



# Model Curriculum

**QP Name: Deputy Duty Manager (Patient Relation Services)**

**QP Code: HSS/Q6103**

**QP Version: 3.0**

**NSQF Level: 3**

**Model Curriculum Version: 1.0**

Healthcare Sector Skill Council | | Healthcare Sector Skill Council, 520, DLF Tower A, 5th Floor, Jasola District Centre, New Delhi – 110025

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## Training Parameters

<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Healthcare Administration
<b>Country</b>	India
<b>NSQF Level</b>	5.5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/2240.0400
<b>Minimum Educational Qualification and Experience</b>	<p>Completed 3rd year of 3 year/4-year UG Or Pursuing 3rd year of 3 year/4-year UG and continuing education</p> <p>Or Completed 2nd year diploma after 12th with 1-year relevant experience. Or Completed 2nd year of 3-year UG with 1-year relevant experience. Or 12th Grade pass with 3-year relevant experience Or Previous relevant Qualification of NSQF Level 5 with 1.5-year relevant experience Or Previous relevant Qualification of NSQF Level 4.5 with 3 years relevant experience Or Service Professionals - Defense/Armed Forces Professionals with 9 years of relevant experience</p>
<b>Pre-Requisite License or Training</b>	Not Applicable
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	28/07/2022
<b>Next Review Date</b>	28/07/2025
<b>NSQC Approval Date</b>	28/07/2022
<b>QP Version</b>	3.0
<b>Model Curriculum Creation Date</b>	28/07/2022
<b>Model Curriculum Valid Up to Date</b>	28/07/2025
<b>Model Curriculum Version</b>	1.0

<b>Minimum Duration of the Course</b>	900 Hrs.
<b>Maximum Duration of the Course</b>	900 Hrs.

## Program Overview

This section summarizes the end objectives of the program along with its duration.

### Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Explain the role and responsibilities of a Deputy Duty Manager.
- Manage in house operations to meet organizational objectives
- Supervise professionals working in Hospital Front Desk and Patient Relation Services domain
- Carry out effective utilization of resources as per organizational needs
- Support clinical, operational and facility services for smooth functioning enhance their skill and capacities in managing Hospital front Desk
- Plan, perform and conduct training sessions for others regarding process compliance, initiatives, or promotions.
- Coordinate among various departments for effective resolution
- Demonstrate professional behavior, personal qualities and characteristics of a hospital front desk coordinator
- Demonstrate correct method of bio-medical waste management
- Demonstrate Basic Life Support, Cardiopulmonary Resuscitation and other actions in the event of medical and facility emergencies
- Demonstrate effective communication skills
- exhibit skills in terms of team supervision, administrative support, supervisory support, office harmony, crisis handling and customer services.
- Apply infection control measures and dispose biomedical waste according to the standard protocols
- Promote safety and apply usage of personal protective equipment

### Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>Bridge Modules</b>	<b>45:00</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>75:00</b>
Module 1: Orientation about Healthcare Scenario and Industry	30:00	05:00	00:00	00:00	
Module 2: Orientation about Human Body and Structure	15:00	10:00	00:00	00:00	
<b>HSS/N6109: Manage hospital Front Desk</b>	<b>75:00</b>	<b>75:00</b>	<b>75:00</b>	<b>00:00</b>	<b>225:00</b>
Module 3: Hospital Front Desk Management	25:00	45:00	00:00	00:00	

Module 4: Hospital Management Information System	30:00	20:00	00:00	00:00	
Module 5: Advanced Computer Knowledge	20:00	10:00	00:00	00:00	
<b>HSS/N6110: Coordinate in house operations at healthcare facility</b>	<b>90:00</b>	<b>30:00</b>	<b>90:00</b>	<b>00:00</b>	<b>210:00</b>
Module 6: Liaise with interdepartmental and intradepartmental for smooth functioning	30:00	10:00	00:00	00:00	
Module 7: Personnel Management	30:00	10:00	00:00	00:00	<b>00:00</b>
Module 8: Fundamentals of Accounting	30:00	10:00	00:00	00:00	
<b>HSS/N6111: Implement &amp; undertake corrective action in view of hospital policy, administration and work rules</b>	<b>45:00</b>	<b>30:00</b>	<b>30:00</b>	<b>00:00</b>	<b>105:00</b>
Module 9: Hospital administration and work rules	30:00	15:00	00:00	00:00	
Module 10: Promotion & Branding of Healthcare Organization	15:00	15:00	00:00	00:00	
<b>HSS/N9615: Maintain Interpersonal relationship with colleagues, patients and others</b>	<b>10:00</b>	<b>05:00</b>	<b>15:00</b>	<b>00:00</b>	<b>30:00</b>
Module 11: Soft Skills and Communication	10:00	05:00	00:00	00:00	
<b>HSS/N9616: Maintain professional &amp; medico-legal conduct</b>	<b>30:00</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>60:00</b>
Module 12: Quality in Healthcare – Service and Medical Quality	30:00	15:00	00:00	00:00	
<b>HSS/N9617: Maintain a safe, healthy and secure environment</b>	<b>35:00</b>	<b>25:00</b>	<b>15:00</b>	<b>00:00</b>	<b>75:00</b>
Module 13: Safety & First Aid	15:00	15:00	00:00	00:00	
Module 14: Institutional Emergencies, Fire safety and & security	20:00	10:00	00:00	00:00	
<b>HSS/N9618: Follow infection control policies &amp; procedures including biomedical</b>	<b>30:00</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>60:00</b>

