

ACADEMY OF HOSPITAL ADMINISTRATION

INSTITUTE OF HOSPITAL AND HEALTH
MANAGEMENT



STUDENT HAND BOOK & PROSPECTUS
QM&AHO PROGRAMME 2024 - 2025



PG CERTIFICATE IN QUALITY MANAGEMENT AND ACCREDITATION OF HEALTH CARE ORGANIZATION QM&AHO [6 MONTHS]

PROGRAMME

We propose to conduct the QM&AHO PROGRAMME through distance learning during year 2024 - 2025.

	PG Certificate in Quality Management and Accreditation of Health Care Organization. [QM&AHO]	6 Months	Jan. - 2024 Sept.. 2024
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Dr. Girdhar J. Gyani
Secretary General

Quality Council of India

2nd Floor, Institution of Engineers Building,
Bahadur Shah Zafar Marg,
New Delhi - 110 002, India

QCI/ AHA/ 2011

19th January 2010

Dear Surg Capt N A Khan,

Subject: QM & AHO Course Conducted by Academy of Hospital Administration (AHA)

This is **Regarding QM & AHO Course Conducted by** Academy of Hospital Administration (AHA), Noida since 2007. As I am given to understand that more than 500 health care professionals from government and private sector hospitals have undergone this course so far.

After going through the Syllabus, I am of the opinion that body of knowledge is very well designed and AHA deserves appreciation. The curriculum is student friendly and focused on patient & staff safety in addition to acquainting the students with latest tools & techniques to upgrade and improve the quality of care. The students who successfully undergo this course should be able to help and add value to health care providers who wish to excel in providing quality care to their patients.

I would suggest that Healthcare providers, both in public and private sector may avail good work being done by AHA, by training their staff through this course.

Warm regards

[Girdhar J. Gyani]

Surg Capt N A Khan
Executive Director
Academy of Hospital Administration
C-56/43, INSTITUTIONAL AREA,
SECTOR-62,
NOIDA
TEL: 0120-4233761-63 MOB: 9310981002

QCI is an autonomous body, setup by Government of India, to establish & operate national accreditation structure and promote quality.
Telefax : +91-11-2337 9321, 2337 9621 • Web : www.qcin.org

Prospectus and Application form: [2024 - 2025 Prog.]
Academy of Hospital Administration, C-56/43, Institutional Area, Sector-62, NOIDA- 201301, UP.
Tel: 0120-4233761-62 E mail : ahaindia@ahaindia.org, mangeracademics@ahaindia.org

HISTORICAL BACKGROUND

It was in the momentous year of 1966 that the speciality of Hospital Administration gained credence in India and Department of Hospital Administration was established at the All India Institute of Medical Sciences New Delhi. Interactions of the hospital administrators at various forums lead to an emergence of a felt need to have a formal professional body of hospital administrators which apart from achieving other objectives would facilitate interaction amongst the hospital administrators to discuss, disseminate, enhance knowledge/skill and initiate/encourage research activities related to the speciality. The felt need soon metamorphosed into a historic reality and an institution was born - **Academy of Hospital Administration (AHA)** was established on **16th February 1987** under the Society Registration Act 1860.

A modern state of art building has been constructed in 2005 and the AHA is located at C-56/43, Institutional Area, Sector – 62, NOIDA, U.P. for various activities.

AHA is ISO 9001:2008 Certified Organization and also registered by **National Accreditation Board for Education and Training [NABET]**, **QCI Government of India as Consultant Organization**
Registration NO: NC01114 02

AIMS AND OBJECTIVES OF AHA

The aim and objectives of AHA are as follows:-

- To promote scientific management of hospital and advancement of health care system so as to make it rational, responsive and cost efficient, both to consumers and providers.
- To promote the development of high quality of hospital care in the community and the country so as to provide a satisfactory environment to the patient and also to the doctors for clinical research.
- To promote a forum for exchange of ideas and information among the health planners, academicians, administrators and general public for improvement of hospital and health services.
- To develop norms and standards for accreditation of institutes of health care and adopt means of continuous evaluation of such institutions so as to improve upon the quality of health care.
- To provide opportunities for training and research in all aspects of hospital/health administration.

AHA presently has more than 1300 trained hospital administrators, located all over India and abroad. We have about 200 faculty members from Delhi and NCR of Delhi to conduct various training programmes.

