

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE OF TRAINING: UNION TERRITORIES CIVIL SERVICES
Institutional Area, Shahdara, Behind Karkardooma Courts, Shahdara Delhi-110032

F. No.6/8/(2)/2011-12-UTCS(TS-B)/11199-11361

Dated: 28.04.2011

CIRCULAR

The Directorate of Training is entrusted with the basic responsibility of conducting training programmes for various levels of officials/officers in various areas of administration. The Directorate has identified subjects needing basic knowledge and skill for managerial competence. A three-day training course on 'Basic Managerial Competence in Health and Hospital Management' is an important course in the list. The Course shall commence on 31.05.2011 (Tuesday) to 02.06.2011 (Thursday).

IMPORTANCE OF THE COURSE

Health care providers confronts increasing challenges in the delivery of quality health care services. The population is increasing steadily, as also incidences of many diseases. This places an ever-increasing demand on the health care providers, and it becomes imperative on their part to ensure that the best possible service is delivered in the most efficient manner. Further, hospitals being one of the most important delivery outlets, a special emphasis needs to be laid on hospital management.

TARGET BENEFICIARIES OF THE COURSE

The Course has been designed to keep clinicians as well as health administrators employed with the government to meet the various challenges faced by them, be they in the area of identification of their patients' health needs or improvement in their health status. The Course would be useful to all level of functionaries. The Training Module/Learning Units are enclosed.

OBJECTIVES OF THE COURSE

At the end of the Course, the participants will be able to:

1. Understand the basic concepts of health & hospital management.
2. Understand the basic concepts of leadership and managerial competency.
3. Be able to become more competent health managers and / or hospital administrators.

CONTENTS OF THE COURSE

1. The Current Health Scenario – An Overview
2. The Existing Infrastructure in Health
3. Managerial Competency : An Overview
4. Managerial Competency in the Health Sector
5. Important aspects of Health Management : The Basics
6. Important aspects of Health Management : Public Awareness
7. Important aspects of Hospital Management : Planning
8. Important aspects of Hospital Management : Clinical Services
9. Important aspects of Hospital Management: Support Services
10. Important aspects of Hospital Management: Other Important Areas
11. Case studies and best practices in health & hospital management in India / aboard
12. Open Session & Valedictory

METHODOLOGY OF THE COURSE

The Course would be conducted by experts and experienced in the area of health & hospital management. While lecture method would be generally followed, case examples may also be

included in some sessions. The Course would be interactive and participants encouraged to raise questions and get the doubts cleared.

NOMINATIONS FOR THE COURSE

1. The Course envisages class strength of 40 participants.
2. Nominations shall be accepted on first-come-first-serve basis.
3. Nomination letter along with bio-data of the participants in the format prescribed (enclosed) may be sent **by 24.05.2011**.
4. **Nominations received after 24.05.2011 may not be entertained.**
5. Outstation participants are requested to proceed for training only after receipt of confirmation of acceptance of nomination.

OTHER INSTRUCTIONS

1. Participants are expected to observe punctuality and regularity.
2. Participants are expected to keep their mobile phones **on silent mode** during the training sessions.
3. Participants are expected to complete exercises/questionnaires, if any, distributed by the faculty during any training session and also fill up the feedback form.
4. Participants are expected to utilize the knowledge gained during the training for efficient discharge of their duties.
5. Participants may contact the undersigned for any information/clarification on training course.
6. Filled up Bio-data forms of nominated officials may be forwarded by department.
7. Bio-data form is available in the department's website www.utcs.delhigovt.nic.in under 'Training'.
8. Contact/correspondence may be made on Phone Nos. 22307822, 0-9811144755, Fax No. 22308556 and through Email address adtrg2utcs.delhi@nic.in

R. Bhatia
18/04/2011
(RAJESH BHATIA)
Assistant Director - II (Trg.)
Tel. No. 22307822

F. No.6/8/(2)/2011-12-UTCS(TS-II)/11/94-11361

Dated: 18.04.2011

Copy for information to:

1. All HODs / Local/ Autonomous Bodies and State Undertakings /Corporations with the request to encourage their officers to avail the benefit of this training.
2. S.O. to the Chief Secretary, Govt. of N.C.T. of Delhi, Delhi Secretariat, Delhi.
3. PS to Pr. Secretary (Trg.), Govt. of N.C.T. of Delhi, Delhi Secretariat, Delhi.
4. PA to Spl. Secretary-cum-Spl. Director (Trg.), Dte. of Training, UTCS.
5. Estate Officer, Directorate of Training: UTCS for uploading on the website of the Department.

R. Bhatia
18/04/2011
(RAJESH BHATIA)
Assistant Director - II (Trg.)

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**TRAINING MODULE ON BASIC MANAGERIAL COMPETENCE IN
HEALTH AND HOSPITAL MANAGEMENT**

Name of the Package of Courses		Basic Managerial Competence
Duration of the Course		Three days (31 st May to 02 nd June, 2011)
Number of Sessions		12 (Twelve)
Training Branch		II
Name of Course Coordinator		Mr. Rajesh Bhatia, Assistant Director
Sessions	Duration	Topics
31st May, 2011 (Tuesday) Session – I 10.00 am- 11.15am	75 Min.	The Current Health Scenario – An Overview
Tea		
Session – II 11.30 am- 12.45 pm	75 Min.	The Existing Infrastructure in Health
Lunch		
Session – III 01.45 pm- 03.00 pm	75 Min.	Managerial Competency : An Overview
Tea		
Session – IV 03.15 pm- 04.30 pm	75 Min.	Managerial Competency in the Health Sector
01st June, 2011 (Wednesday) Session – V 10.00 am- 11.15am	75 Min.	Important aspects of Health Management : The Basics
Tea		
Session – VI 11.30 am- 12.45 pm	75 Min.	Important aspects of Health Management : Public Awareness
Lunch		
Session – VII 01.45 pm- 03.00 pm	75 Min.	Important aspects of Hospital Management : Planning
Tea		
Session – VIII 03.15 pm- 04.30 pm	75 Min.	Important aspects of Hospital Management : Clinical Services
02nd June, 2011 (Thursday) Session – IX 10.00 am- 11.15am	75 Min.	Important aspects of Hospital Management: Support Services
Tea		
Session – X 11.30 am- 12.45 pm	75 Min.	Important aspects of Hospital Management: Other Important Areas
Lunch		
Session – XI 01.45 pm- 03.00 pm	75 Min.	Case studies and best practices in health & hospital management in India / aboard
Tea		
Session – XII 03.15 pm- 04.30 pm	75 Min.	Open Session & Valedictory