

# Health Service Management

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## Overview



The course is about management in the health service industry. The contents will be around the core ideas of different health sectors in India, its challenges and solutions, innovations in healthcare management, healthcare value propositions, customer segments, quality assurance and cost optimization in healthcare delivery.

The course brings out the techno-managerial innovations in healthcare. The one week course starts with an introduction to healthcare innovations. Subsequently, the course covers various issues in operating environment and healthcare channels. Further focus will be on the quality assurance and cost optimization of healthcare delivery, Demand and Supply – based Operating logic (DSO).

Experienced participants will be invited to give talks on topics, such as healthcare infrastructure planning, patient information systems, entrepreneurial endeavors, and public policy. Some demo on simulation based study would also be included in the tutorial sessions. Total course would be delivered in a total of 15 contact hours.

## OBJECTIVES:

The primary objectives of this course are as follows:

1. To give exposure to participants about the healthcare management and related areas.
2. To give exposure to Biomedical Engineers about more career opportunities in the field.
3. Exposing participants to the recent innovations in the related fields.
4. Enhancing the capability of the participants to identify, control and solve challenges with some hands-on practical sessions.

<b>Registration</b>	<ul style="list-style-type: none"> <li>• <b>Number of participants for the course will be limited to 60.</b></li> <li>• <b>Registration fees include course material.</b></li> <li>• <b>Accommodations are available at nearby hotels and will be arranged on first come first serve basis upon payment.</b></li> </ul>
<b>You Should Attend If you are ...</b>	<ul style="list-style-type: none"> <li>• An Hospital/ Healthcare practitioner interested in improving service operations</li> <li>• An Entrepreneur interested in developing business models for healthcare services</li> <li>• A Researcher/ Engineer/ Faculty interested in healthcare operations management</li> <li>• A Student interested in healthcare at all levels (B.Tech/M.Sc./M.Tech/Ph.D.)</li> </ul>
<b>Fees</b>	<p>The participation fees for taking the course is as follows:</p> <p><b>Participants from abroad : US \$500</b></p> <p><b>Industry/ Research Organizations: 10000 INR</b></p> <p><b>Academic Institutions: 5000 INR</b></p> <p><b>Students: 2000 INR</b></p> <p>The above fee include all instructional materials, computer use for tutorials and assignments, laboratory equipment usage charges, free internet facility during lecture and practical session. The participants will be provided accommodation on payment basis if available.</p>

Period

12<sup>th</sup> to 16<sup>th</sup> December 2016

Venue:

NIT Raipur



## Course Coordinator

**Dr. Saurabh Gupta**  
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<http://www.nitrr.ac.in>

Registration Process:

**- Complete the form and send to course coordinator**

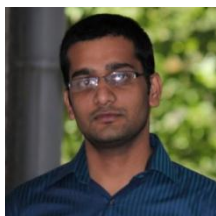
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**Prof. Paul Lillrank** has been Professor of Quality and Service Management at Aalto University, Finland since 1994. He has served as the Head of the Department of Industrial Engineering and Management for eight years and been Academic Dean of the school's MBA program. Professor Lillrank has conducted research in several service industries, such as software, telecom, airlines and retailing. During the recent past his focus has been in healthcare. He has been a pioneer in introducing industrial management methods to the study of healthcare service production. He has been a frequent speaker and advisor to several healthcare producers and government agencies.



**Surgeon Rear Admiral Dr. V.K. Singh, VSM (Retd.)**, is Masters in Hospital Administration, Diplomate, National Board in Hospital and Health Care Management and M Phil. Dr. Singh served in Armed Forces Medical Services of India for 37 years in various National & International assignments. Presently, he is Adjunct Professor-World Health Innovation Network, Odette School of Business, University of Windsor, Canada. He is Director of Healthcare Asia for Lean Healthcare Excellence - Simplr, Chairman Board - Indian Society of Health Professionals, Visiting professor of Indian Institute Management and Indian Institute of Technology. He has authored a book "Innovations in Healthcare Management: Cost-Effective and Sustainable Solutions" published in USA, 2015.



**Dr. Saurabh Gupta** is an Assistant Professor of Biomedical Engineering in NIT Raipur. Earlier he had finished his PhD from IISc Bangalore in the area of Optical Tomography. His primary areas of research are inverse problems, remote health monitoring, telemedicine and non-contact imaging. Part of his research includes working on government initiatives in Healthcare.