



Hospital Management and Related Services



About Empower

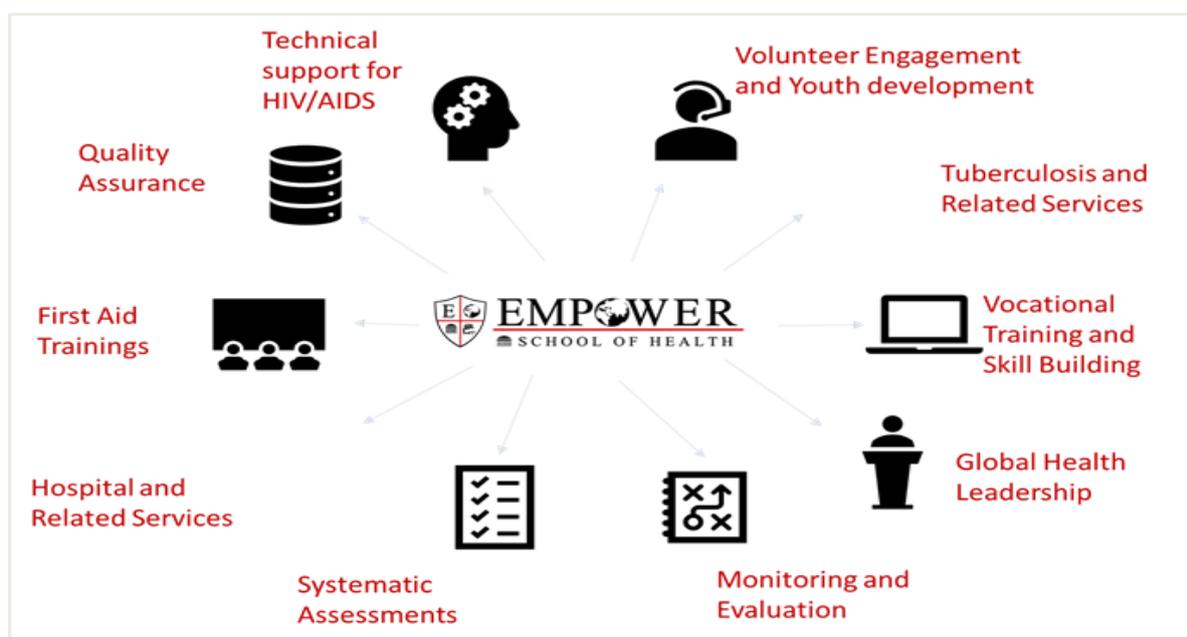
Empower is a global health academic, research and consulting institute, with an aim to empower individuals and communities. Empower offers services in learning and development for building human resource capacity and health system resilience for improving performance.

Empower has global expertise in the following core areas:

- Global Health
- Monitoring and Evaluation
- Effective Hospital Management
- Public Health Leadership
- Developing Learning Platforms
- Digital Solutions across Health Programs
- Procurement and Supply Chain Assessments and Strategy Development
- Capacity Building (Online and Class Training Programs)

Within these areas, our activities include learning and development, research, analysis, consulting, project management, identifying needs and providing solutions.

Empower has worked across countries in Africa, Asia and the Pacific, to strengthen institutional capacity of global health programs through online courses and face-to-face workshops that are adapted to the needs of the professionals and organizations, strengthen regulatory and quality assurance programs, support project management, build health intelligence systems and catalyse south-south technology transfer.



Empower has delivered over 1 million hours of online and in-classroom training across 100 countries and more than 200 organizations. Our multi-pronged approach is based on blended learning, peer-to-peer interaction and group-based problem solving. We aim at establishing ourselves as a global leader