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POST GRADUATE CERTIFICATE PROGRAMME
IN QUALITY MANAGEMENT
AND
ACCREDITATION OF HEALTH CARE ORGANIZATIONS [QM&AHO]

In the last almost four decades the health care delivery system has been passing through a revolutionary change due to technology advances leading to modernization in diagnostic and therapeutic procedures on the one hand, and a phenomenal rise in expectation of the community on the other. As a result there is an enormous increase in complexity in the delivery of health care services with disproportionate rise in cost of care. In recent times to meet the challenges emphasis has been made on the need for quality management of health facilities and at the same time about international standards to meet the needs of Medical Tourism. In view of the changing scenario requiring large number of trained administrators for hospitals and health care organization, this programme was launched in the year 2007.

OBJECTIVES

- To impart knowledge and concepts related to quality management systems and accreditation of health care organizations.
- To create an understanding of application of various tools and techniques of quality management system in health care organizations.
- To acquaint the participants about the quality indicators in medical and health care and the procedure for evaluation of quality of hospital and health services.

SCOPE

The programme fulfils specific needs of middle level administrators and clinicians in health care organizations who are keen to participate in the introduction of quality management system in their organization for accreditation. It will also be of immense benefit to senior clinicians, and those clinicians currently appointed as heads of departments and engaged in administrative duties also.

ELIGIBILITY CRITERIA

- ✓ Medical, Dental graduates from a Medical/Dental Institute of India or other countries, recognized by Medical Council of India [MCI] or Dental Council of India [DCI]
- ✓ Graduates in alternative system of medicine [Ayush].
- ✓ Candidates holding MBA degree or PG Diploma in Financial, Material, Marketing or Personnel Management.
- ✓ Graduates in nursing and pharmacy or having similar technical skills in other branches of health sciences.
- ✓ Graduates in Engineering and/or Architecture associated with hospitals.

Preference will be given to applicants having experience in hospitals or health care establishments

BLOCK SYLLABUS

Course-I: Introduction to Quality Management.

- Block-1: Quality Management System
- Block-2 National Health System & Quality Management
- Block-3 Health Infrastructure and Quality Management
- Block-4 Practical Manual

Course-II: Planning and Quality Management of Services.

- Block-1 Clinical and Diagnostic Services
- Block-2 Support and Utility Services-I
- Block-3 Support and Utility Services-II
- Block-4 Practical Manual

Course-III: Standards for Quality Management and Accreditation of Health Care Organizations.

- Block-1: Specialised requirements of accreditation for Quality Management System in hospitals
- Block-2 Standards for Accreditation of Hospitals.
- Block-3 Standards for Accreditation of Primary Care
- Block-4 Practical Manual

HOW TO APPLY

- a) Electronic version of the prospectus and application form can be downloaded from www.ahaindia.org to click <http://www.ahaindia.org/course/qm-aho-programme> and sent along with dully filled application form.
- b) The application form as per **Appendix "A"** duly completed in candidates own handwriting, should be sent to Academy of Hospital Administration, C-56/43, Institutional Area, Sector-62, NOIDA, UP-201 309.
- c) Photocopies of the following certificates duly attested by Self Attested should be attached with the application form.
 - i. Graduation Degree / Diploma / Certificates of relevant examination passed, as applicable for the programme, along with mark sheets in support of eligibility for the programme.
 - ii. Medical Council of India / State Medical Council / Dental or Nursing or their Councils registration certificate.
 - iii. Experience certificate.
 - iv. Coloured Passport size photograph [two]

Note: Original copies of certificate will be submitted only after acceptance of admission, for verification, if necessary.

SELECTION PROCEDURE

Those satisfying the eligibility requirements will be selected on the basis of the criteria laid by the Institute from time to time for the specific programme. The criteria for selection will be developed taking into account hospital experience, years of service and educational qualification.

FEE SCHEDULE

QUALITY MANAGEMENT AND ACCREDITATION OF HEALTHCARE ORGANIZATION [QM&AHO]

Rs. 38000/- [THIRTY EIGHT THOUSAND ONLY] 18% GST inclusive

- **Rs. 38,000/-**, (Thirty Eight thousand only) which includes 18% GST, admission fee, tuition fee, self instructional study material, expenses during contact programme for faculty, transportation and examination fee and lunch/ two cups of tea free of cost during the contact programmes.

Can Pay in two installments:

- a) **Rs. 20000/-** along with application form
- b) **Rs. 18000/-** before commencement of 1st / 2nd Contact Programme.

REFUND OF FEE

- Having registered for a programme the tuition Fee once paid will not be refunded under any circumstances. It shall however be adjustable against any other programme selected by the participant to undergo during the same training year of this Institute. However, in cases where AHA denies admission, the programme fee will be refunded after deduction of registration fee through **A/c Payee Cheque /NEFT only**. In an exceptional circumstance the student shall be allowed to join the next batch of the same programme, if desired.

