

Hospital Management Training for Mid-level Health Managers-AJK

Department: Community Health Sciences

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Two weeks intensive training on “Hospital Management for mid-level health managers of Azad Jamu and Kashmir (AJK)” was offered during April 02 - 14, 2012 in CHS Department. AJK has high maternal, infant and under five mortality rates, low rate of skilled birth attendants, and contraceptive prevalence, etc. Keeping this in view and having a request from Technical Resource Fertility (TRF) office, Islamabad, CHS designed a training course in “Hospital Management”. The course consisted of eleven modules (1) Introduction to Management, (2) Fundamentals of Hospital Management, (3) Managing hospitals as organizations (4) Financial Management, (5) Human Resource Management, (6) Hospital Culture and Ethics, (7) Quality Management in Hospitals, (8) Health Management Information System, (9) Management Hierarchy: Good Governance, (10) Management Hierarchy: Good Governance Hospital Support services and (11) Hospital Planning.

Aim:

The course aimed to provide health managers of AJK with an insight into specific health management issues and enable them to manage and improve service delivery in public sector hospitals more efficiently and effectively.

Objectives:

1. Familiarize health managers with the ways of promoting good standards of healthcare and efficient management of clinical services in a public sector hospital.
2. Understand the principles, concepts, design, and planning issues of hospital management.
3. Comprehend hospital's role in health sector.
4. Understand the concepts of management related to human, financial and physical resources
5. Appreciate the value of reliable patient records and information derived from them.
6. Apply quick appraisals skills to all the staff in a hospital.
7. Understand the inter dependence of hospital support departments and services and how to coordinate with them.
8. Acquaint health managers with the role of leadership and how to lead a team

Methodology:

Various teaching learning methods were incorporated in two weeks training course. Specialists in areas of expertise were invited to enhance participants' understanding of the issues faced in public sector hospitals and their possible solution. Video clips around management and communication skills were used to provide practical solutions. One of the key features during the course was field trips to public and private care hospitals to provide opportunity to the participants from AJK to observe health service delivery at tertiary care hospitals in Karachi. Furthermore, case studies were introduced to sharpen participant's understanding on multidimensional management issues and dilemmas faced in hospital setting to critically analysis the situation and propose solutions.

Course Outcome:

15% improvement in participants' level of knowledge and understanding in hospital management functions.