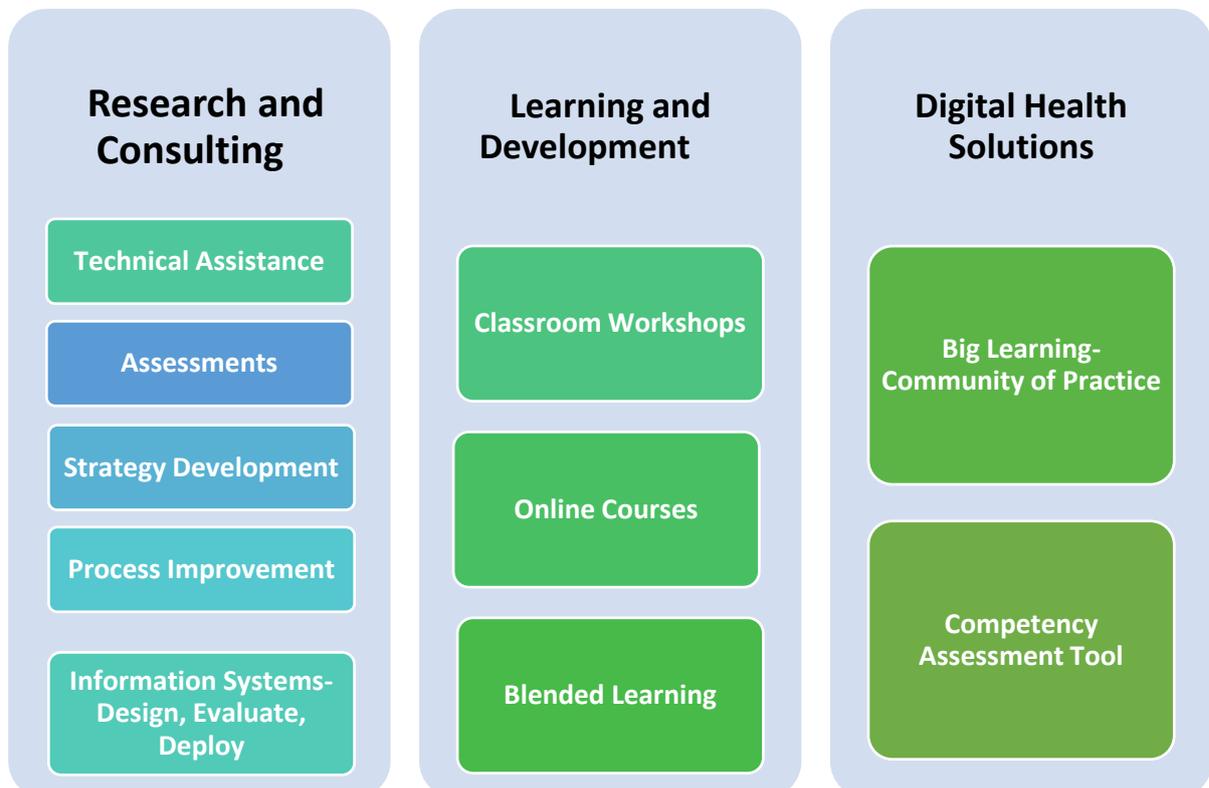
and knowledge service provider in public health through Learning and Development, Research and Consulting and Health Systems Strengthening.

Empower has worked with WHO Maldives for Technical Support to Strengthen Medicine Regulatory Mechanism in Maldives Food and Drug Authority. Empower has also completed the Health Research Partners Meet project for WHO SEARO India. Furthermore, Empower has worked with Vital Strategies and WHO India to train a cadre of Cardio Vascular Health Officers by mapping field level experience and customizing content accordingly to deliver the training. Empower has also supported UNAIDS India for situation and response analysis of HIV-AIDS in the states of India.

Empower has a strong rapport with UN organizations and we have completed (or are in progress) various projects funded by UN organizations like WHO, UNDP, UNRWA, UNFPA, UNOPS, UNAIDS etc. Empower has also worked for donor agencies including the Global Fund, Gates Foundation, Department for International Development (DfID), World Bank, UKAID and USAID. Empower has supported various Ministries of Health across the globe (Nigeria, Sudan, South Sudan, Zimbabwe, Zambia, Ethiopia, Philippines, India etc.) and International NGOs such as Red Cross, Care International among others.

Empower has partnership agreements with INSEAD Business School Humanitarian Research Group, Johns Hopkins Bloomberg School of Public Health for Leadership programs and working with other health organizations to promote universal health coverage. Empower has also partnered with The John A Kufuor Foundation (JAKF) to Strengthen Leadership, Governance and Management in the Health and Nutrition Sectors.