Account Name: Academy of Hospital Administration
Name of Bank : State Bank Of India
Account No : 31569221423
Add : D-211/1 -Sector -61, NOIDA
IFSC Code : SBIN0005222

DURATION

PG CERTIFICATE IN QUALITY MANAGEMENT AND ACCREDITATION OF HEALTH CARE ORGANIZATION [QM&AHO]

- Duration six months but a student can complete within a maximum period of one and a half years.

MEDIUM OF INSTRUCTION - ENGLISH

The student should write their examination in English only.

CONDUCTION OF PROGRAMME

On admission, each student will be attached to the Institute located at NOIDA where he / she would be attending counselling session to clear their doubts related to theory component. A panel of counsellors will be earmarked to act as guide for project study to be undertaken by each student during the programme. In addition, two contact programmed of seven days duration each will be held for practical activities, as per dates to be notified by the officer in-charge programme.

EVALUATION

Theory and practical component will be evaluated separately through continuous internal assessment and term end assessment. In both theory and practical, the weightage of internal assessment will be 30 percent and that of the end assessment will be 70 percent. A student will be declared successful in theory and practical components only if he / she score 50 percent marks in aggregate combining the internal and end assessment. He / she should obtain at least 40 percent marks in both concurrent and terminal evaluation of each paper.

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STUDENT GUIDELINE

A separate student programme guide will be issued to all selected candidates for each programme. This will contain the following details:-

- a) Programme structure and syllabus.
- b) Scheme of study.
- c) How to study.
- d) Student information system.
- e) Student responsibility and assignments.
- f) Functions of programme study centre.
- g) Evaluation procedure and distribution of marks.
- h) Term end theory and practical examination.
- i) Dispatch of study materials.
- j) Channel of communication and addresses.

AWARD OF CERTIFICATE/DIPLOMA

The student who have successfully completed all the requirements will be awarded the Certificate / Diploma by the Institute.

Enrolment No.....

Form No: _____/2024 -2025

(For Office Use)

ACADEMY OF HOSPITAL ADMINISTRATION

[Institute of Hospital & Health Management Training and Research]

C-56/43, Institutional Area Sector – 62, NOIDA

Tel: 0120-4233761/62/63 & Mob: 7827229979

APPLICATION FORM FOR ADMISSION

Indicate name of Programme applied for

- PG CERTIFICATE IN QUALITY MANAGEMENT AND ACCREDITATION OF HEALTH CARE ORGANIZATION [QM&AHO]

*Affix your latest
Passport size
Photograph self
attested.*

1. Name Dr./Mr./Mrs/Miss

FIRST

MIDDLE

SURNAME

2. Father's/Husband Name.....

3. Address for Communication.....

District.....

State.....Pin.....

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UP. Tel: 0120-4233761-62 E mail : ahaindia@ahaindia.org, mangeracademics@ahaindia.org

4. Tel. No. (O)(Res.).....(Mob.).....
5. Email ID [1].....[2].....
6. Permanent Address.....
.....
State.....Pin.....
7. Date of Birth
Date Month Year
8. Male Female
9. Category SC ST OBC General
10. Others [Please specify] : Urban Rural Tribal
11. Marital Status: Married Unmarried
12. Educational Qualifications :

Degree(s)/Diploma(s) held	Date of Completion	University
i)		
ii)		
iii)		

13. Date of completion of Internship
14. Medical Council/State/Other Council Registration Number.....
(Indicate if not applicable)

15. Work Experience in chronological order starting from present [indicate if self employed]

Name of Organisation Employed in	Designation	Nature of your work	No. of Years of work experience
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16. Payment Mode:

DD/Cheque No.	Date	Issued Branch	Amount
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17. Have you registered for any other Aha programme in past?

Enrolment No.....

Programme..... Year of Completion.....

18. Your expectations from the programme applied for

(Please write four-five lines indicating, as a learner, why you are enrolling for this programme and what do you expect out of it).

1. _____

2. _____

3. _____

4. _____

5. _____

19. Enclosure

a) Certificates

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b) *Passport size Photograph [Two] : Self attested.*

Declaration of Applicant

I hereby declare that I have read and understood the conditions of eligibility for the programme for which I seek admission. I fulfil the minimum eligibility criteria and I have provided necessary information in this regard. In the event of any information being found incorrect or misleading, my candidature shall be liable to cancellation by AHA any time and I shall not be entitled to refund of any fee paid by me to the AHA.

Date:

Signature of the Candidate