

Model Curriculum

Deputy Duty Manager – Patient Relation Services

SECTOR: Healthcare
SUB-SECTOR: Allied Health & Paramedics
OCCUPATION: Healthcare Administration
REF ID: HSS/Q6103, VERSION- 1.0
NSQF LEVEL: 5.5

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This course encompasses 7 out of 7 National Occupational Standards (NOS) of “Assistant Duty Manager – Patient Relation Services” Qualification Pack issued by “Healthcare Sector Skill Council”.

Program Name	Deputy Duty Manager – Patient Relation Services		
Qualification Pack Name and Reference ID. ID	HSS/Q6103, version 1.0		
Version No.	1.0	Version Update Date	28/07/2022
Pre-requisites to Training	Post-Graduation in the relevant field Or Graduation/3-year Diploma (after 12th Class) in the relevant field with 6 months relevant experience Or Graduation in any field with 2 years of relevant experience Or 12th Class Pass with 5 years of relevant experience Or 12th Class Pass and pursuing continuous regular graduation Or NSQF Level 5 Patient Relation Associate (1 year relevant experience) Or Previous relevant Qualification of NSQF Level 5 with 1years relevant experience Or Service Professionals - Defense/Armed Forces Professionals with 9 years of relevant experience		
NCO code and Occupation:	NCO-2015/2263.0200, Healthcare Administration		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1.	<p>Orientation about Healthcare Scenario and Industry</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Explain and comprehend about health disease and wellbeing. Describe about healthcare incidence and prevalence specific to India and other countries with similar demographic and epidemiologic pattern as India. Explain the referral system of India Describe about healthcare organization prevalent at primary/secondary & tertiary level and levels of services available. Describe about different types of services available at different type of healthcare organizations Define concepts of health indicator Determine the National Health Program and National Health Policy Describe about legal and ethical issues pertaining to healthcare industry specific to country Define general policies and procedures observed by healthcare organization Learn about organizational behaviour 	<p>Visit to a healthcare facility</p> <p>Flowchart of healthcare delivery system of India</p>
2.	<p>Orientation about Human Body and Structure</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Comprehend the basics of human anatomy and physiology Explain various systems of the human body. Describe about different disciplines of healthcare organization/specializations with reference to human body Comprehend the human behaviour and human psychology Describe special needs of vulnerable clients in the hospitals Describe visible symptoms of ill patients or patients who need immediate attention by medical team 	<p>Specimen or models of different parts of the body</p>
3	<p>Hospital Front Desk Management</p> <p>Theory Duration (hh:mm) 40:00</p> <p>Practical Duration (hh:mm)</p>	<ul style="list-style-type: none"> Describe the functions of all related professionals at hospital front desk Identify and aid in development and fulfilment of goal/mission/vision of organization. Discuss the management, planning and scheduling of work requirement at front desk 	<p>Mock hospital front desk environment</p>

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	30:00 Corresponding NOS Code HSS/N6109, HSS/N6110, HSS/N6111, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	<ul style="list-style-type: none"> Describe report delivery process and escalation matrix Describe about personnel management and identifying appropriate resources Describe about basic financial management and basic statistics and probability Establish parameters for monitoring and quality of services Describe about TPA operations and cash management Define quality improvement and tools Define patient flow management in hospital area for availing services such as OPD/IPD/Diagnostics etc in coordination with healthcare team Comprehend about hospital departments/diagnostic available with HCO/services available and direct patient to accurate unit. discuss about schemes/ tariffs/discounts/promotions which can be advised to relevant patients/carer's or visitors in accordance with healthcare team Manage foreign clients with differences in culture and language. 	
4	Liaise with interdepartmental and intradepartmental for smooth functioning Theory Duration (hh:mm) 30:00 Practical Duration (hh:mm) 20:00 Corresponding NOS Code HSS/N6109, HSS/N6110, HSS/N6111, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	<ul style="list-style-type: none"> Define the scope of practice for assistant duty manager – patient relation services to liaise with different departments in the HCO Describe how to interview & assess patients/staff or their representatives to identify problems relating to care Explain policies, procedures, or services to patients in accordance with organizational process Define how to liaise & coordinate with healthcare team for effective patient management starting from entry to exit (admission to discharge or for referral services) Describe how to oversee floor & facility management including ward management Describe how to design, review , develop & implement quality process Create work schedules for employees Describe how to set performance standards to monitor the performance 	Audio Visual Aids White Board Projector Internet