Public Health Pillars of Empower

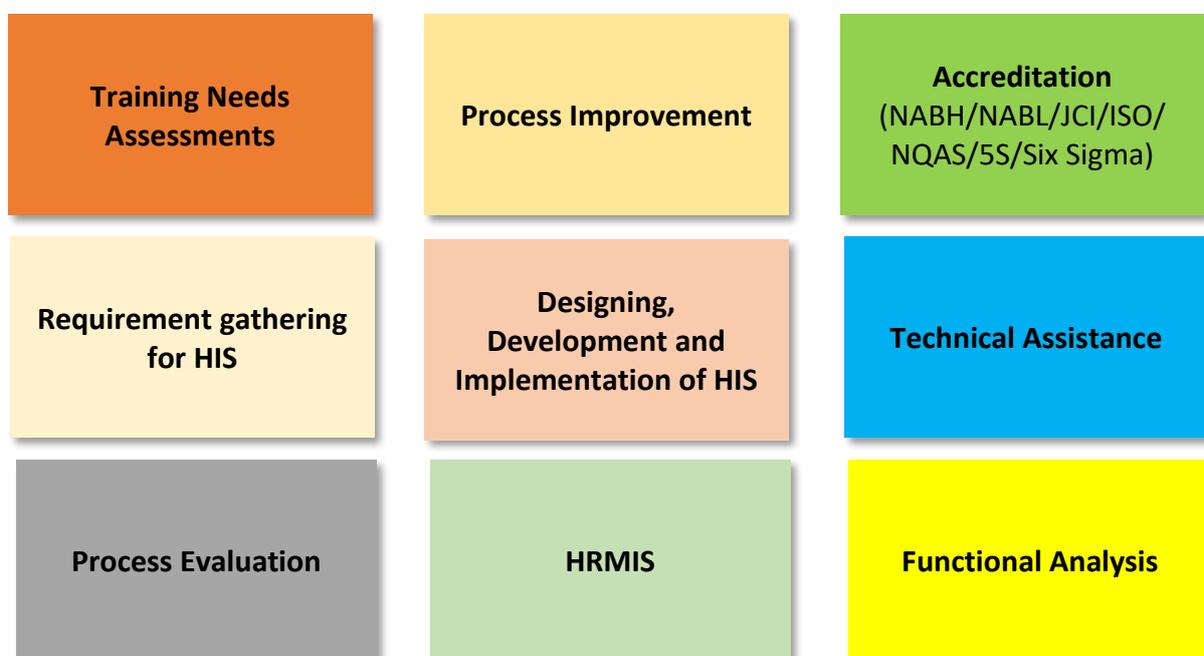


Empower's Offerings in Hospital Sector

Consulting

Empower team has years of professional experience in the health and related fields and have been involved in multiple consultancies in various countries. Our team has expertise in Monitoring and Evaluation, Data Quality Assessment, Systematic Assessments and Reviews, Routine Health Information Systems, Health System Strengthening (HMIS, HRH, and Service Quality), Capacity Building, Gender Integration, Quality Assurance and Improvement and Public Health Education. Team members have rich experience of aiding the delivering the quality health services and better hospital management to the community.

Empower also has a strong base of consultants and experts for carrying out hospital related consultancy projects. Some of the areas of expertise in the space of hospital management and quality assurance are:



Training Needs Assessment

Empower team has strong experience of conducting various training needs assessment exercises for different states like Uttarakhand, Jharkhand, Madhya Pradesh, Delhi and Gujarat. Team has conducted various situational analysis and systematic assessments for health facilities and human resource.

Hospital Information System and HRMIS

Team members have experience of working with HMIS, HIS, HRMIS and DHIS systems across different countries. We have team members with experience from all phases of requirement gathering, designing, developing and implementing different information systems in public and private sector hospitals. Team members have also conducted assessment of Routine Health Information Systems using PRISM tools in the state of Uttarakhand.

Accreditations

We have a pool of resource persons and team members with expertise in implementing 5S, accreditation assistance, process improvement and process evaluation. Our experts are certified National NABH Assessor by Quality Council of India, Green Belt in Six Sigma and certified 5S practitioners. We support and assist in various accreditations for hospitals including NABH, NABL, JCI, ISO, NQAS, 5s and Six Sigma.

Technical Assistance

Empower team has provided technical assistance to various UN organizations, International NGOs, Development Organizations and Ministries of Health across globe. The technical assistance varies in expertise of procurement and supply chain, public health, digital health and assessments across systems.

