# STATE RESOURCE CENTRE, KERALA

(Instituted by Ministry of Human Resource Development, Government of India)

Under General Education Department

Govt. of Kerala

DIPLOMA PROGRAM ON

# HEALTHCARE QUALITY MANAGEMENT (DHQM)

Approved by :

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

Healthcare
Sector
Skill Council

Supported by :

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SHAPING A BETTER FUTURE

## ABOUT STATE RESOURCE CENTRE (SRC), KERALA:

State Resource centre, Kerala is an institution working under the General Education Department, Government of Kerala and it is instituted by the Ministry of HRD (Govt. of India). Secretary of the General Education Department, Govt. of Kerala is the Chairman of SRC. SRC Community College is an institution promoted by SRC for providing need based, specific academic programs leading to Certificate and Diploma courses. Community College offers local specific and tailor made programs to meet the local needs of the community by using approaches that will be most acceptable to workers in the given community.

## PROGRAM OVERVIEW:

Quality management in hospitals is of critical importance to the healthcare industry and to the patients. Everyone in the sphere, from physicians to support staff - needs to be aware of the importance of quality management systems in healthcare. Nowadays, patients are aware of their rights in terms of health care services and the quality of health care services being delivered to them. Adapting standards and instilling processes into the healthcare system with the help of management techniques and tools will assure quality practices in healthcare. This program is designed by including all possible aspects of healthcare quality in a concise yet comprehensive manner, covering both the clinical as well as managerial aspects for creating Certified HealthCare Quality Proffessionals(CHQP). This CHQP's can be lucratively employed in institutions for implementing, sustaining and improving all kinds of quality/accreditation programs.

## COURSE METHODOLOGY & ASSESSMENT:

Duration of the program is 6 months. The total program comprises two phases. The first phase of the program is organized through 15-days of contact sessions in hybrid mode (online/offline (at one study center for a minimum of 30 students), covering the entire 24 modules of the program curriculum which will be scheduled on Holidays/Sundays. The text material of each module will be made available on the interactive platform developed and maintained by SRC. Each candidate can access the module content by using the link provided by SRC after successful registration of the training program.

The second phase involves an internship observation study of 3 months (300 hours) on Quality Assurance activities existing in a hospital to be conducted and the project report should be submitted to SRC as per the schedule. Online exam on four subjects covering the entire 24 modules will be conducted at the end of the contact sessions. The participants are certified as CHQP's based on the evaluation of written tests and the project work.

## PROGRAM CURRICULUM:

The course curriculum is prepared as per the NOS (National Occupational Standards) of "Healthcare Quality Assurance Manager" Qualification Pack issued by "Healthcare Sector Skill Council". This will cover the following topics, viz. Principles and Concepts of Quality Management, Evolution of Quality and Accreditation standards in healthcare, Patient Safety in Health care Processes, Strategic management and Leadership in Health Care, Quality Assurance through MIS, Systems Approach to Quality Management in Health care, Continual improvement through Quality Assurance, Principles & Tools of Data collection and Performance Measurement, Quality Management plan in Hospital Supportive services, Clinical management planning and its Quality perspective etc.

- **Who can apply:** Doctors, Nursing professionals, Quality Managers & Executives, Para-medical & Administrative professionals, PG & UG degree holders etc.

- **Intake of students:** 50 students per batch.

- **Course Fees:** Rs. 12500/- (Group of participants more than 5 no.s and 10 no.s from one institution will get an additional discount of 5% an 10% respectively).

## PROGRAMME HIGHLIGHTS:

- A Diploma Programme on Healthcare Quality Management by a Government Agency as per the NSDC curriculum.

- Faculty panel includes experienced Doctors, NABH consultants & Quality Management Professionals.

- Affordable course fees for a Diploma programme on Healthcare Quality Management.

- Quality management professionals (CHQP's) certified through this programme can implement policies and procedures in healthcare institutions for complying the accreditation standards of International and National certifications.

- Employed as well as Non-employed candidates can attend the programme.

- Course curriculum is primed as per the National and International healthcare quality standards for producing certified quality management professionals.

# SCHEDULE OF DHQM-2024*

| PROGRAMME PHASE | Starting On | Ends on |
|---|---|---|
| Registration | 15-07-2024 | 15-08-2024 |
| Contact Classes | 01-09-2024 | 16-02-2025 |
| Project Work | 01-10-2024 | 16-02-2025 |

## HOW TO APPLY :

Candidates should fill the online application format, which can be accessed through the web link https://app.srccc.in.register. Course fees of Rs.12500/- and registration & certification fees of Rs. 450/-(Total 12950/-)shall be paid while submitting the online application. The documents for proving identity (aadhar) and qualification shall also be uploaded during the time of registration. Last date of registration is **15-08-2024**. Enquiry helpline number: 9048110031/ 8075553851

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*Conditions apply