

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
PGDHHM STUDY CENTRE (PSC) Code 0146(P)  
DEPARTMENT OF HOSPITAL ADMINISTRATION  
**NIZAMS INSTITUTE OF MEDICAL SCIENCES**  
PUNJAGUTTA, HYDERABAD – 500 082, A.P  
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No. NIMS/HAD/IGNOU/PGDHHM/Spell-1/2016  
March 14, 2016

**Dr. K. T. Reddy**  
MBBS, MD-HA, MHPDC  
Programme In charge  
Additional Professor, Dept. of Hosp. Admn.,  
Nizam's Institute of Medical Sciences,

Dear Student,

Our hearty congratulations to you on joining the course of Post Graduate Diploma in Health and Hospital Management (PG DH&HM) conducted by IGNOU and we in the fraternity welcome you to our fold.

The first contact program will be conducted at Nizams Institute of Medical Sciences (NIMS) from 2<sup>nd</sup> April (Saturday) to 8<sup>th</sup> April (Friday) 2016, both days inclusive. The tentative schedule of training programme is enclosed herewith. The contents of the first contact programme will not be changed, albeit some topics may be inter changed with in the given spell. You are advised to study topics from study material and come prepared to clarify your doubts, if any, and to participate actively in discussion and reap maximum benefit from two-way interaction.

You may submit assignments **1 & 3** by post, in person or during above contact program and take back marked ones during contact program.

You may contact at any time for academic furtherance and guidance.

With best wishes,

Yours sincerely,

*(Dr.K.T.Reddy)*

- Copy to: 1. The Regional Director, IGNOU, Plt No. 207, Kavuri Hills-Phase-II, Opp Madhapur Police Station, Jubilee Hills (P.O.), Hyderabad -33.  
2. The Director, School of Health Sciences, IGNOU, Maidan Garhi, New Delhi-110068  
3. The Program Coordinator, SOHS, IGNOU, Maidan Garhi, New Delhi-110068  
4. The Director, SRE&D, IGNOU, Maidan Garhi, New Delhi-110068

IGNOU PGDHHM 2016  
SCHEDULE OF **SPELL-I** CONTACT PROGRAMME

1 <sup>st</sup> Day	Registration and Inauguration	
	General Management <ul style="list-style-type: none"> <li>➤ Principles of Management</li> <li>➤ Functions of Management</li> <li>➤ Management techniques</li> <li>➤ Personnel Management</li> <li>➤ Organization structure and design</li> <li>➤ Role of administrator</li> </ul>	
	Open Session (Q & A) on above <ul style="list-style-type: none"> <li>➤ (Formation of three groups, briefing about terms of reference)</li> </ul>	
	Group Work and Presentation <ul style="list-style-type: none"> <li>➤ Personnel Management</li> <li>➤ Management functions &amp; techniques</li> <li>➤ Management principles and principles of organization</li> </ul>	

2 <sup>nd</sup> Day	<u>OB Lab</u> To cover: <ul style="list-style-type: none"> <li>➤ Organization</li> <li>➤ People in organization</li> <li>➤ Motivation+</li> <li>➤ Leadership</li> <li>➤ Communication</li> <li>➤ Training</li> <li>➤ Conflict resolution</li> <li>➤ Transaction analysis (TA) (through games and role play)</li> </ul>	
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3 <sup>rd</sup> Day	Legal Issues and CPA	
	Quality Assurance and Patient Satisfaction	
	Group Discussion with case study as per annexe	
	Presentation on: <ul style="list-style-type: none"> <li>➤ Group-1: Functions of Hospital</li> <li>➤ Group-2: Legal Aspects</li> <li>➤ Group-3: Total Quality Management (TQM) (Terms of Reference) – Annexe-II</li> </ul>	

4 <sup>th</sup> Day	Hospital management – an overview of Hospital System <ul style="list-style-type: none"> <li>➤ Evolution</li> <li>➤ Definition</li> <li>➤ Functions</li> <li>➤ Functional areas</li> <li>➤ Problems and issues</li> <li>➤ Challenges</li> <li>➤ Role of medical administrator</li> </ul>	
	Detailed round of the hospital	

	Visit in two groups: <ul style="list-style-type: none"> <li>➤ Administrative Office &amp;</li> <li>➤ Personnel Department respectively</li> <li>➤ Group work</li> <li>➤ Presentation and Discussion</li> </ul>	
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5 <sup>th</sup> Day	Emergency/Trauma Services	
	Nursing Services	
	Group Discussion on all the area visited on 4 <sup>th</sup> Day	
	<ul style="list-style-type: none"> <li>➤ Presentation of all groups i.e. ½ hr. by each group</li> <li>➤ Presentation will be by 2-3 persons on the same topics from each group</li> </ul>	

6 <sup>th</sup> Day	OPD & Inpatient services	
	ICU & OT complex	
	Group formations (5 groups to visit): In depth study of one department <ul style="list-style-type: none"> <li>➤ OPD</li> <li>➤ Emergency and Trauma Center</li> <li>➤ Inpatient</li> <li>➤ ICU</li> <li>➤ OT</li> </ul> All groups will be assigned department for in-depth study. However, groups are supposed to visit each area for orientation. <b>TERMS &amp; REFERENCES</b> <ul style="list-style-type: none"> <li>➤ Physical facility</li> <li>➤ Policies and procedures</li> <li>➤ Organization set up</li> <li>➤ Problems</li> <li>➤ Management aspect</li> <li>➤ Training and development</li> </ul>	
	Rotate to other four departments	

7 <sup>th</sup> Day	Project allocation and guidelines and discussion in regard to project	
	Overall discussion and clarification of doubts	

GP: Group Presentation    LD: Lecture Discussion    GW: Group Work    CT: Combined Tour

- Note:**
1. Please bring and keep this 'programme schedule' during the above contact programme.
  2. Please study and come prepared for the above topics for discussion along with the respective booklets for the day.
  3. Study thoroughly 'Program Guide' booklet.