Learning and Development

Empower offers a wide range of trainings for professionals working in hospital sector. These training range from target cadre of leaders in hospitals to the support staff. Following is the range of various training offered by Empower:

S. No	Training Topic	Duration in Days	Target Cadre
1	Effective Hospital Management	5	Senior Leaders, CEOs, Medical
2	Patient Safety and Quality Assurance in Hospitals	5	Superintendent, Hospital
3	Infection Control Practices and Biomedical Waste Management	3	Superintendent, Hospital Managers, Medical Officers,
4	Disaster Management and Hospital Preparedness	3	Epidemiologists, Program Officers, Staff Nurses, M&E
5	Using Management Tools for Decision Making	5	Officers, Consultants, Patient Supervisors
6	Strategic Leadership and Management	5	
7	Monitoring and Evaluation for Better Decision Making	5	

1. Effective Hospital Management

Overview

Hospital management and administration is the field relating to leadership, management, and administration of health services internally and in coordination with the networks and other related systems. The primary objective of effective hospital management is to provide quality health care in the most cost-effective manner. The performance of any hospital is immensely influenced by the knowledge, skills and motivation of the human resource delivering the services. This training will help the existing and newly appointed hospital management staff and other cadres, for effective management in delivering quality healthcare services to the beneficiaries

Learning Objectives

- Recognize the importance of management of hospitals
- Use various tools for effective decision-making
- Identify various issues in effective hospital management like biomedical waste, quality standards, facility upgrade and patient satisfaction
- Ensure efficiency and compliance in such increasingly challenging and complex environment
- Effectively lead diverse teams in a hospital
- Focus on continuous improvement

Duration

- 5 days

2. Patient Safety and Quality Assurance in Hospitals

Overview

To improve the patients' satisfaction, the quality in healthcare services are required and even the system can improve the faith for the public healthcare delivery system by providing quality services. Quality assurance (QA) methods can help hospital managers to define clinical guidelines and standard operating procedures, to assess performance compared with selected performance standards, and to take tangible steps toward improving program performance and effectiveness. This training aims to improve the management skills of the hospital teams by focusing on behavioural change and institutionalization of the culture of quality improvement. The curriculum will help the existing and newly appointed medical officers, hospital managers and paramedical staff for providing the quality healthcare services to the beneficiaries.

Learning Objectives

- Achieving quality standards and accreditation of facilities as per international standards
- Ensure efficiency and compliance in such increasingly challenging and complex environment
- Use various tools for decision making in Quality Assurance and accessing quality in hospital
- Identify various issues in Quality Assurance (Up gradation of facilities, patient satisfaction etc.)
- Understand the concepts and need of medication safety culture in organization

Duration

5 days

3. Infection Control Practices and Biomedical Waste Management

Overview

In many hospitals, the implementation of Bio-Waste regulation is unsatisfactory as some hospitals are disposing of waste in a haphazard, improper and indiscriminate manner. Lack of segregation practices, results in mixing of hospital wastes with general waste making the whole waste stream hazardous. Nurses, sanitary and hospital attendants, and clinicians spend maximum time with patients, increasing their exposure and risk of the hazards present in a hospital environment, mainly biomedical waste. They need to be well-equipped with the latest information, skills and practices for managing this waste to reduce hospital-acquired infections, and to protect their own health. The focus of training on this topic is to underpin the operations to deliver better health outcomes for the common people while ensuring the safety of the healthcare service providers

Learning Objectives

- Develop competencies on infection control and biomedical waste management for hospitals
- Develop Capacity building on accreditation standards of biomedical waste management and infection control practices
- Learn basic concepts of quality assurance including various standards, Importance of the biomedical waste management, infection control and patient safety guidelines

Duration

3 days

4. Disaster Management and Hospital Preparedness

Overview

Disasters involve widespread human, material, economic or environmental impacts, which exceed the ability of the affected community or society to cope using its own resources (United Nations). Disease outbreaks are inevitable, and often unpredictable and are frequently marked by uncertainty, confusion and a sense of urgency. The disaster management training is designed to strengthen management and leadership capacity during diseases outbreak and other natural and manmade disasters. Disaster management can prove to be an useful tool while preparing for disasters. The focus of training on this topic is to underpin the operations to deliver better health outcomes for the disaster struck people while ensuring the safety of the healthcare service providers.