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> of employees Describe how to track the progress made on request for service improvement intradepartmental and interdepartmental and escalate as per escalation matrix 	
5	<p>Personnel Management</p> <p>Theory Duration</p> <p>(hh:mm) 30:00</p> <p>Practical Duration</p> <p>(hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N6109, HSS/N6110, HSS/N6111, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Describe the factors to establish and maintain peaceful environment in work area with all Learn general and specific etiquettes to be observed while working for self and guide others for the same Develop skills to guide and mentor supporting staff at hospital front desk Support for creating duty roaster Learn for best utilization of available resources Describe how to obtain feedback from stakeholders to improve functioning of the organization/ process improvement Oversee the staff's behaviour and their level of communication with the patient/attenders Describe the service recovery matrix Understand need for compliance of organizational hierarchy and escalation matrix Understand self-boundaries, roles and responsibilities and other's roles and responsibilities as well Identify periodically training needs and schedule training for team Comprehend and apply the concepts of team work and group dynamics. Monitor policies, processes and procedures and identify best practice, risks and areas for improvement Determine the risks involved in quality in absence of best and up-to-date practices. Determine the management of potential risks Ensure interim retrospection and evaluation of work and its subsequent management. Understand the importance of individuals or team compliance with legislation, protocols and guidelines and organisational systems and requirements 	<p>e-modules</p> <p>case-studies of trouble-shooting</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
6	<p>Hospital administration and work rules</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N6109, HSS/N6110, HSS/N6111, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Identify mechanism for addressing complaints Monitor the services being rendered to patients using sample data and quality metrics; publish dash board, MIS reports, feedback forms etc. Describe how to analyse for deviations from set protocols and causes for the same Define about Turn Around Time (TAT) Describe about internal and external audit process with respect to various disciplines such as NABH/ISO/NABL etc. Describe how to initiate service recovery tools for issues/complaints encountered as per organizational policies 	<p>Samples of guidelines and protocols of best hospitals</p>
7	<p>Promotion & Branding of Healthcare Organization</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code HSS/N6109, HSS/N6110, HSS/N6111, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Explain the importance and scope of marketing, core marketing concepts Describe about promotional activities which can be taken up for branding about healthcare organization Promote self-organization in the vicinity Describe how to create professional development opportunities for employees Explain the development of various methods of promotion like newsletters, leaflets, flyers Discuss the process of coordination for various promotional events and programs Describe how to showcase the healthcare organization using various modes of media. 	<p>Branding Materials Collaterals</p>
8	<p>Fundamentals of Accounting</p> <p>Theory Duration (hh:mm) 40:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N6109, HSS/N6110, HSS/N6111,</p>	<ul style="list-style-type: none"> Describe about nature and scope, limitations of financial accounting. basic concepts and conventions of accounting Describe how to conduct analysis of financial statements, common size, ratio analysis Describe about basic principles of accounting Understand cost classifications encompassing fixed and variable costs Comprehend the methods and approaches for cost allocation including activity based costing 	<p>e-modules and participant handbook</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Assist for developing operating Performance statements and budgets for department/ healthcare organizations. Prepare effective written business cases or presentations Describe about strategic budgeting methods and operational planning principles. Describe about balance sheet & cash flow 	
9	<p>Infection Control & Prevention</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Understand the importance of infection control and prevention and guiding others about it in accordance with healthcare team Identify the factors which influence the outcome of an exposure to infection List strategies for preventing transmission of pathogenic organisms Understand about spillage management Understanding of hand hygiene: infection control/exposure control/ PPE Understand about nosocomial infection Understand importance about incident reporting Develop understanding of the concept of Healthy Living Develop techniques of self-grooming and maintenance Vaccinate against common infectious diseases: immunisation to reduce the health risks for self, patients. 	<p>Personal Protective Equipments Hand sanitizer Wash basin Towel</p>
10	<p>Quality in Healthcare – Service and Medical Quality</p> <p>Theory Duration (hh:mm) 40:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code HSS/N6109, HSS/N6110, HSS/N6111, HSS/N9615, HSS/N9616,</p>	<ul style="list-style-type: none"> Describe about various accreditation agencies for healthcare organizations nationally and internationally Describe about various standards of NABH and their implications for quality control and quality assurance Describe about quality assurance and quality control Describe about quality control and assurance tools which can be utilized for effective functioning Describe about risk assessment process Describe about patient behaviour and psychology 	<p>Sample case studies Guidelines of various accreditation boards like NABH or JCI</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	HSS/N9617, HSS/N9618	<ul style="list-style-type: none"> Describe about patient rights and responsibilities applicable to work area Describe self-role in maintaining patient's rights Escalate to competent authority in case of any deviation or non-conformance as per organizational policies and procedures Liaise with healthcare team for effective care for patients 	
11	<p>Hospital Management Information System</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code HSS/N6109, HSS/N6110, HSS/N6111</p>	<ul style="list-style-type: none"> Describe various modalities for Patient Registration in HMIS Describe various characteristics of HMIS Describe about important information and credentials to be captured by patient/attenders for HMIS Describe basic functioning of HMIS Describe escalation matrix in case of non-compliances Assess working status of HMIS as and when required Maintain database of visitors/patients etc. Describe the importance of Electronic Health Records/Medical Records/Computerized patient record systems 	<p>Audio Visual Aids White Board Projector Table Chair Internet Sample HMIS software Charts Poster</p>
12	<p>Safety & First Aid</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Describe common emergency conditions and how to deal with it as per limits and competency Describe basics of first aid Develop understanding and precautions to ensure self- safety Provide care to the patients while moving & transferring is required Demonstrate the use of protective devices (restraints, safety devices) Seek for assistance from appropriate authority in a timely manner Describe symptoms to identify cardiac arrest Understand Principles of basic life support (Adult chain of survival ,CABDs of giving CPR) Describe the correct protocol of chest compression, ventilation and assessment steps Differentiate the single rescuer and two rescuer CPR 	<p>Crash cart Bandages Splints First aid box loaded with all necessary medicines</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Describe the conditions when choking occurs Describe the protocol of giving life support during choking 	
13	<p>Bio Medical Waste Management</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code HSS/N9618</p>	<ul style="list-style-type: none"> Apply the principles of proper and safe disposal of bio-medical waste & treatment Understand the categories of bio-medical waste Learn about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc. Understand the standards and means for bio-medical waste disposal BMW Management & methods of disinfection Explain modern technology for handling BMW Monitoring & controlling of cross infection (Protective devices) Describe BMW from Administrative point (Budget, Health check-up, Insurance) 	Different coded color bins, Visit to treatment plan of bio medical waste etc, visit to healthcare facility to learn about BMW
14	<p>Institutional Emergencies, Fire safety and & security</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Learn actions to be initiated in case of fire or any institutional emergency Describe how to use fire extinguisher Understand suspicious behaviour of individuals and tracking the same Liaise with security guards on regular basis to assess their competency with respect to institutional emergencies, fire safety and & security 	Emergency Codes, fire extinguisher, charts to display deviation from normal health condition (sign & symptoms)
15	<p>Advanced Computer Knowledge</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Discuss about application of computers Discuss the introduction to Computers Discuss the foundation concept of operating systems Describe the need of Operating systems (OS) Explain the functions of OS Describe the updated versions of Windows like 2008 or 2010 – Utilities and basic operations Discuss the updated versions of Microsoft office like 2010, 2013 or 	Computer with internet facility

