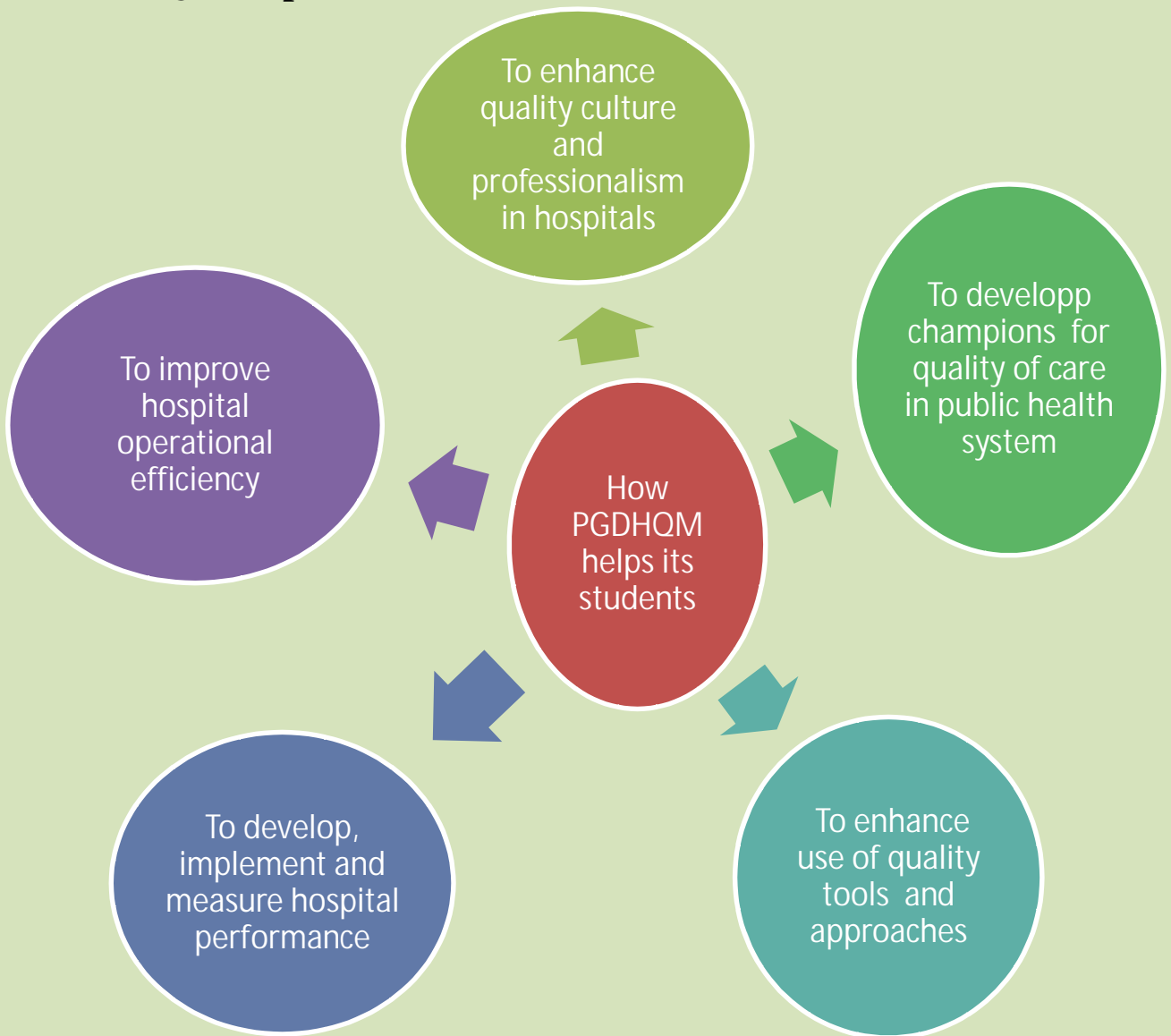
Semester Pattern	<ul style="list-style-type: none"> <li>• Two semesters</li> <li>• First Semester 8 Courses</li> <li>• Second Semester 7 Courses plus one project work</li> </ul>
Extensive teaching-learning Activities	<ul style="list-style-type: none"> <li>• Two contact programmes</li> <li>• Contact classes of 17 days per semester - residential at Mumbai</li> <li>• Online learning through customize software</li> </ul>
Progressive learning and Evaluation	<ul style="list-style-type: none"> <li>• Assignments / case study based on industry practices</li> <li>• Project work for understanding of application of theory knowledge to practical situation</li> </ul>