Learning Objectives

- Prepare an outbreak and emergency response plan
- Conduct rapid appraisal of an outbreak situation.
- Create and lead an outbreak and emergency response team
- Prepare a communication strategy for an outbreak communication,
- Communicate recommendations at the government level, health care workers, local government, opinion leaders and local media level

Duration

3 days

5. Using Management Tools for Decision Making

Overview

Hospital staff at various levels are involved in overall management and administration of hospitals and related units. To be able to realize the goals set by their organizations, in addition to clinical duties, they have varied roles to perform like keeping the community informed on important health issues, providing basic health care services, counselling, and more importantly being advocates and champions of healthcare movement. It is important to build the management skills of these staff through capacity building programs and on job trainings. The proposed training program is envisaged to provide participants with skills that will enable them to utilize modern management methods to fulfil their role as health and hospital managers.

Learning Objectives

- Frame a problem statement to describe key management problems in their respective workspace and hospital for their control/management

- Identify appropriate management tools to solve the problems and presenting solutions effectively
- Undertake situation analysis, plan, and monitor health interventions at the various levels
- Ensure efficiency and compliance in such increasingly challenging and complex environment
- Effectively lead diverse teams in a hospital

Duration

5 days

6. Strategic Leadership and Management

Overview

Effective leadership involves a clear understanding of the different stakeholders, of how good organizations are run, and of the personal characteristics and skills of leaders. There is a dire need for healthcare leadership trainings to include a perspective of basic concepts of administration, management and leadership, characteristics of leaderships and its styles. The focus of this training is to strengthen the capacity of the health workforce, managers and emerging leaders in leadership and management. The goal of strategic leadership and management training is to assist participants in building continuously learning organizations, meet the health targets of their countries and provide a guiding shared vision to improve people's health.

Learning Objectives

- Recognise the key characteristics of successful leaders and map pathways they can follow to become successful leaders in healthcare.
- Best practices of leadership - leadership challenge and improving leadership effectiveness
- Characteristics and competencies of successful leaders
- Outline a strategy to put a public health issue onto the political/community agenda.
- Understand various concepts of motivation and motivational leadership, advocacy and time management for better leadership skills

Duration

5 Days

7. Monitoring and Evaluation for Better Decision Making

Overview

Monitoring and Evaluation (M&E) is the process by which data are collected and analysed to provide information to policy makers and others for use in program planning and project management. M&E is important because it helps program implementers make informed decisions regarding program operations and service delivery based on objective evidence. To better coordinate the programmes on public health, it is essential to develop standards that would simplify collecting, protecting and accessing data from existing health information systems. This training offers intensive training that will cover the fundamental concepts and tools for monitoring and evaluation of various programs.

Learning Objectives

- Train professionals working in various health programs on basic concepts and practical approaches towards effective programmatic monitoring and evaluation

- Formulate a conceptual framework on how the program or intervention will lead to specific health outcomes and impact, when given a set of health program objectives and activities
- Describe the elements (inputs, processes, outputs, outcomes) that provide the context for monitoring and evaluation and describe the types of monitoring systems, sources of data, and their uses;
- Discuss programmatic applications of the main tools and data systems used to monitor and evaluate health programs

Duration

5 days

THE COURSES ARE DESIGNED FOR

- Leaders in Healthcare
- Hospital Superintendents
- Hospital Administrators
- Medical Operations Managers
- Senior Medical Officers
- Program Managers
- Quality/ Hospital Managers
- Medical Officers
- Staff Nurses
- Human Resource Professionals in Healthcare
- Individuals Aspiring to Pursue Career in Healthcare



LEARNING OBJECTIVES

At the end of these courses the participants will be able to:

- Recognize the importance of management of hospitals
- Use various tools for effective decision-making
- Identify various issues in effective hospital management like biomedical waste, quality standards, facility upgrade and patient satisfaction
- Effectively lead diverse teams in a hospital
- Achieving quality standards and accreditation of facilities as per international standards
- Ensure efficiency and compliance in such increasingly challenging and complex environment
- Focus on continuous improvement

Lectures

Case studies

Power-point presentations

Group discussions

Team-building exercises