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		2016. <ul style="list-style-type: none"> • Describe the basic concepts of computer Hardware & Software • Explain the commonly used hospital softwares • Application of Computer in hospitals • Discuss various concepts like Data Based Concept (ER diagram), SQL, V.B., ERP system with all modules • Understand the importance of effective health information system • Discuss the digital maintenance of Medical Records • Explain and apply the functioning of EHR 	
16	<p>Soft Skills & Communication</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 02:00</p> <p>Corresponding NOS Code</p> <p>HSS/N6109, HSS/N6110, HSS/N6111, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> • Understand IEC activities in health sector • Describe basic concepts & principles of good communication • Explain and describe effective and non-effective communication techniques • Identify behaviours that interfere with effective communication • Types & process of communication • Communication process with internal and external clients • Demonstrate knowledge of various ethnic groups and discuss communication between cultures. • Able to handle effective Communication with Peers/ colleagues using medical terminology in communication • Learn basic reading and writing skills • Learn sentence formation • Learn grammar and composition • Learn how to enhance vocabulary • Learn goal setting, team building, team work, time management, thinking and reasoning & communicating with others • Learn problem solving • Understand need for customer service and service excellence in Medical service • Learn objection handling • Learn telephone and email etiquettes • Learn to analyse, evaluate and apply the information gathered from observation, experience, reasoning, or 	Self-learning and understanding, Group Activity, Scenario based learning's