**Courses, Credits and Evaluation pattern**

<b>Semester I</b>					
<b>Course No.</b>	<b>Subject</b>	<b>Credit / Hrs</b>	<b>Course weightage</b>		
			<b>Written Exam</b>	<b>Assignments/ Case studies</b>	<b>Total Marks</b>
<b>HQM1</b>	Overview on Public Health Systems and Policy	2 / 30	30%	70%	100%
<b>HQM2</b>	Healthcare Quality Standards	2 / 30	30%	70%	100%
<b>HQM3</b>	Quality Assessment Methods	2 / 30	30%	70%	100%
<b>HQM4</b>	Quality Management, Tools and Techniques I	3 / 45	30%	70%	100%
<b>HQM5</b>	Hospital Operations planning and Management	2 / 30	30%	70%	100%
<b>HQM6</b>	Statistics for Healthcare Quality	2 / 30	30%	70%	100%
<b>HQM7</b>	Hospital and Patient Safety	2 / 30	30%	70%	100%
<b>HQM8</b>	Research Methodology and Operations Research	2 / 30	30%	70%	100%
<b>Semester II</b>					
	<b>Subject</b>	<b>Credit / Hrs</b>	<b>Written Exam</b>	<b>Assignments/ Case studies</b>	<b>Total Marks</b>
<b>HQM9</b>	Ethics, Values, Governance, Legal Framework and Patient rights	3 / 30	30%	70%	100%
<b>HQM10</b>	Healthcare performance and quality indicators	2 / 30	30%	70%	100%
<b>HQM11</b>	Quality Management Tools and Techniques II	2 / 45	30%	70%	100%
<b>HQM12</b>	Quality Documentation	2 / 30	30%	70%	100%
<b>HQM13</b>	Healthcare Leadership and Change	2 / 30	30%	70%	100%

	Management				
<b>HQM14</b>	Advanced Statistics for Quality Management	2 / 30	30%	70%	100%
<b>HQM15</b>	Quality Management of Primary Care and National health programs	2 / 30	30%	70%	100%
	Project work (4 credits)				200%

**How PGDHQM helps:**



## **Contact Programme**

There are two contact programmes for the entire 12 months programme. The intensive contact classes are held beginning of each semester for a period of 17days. The second semester contact programme includes three days of examination of first semester. The students must attend the contact classes which are compulsory and attendance as per TISS rules.

## **Online Learning**

Students shall be provided with customized software to work with teachers. The students can interact with teachers as well as submit the online assignments through this software.

## **Examination and Vivo Voce**

First semester examinations are conducted beginning of second contact programme. The second semester examination is conducted at the end of second semester along with Vivo voce. The examination will be over four days at end of each semester. The vivo voce shall cover all theory courses and project work. The option of giving the examination at TISS is available but it can also be given in online.

## Eligibility to Apply

### Graduation

- Minimum of Bachelor's Degree in any discipline (Arts, Science, Commerce, etc.)
- Medical degrees (Allopathic, Aurvedic, Homeopathy, Dentistry etc), BSc nursing, Post BSc Nursing, paramedical and allied health courses like pharmacy, physiotherapy, occupational therapy, etc.

### Work experience

- Minimum of 3 years in hospitals/public health facilities in the areas of managerial or supervisory position

## About TISS

Tata Institute of Social Sciences has a 79 year history. Beginning in 1936 as a school of social work, it grew into a Institute of Social Sciences in 1944, and into a deemed university funded by UGC teaching a wide variety of social science courses in 1964. The institute made a mark in the history of social work in India, through pioneering efforts like publishing the Indian Journal of Social Work, which is the first journal of social work in South Asia. TISS broadened its span to more specialized courses in the field of social work and social research, and has been awarded score of 3.88 out of 4 (CGPA) and Grade A by the National Assessment and Accreditation Council (NAAC) on 31st December 2009. Today it is known as one of the leading thought leaders in the social sciences including areas of the application of technology in social contexts, in management and in governance. It has a wide range of international collaborations which keep it abreast of developments in each field of study at the international level.

TISS is particularly known for its academic excellence, its prominent alumni and its relentless work for the promotion of sustainable, equitable and participatory development, social welfare and social justice. The institute then and now is



known for its prompt and efficient response in sending relief in the face of natural and man-made disasters.

