

**RAJIV GANDHI INDIAN INSTITUTE OF MANAGEMENT**  
**Mayurbhanj Complex, Nongthymmai, Shillong 793 014**  
Tel. No. (0) 364-230-8056, (0) 364-230-8000 [www.iimshillong.in](http://www.iimshillong.in)

Invitation to Participate in the Management Development Programme on Quality Assurance in Medical Care for Hospital and Health Centres at Rajiv Gandhi Indian Institute of Management, Shillong.

Dear Sir/ Madam,

As you are aware that the National Rural Health Mission (NHRM) was launched to bring about Qualitative Improvement in the Health Care delivery system in India. The Programme has special emphasis to North-Eastern States, where there is weak Public Health Indicators and Health Infrastructure.

**The I.I.M. Shillong with its social commitment is organising a two day Management Development Programme, (25<sup>th</sup> and 26<sup>th</sup> February 2010), for Medical Doctors and Hospital Professionals to appraise them the issues relating to Quality of Medical Care in Health Care organisation.**

We are looking forward for active participation from your organisation and nomination of as many candidates as possible, who are sure to be benefited and contribute to the improvement of Health organisation under your control.

The following broad areas will be deliberated upon:

1. Quality Issues in Health Care.
2. Medical Audit as tool of Quality Improvement.
3. Medical Records and Electronic Medical Record System.
4. Public Relation Strategy for improved Patient Satisfaction.

Experts with very high standing in the field and Faculty from I.I.M. will be the key Resource persons for the Programme. The programme is Non-Residential; however accommodation for the Participants can be arranged on prior intimation.

**The course fee will be Rs. 1000 per candidate** to be paid in cash/Bank draft/Bankers cheque along with the application in the following format.

In view of limited capacity, available Registration will be accepted on first come first serve basis only.

**Last Date of Receipt of Application – 20-2-2010.**

Prof. R. K. Sarma  
IIM Shillong

**Application Format**

Name of the Candidate:

Age:

Sex:

Name of the organisation:

Position in the organisation sponsored by:

Address for communication:

Accommodation to be arranged or not:

Detail of Payment-Bank Draft/Bankers Cheque/Cash:

Signature of sponsoring Authorities if any Signature of the candidate

Downloaded application with draft of Rs. 1000/-to be addressed to: Course  
Director

M.D.P. on Quality Issues on Medical Care Rajiv  
Gandhi Indian institute of management Mayurbhanj  
Complex, Nongthymmai Shillong-793014 Tel. No.  
364-2534516 Website-www.iimsshillong.in E-mail:  
sp@iimsshillong.in

Drafts/ cheques payable to Rajiv Gandhi Indian Institute of management, Shillong.

## **The Tentative Programme Scheduled**

Date : 25<sup>th</sup> & 26<sup>th</sup> February 2010.

1. Registration-9:00 am to 10:30 am.

2. Inauguration

- (i) Welcome address by the Director I.I.M.
- (ii) Introduction to the Programme by the Course Director.
- (iii) Inaugural Address by Honourable Minister of Health and Family Welfare, Govt of Assam.
- (iv) Vote of Thanks.

### **Scientific Session I**

Quality issues in Hospital and Health Care Institute.

### **Scientific Session II**

Medical Audit-a conceptual Frame Work.

### **Scientific session III**

Panel discussion on quality control in clinical and diagnostic services

### **Panel discussion**

### **Panellist \_Dr.U.C.sharma**

V.C.Universities of Health Services -Srimanta Sankaradeva University of Health Services, Assam  
Dr.M.M.Deka -Principal Guwahati Medical College  
Dr.debojit hazarika \_ Director Medical Education Assam  
\*Dr.M.E.yeolekar -Director Neighrims Shillong

### **Scientific Session IV**

Medical Record including Electronic Medical Records in the Hospital.

### **Scientific Session V**

Patient Satisfaction Survey as an ongoing Quality Management Strategy in the Hospital.

### **Scientific Session VI**

Public Relation in the Hospital as a Quality Assurance tool.

### **Concluding Session**

### **Tentative**

1. Concluding Remark of the Course Director.
2. \*Validatory address by Dr. Mukul Sangma, Health Minister, Meghalaya

\*subject to conformation \*

## **CIRCULAR**

Rajiv Gandhi Indian Institute of Management Shillong is organizing a two day Management

Development Programme on 25<sup>th</sup> and 26<sup>th</sup> February 2010 on **Quality Assurance in Health Care at Shillong.**

The objective of the Programme is Strategic Improvement of Medical Care in the Health Care Institution particularly for Northeast.

The focus of deliberation during the Programme will be '**Medical Audit as a step towards Quality Assurance in the Hospital.**'

Eminent Speakers with Hospital Management Background from I.I.M and Faculty from Provincial Medical Colleges will deliberate on the burning issues of Improvement of Medical Care in Public and Service Sector Hospital.

### **WHO CAN PARTICIPATE**

Doctors and Hospital Professional including Nurse Administrators, who are actively involved in the Management of the Hospital.

Course Fee-Rs 1000, per candidate, which will cover stationary, Background Material, Tea and lunch.

The Programme will be Non Residential; however accommodation in Shillong can be arranged on prior request.

The Application form for the course is attached; **the last date is 20-2-2010.**

**Prof. R. K. Sarma**  
IIM Shillong