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>communication to act efficiently</p> <ul style="list-style-type: none"> Learn identification of rapidly changing situations and adapt accordingly Learn decision making ability Learn planning and organization of work 	
	<p>Total Duration</p> <p>Theory Duration (hh:mm) 480: 00</p> <p>Practical Duration (hh:mm) 210: 00</p>	<p>Class Room equipped with following arrangements: Model of Healthcare organizations with different departments, Nursing Manikin, registration desk. Counter/phone/computer/internet facility, Mock HIS software, admission counter with desk provided for keeping documents, billing counter, TPA desk, stapler, sample admission form/ requisite form/ visitor pass, intercom, telephone directory, sign boards, fire extinguisher, uniform, newspaper/magazine/hospital journal stand, Hospital front office stationery, hospital map, hospital manual</p> <ul style="list-style-type: none"> Charts & Models Activity Video presentation <p>Skill lab equipped with following arrangements:</p> <ul style="list-style-type: none"> Unique equipment as enlisted at the last Practical Demonstration of various functions Case study Role play Computers Internet Connection 	

- Grand Total Course Duration 990:00 Hours (480:00 Hours duration for Class Room, 210:00 Hours Skill Lab Training and 300:00 Hours of mandatory OJT)
- 300 Hours of mandatory OJT/Internship/Clinical or Laboratory Training)

(This syllabus/ curriculum has been approved by SSC: Healthcare Sector Skill Council)

Trainer Prerequisites for Job role: “Assistant Duty Manager – Patient Relation Services” mapped to Qualification Pack: “HSS/Q 6103, version 2.0”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “HSS/Q 6103”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	<ul style="list-style-type: none"> • NSQF Level 6 certified Assistant Duty Manager – Patient Relation Services with 5 years of experience • Medical/Nursing Graduate with additional qualification in Hospital or Healthcare management with 4 years of working experience in healthcare management • MHA/MBA in Healthcare Management with 5 years of working experience in healthcare management
4a	Domain Certification	Certified for Job Role: “Assistant Duty Manager – Patient Relation Services” mapped to QP: “HSS/Q 6103”, version 1.0 with scoring of minimum 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102” with scoring of minimum 80%
5	Experience	<ul style="list-style-type: none"> • NSQF Level 6 certified Assistant Duty Manager – Patient Relation Services with 5 years of experience or • Medical/Nursing Graduate with 4 years of working experience in healthcare management or • MHA/MBA with 5 years of working experience in healthcare management