### **School of Health System Studies - Center for Hospital Management**

The School of Health System Studies is one of the most prestigious departments within Tata Institute of Social Sciences- and one of the national and international pioneers in health policy and health systems studies. Today the School has 4 centers:

- Centre for Health and Social Sciences
- Centre for Health Policy, Planning and Management
- Centre for Public Health
- Centre for Hospital Management

The School conducts 4 Masters Degree courses – Master of Hospital Administration, Master of Health Administration, Master of Public Health (Social Epidemiology), Master of Public Health (Health Policy), and an Executive Post Graduate Diploma in Hospital Administration.

This programme for a Post graduate Diploma in Healthcare Quality management is organized by the center for hospital management.

The Centre for Hospital Management (CHM) was set up in 2011 as a Centre in the School of Health System Studies, TISS, as an outcome of the restructuring of the Research Units. The TISS hospital management students occupy positions of leadership across a wide spectrum of healthcare industry including hospital, Information Technology, Insurance and Management Consultancy, etc and it is one of the most sought after course by students with one of the best records in placement.

### **NHSRC (National Health Systems Resource Center)**

National Health Systems Resource Center has been set up under the National Health Mission (NRHM) of Government of India to serve as an Apex body for technical assistance. Established in 2007, the National Health Systems Resource  
Post Graduate Diploma in Healthcare Quality Management

Centre's mandate is to assist in policy and strategy development in the provision and mobilization of technical assistance to the states and in capacity building for the Ministry of Health and Family Welfare (MoHFW) at the center and in the states. The goal of this institution is to improve health outcomes by facilitating governance reform, health systems innovations and improved information sharing among all stakeholders at the national, state, district and sub-district levels through specific capacity development and convergence models. It has a 21 member governing board, chaired by the Secretary, MoHFW, Government of India with the Additional Secretary, MoHFW & Mission Director, NHM as the Vice Chairperson of the board and the Chairperson of its Executive Committee.

### **Quality Improvement Division**

Quality Improvement Division at NHSRC has been a pioneer in designing and implementing Quality Management System specific to Public Health Facilities. QI division at NHSRC is the nodal agency at National Level for implementation of National Quality Assurance Program for Public Health Facilities. QI Division has a team of dedicated and experienced professionals that work towards improving the quality of services. The key activities of quality improvement division in last five years have been –

1. Development of National Quality Assurance Standards
2. Quality Assessment and scoring of the public hospitals
3. Training and capacity building of states for assessment and quality improvement
4. Designing and implementation of “Kayakalp” award scheme for clean hospitals
5. Development of resource material for hospital operations and quality assurance
6. Conducting assessment on hospital and health system related issues eg. Drugs & Logistics, Infection control practices, quality assurance etc.

## Admission Process for the course:



## FEE STRUCTURE:

Application fees: Rs. 750 to be paid along with application.

Programme fee: 75000 include course fee, examination fee, tuition fee, convocation fee, computer centre and library fee. It does not include travel, accommodation, breakfast and dinner. Selected candidates shall be paying the fee.

## IMPORTANT DATES:

- Starting Date for receiving application: 1<sup>st</sup> September, 2016
- Last Date of completion of application: 31<sup>st</sup> December, 2016
- Display of list of Selected candidates: 15<sup>th</sup> January, 2017
- Last date of payment of Admission fees: 15<sup>th</sup> February, 2017
- Commencement of Program: 6<sup>th</sup> April, 2017
- First Contact Program: 6<sup>th</sup> April to 23<sup>rd</sup> April, 2017
- First Semester Examination: 3<sup>rd</sup> October to 5<sup>th</sup> October, 2017
- Second Contact Program: 6<sup>th</sup> October to 20<sup>th</sup> October, 2017
- Second Semester Examination with Viva-voice: 2<sup>nd</sup> April to 4<sup>th</sup> April, 2018
- Conclusion / End of the Program: 5<sup>th</sup> April, 2018

**Note: These dates are tentative and subject to change**

### **How to apply and contact details**

The application form and challan copy can be **downloaded** from the Institute's website [www.tiss.edu](http://www.tiss.edu). The filled-in application form (hard or printed copy) should be submitted with copies of the certificates and a registration fee of Rs. 750/- (Rupees seven hundred fifty only) by Bank Challan copy. The application form shall be submitted to,

Assistant Registrar (Academics)

Tata Institute of Social Sciences, V N Purav Marg, Deonar

Mumbai -4000088, Maharashtra

Telephone number 02225525510/02225525523/25 or email to [marim@tiss.edu](mailto:marim@tiss.edu)

Web site: [www.tiss.edu](http://www.tiss.edu)