waste disposal protocols					
<a href="#">Module 15: Infection control and prevention</a>	15:00	10:00	00:00	00:00	
<a href="#">Module 16: Bio Medical Waste management</a>	15:00	05:00	00:00	00:00	
<b>Total</b>	<b>360:00</b>	<b>210:00</b>	<b>270:00</b>	<b>00:00</b>	<b>840:00</b>
Module 17: Employability Skills (60 Hours): DGT/VSQ/N0102	60:00	00:00	00:00	00:00	
<b>Total</b>	<b>420:00</b>	<b>210:00</b>	<b>270:00</b>	<b>00:00</b>	<b>900:00</b>

## Module Details

### Module 1: Orientation about Healthcare Scenario and Industry Mapped to: Bridge Module,

#### Terminal Outcomes:

- Describe the basic structure and function of healthcare delivery system in India with respect to various levels, patient care and set-ups.

<b>Duration: 30:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Explain and comprehend about health disease and wellbeing.</li> <li>Describe about healthcare incidence and prevalence specific to India and other countries with similar demographic and epidemiologic pattern as India.</li> <li>Explain the referral system of India.</li> <li>Describe about healthcare organization prevalent at primary/secondary &amp; tertiary level and levels of services available.</li> <li>Describe about different types of services available at different type of healthcare organizations</li> <li>Define concepts of health indicator</li> <li>Determine the National Health Program and National Health Policy</li> <li>Describe about legal and ethical issues pertaining to healthcare industry specific to country</li> <li>Define general policies and procedures observed by healthcare organization</li> <li>Learn about organizational behavior</li> </ul>	<ul style="list-style-type: none"> <li>Prepare a report summarizing the observations about basic structure and function of healthcare delivery system in India with respect to various levels, patient care and set-ups from field visits.</li> <li>Prepare a hierarchical chart of different career options at various healthcare settings</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
<b>Tools, Equipment and Other Requirements</b>	
Visit to Healthcare facilities for field assignment	



## Module 2: Orientation about Human Body and Structure Mapped to: Bridge Module,

### Terminal Outcomes:

- Describe basic structure and function of the human body.

<b>Duration: 15:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Comprehend the basics of human anatomy and physiology.</li> <li>• Explain various systems of the human body.</li> <li>• Describe about different disciplines of healthcare organization/specializations with reference to human body.</li> <li>• Comprehend the human behavior and human psychology</li> <li>• Describe special needs of vulnerable clients in the hospitals.</li> <li>• Describe visible symptoms of ill patients or patients who need immediate attention by medical team</li> </ul>	<ul style="list-style-type: none"> <li>• Identify various body parts/organs using 3D models of human organ system.</li> <li>• Design various working models depicting functioning of each human body system.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Human Body Structure and Function	
<b>Tools, Equipment and Other Requirements</b>	
3D models of human body and accessory organs, model human skeletal system, organ specimen	

## Module 3: Hospital Front Desk Management

Mapped to: HSS/N6109,

### Terminal Outcomes:

- Demonstrate the skills required to carry out the Hospital front desk task.

Duration: 25:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Describe the functions of all related professionals at hospital front desk</li> <li>• Identify and aid in development and fulfilment of goal/mission/vision of organization.</li> <li>• Discuss the management, planning and scheduling of work requirement at front desk.</li> <li>• Describe report delivery process and escalation matrix</li> <li>• Describe about personnel management and identifying appropriate resources</li> <li>• Describe about basic financial management and basic statistics and probability</li> <li>• Establish parameters for monitoring and quality of services</li> <li>• Describe about TPA operations and cash management</li> <li>• Define quality improvement and tools</li> <li>• Define patient flow management in hospital area for availing services such as OPD/IPD/Diagnostics etc in coordination with healthcare team</li> <li>• Comprehend about hospital departments/diagnostic available with HCO/services available and direct patient to accurate unit.</li> <li>• discuss about schemes/ tariffs/discounts/promotions which can be advised to relevant patients/carer's or visitors in accordance with healthcare team</li> <li>• Manage foreign clients with differences in culture and language</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the use of Hospital Information System (HIS) to prepare a sample record on client dietetic information.</li> <li>• Demonstrate the techniques to extract the patient information and credentials from HMIS.</li> <li>• Demonstrate the technique to store patient data / medical records in HMIS.</li> <li>• Enter data in various forms and format according to the standard guidelines.</li> <li>• Create a sample set of documents to record procedure related information of client.</li> <li>• Demonstrate how to compile all the relevant information in sample formats necessary to create the database of client.</li> </ul>
<b>-Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
<b>Tools, Equipment and Other Requirements</b>	
Mock hospital front desk environment	

## Module 4: Hospital Management Information System

*Mapped to: HSS/N6109,*

### Terminal Outcomes:

- Demonstrate the skills required to carry out the various task at HMIS.

<b>Duration: 30:00</b>	<b>Duration: 20:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe various modalities for Patient Registration in HMIS</li> <li>• Describe various characteristics of HMIS</li> <li>• Describe about important information and credentials to be captured by patient/attenders for HMIS</li> <li>• Describe basic functioning of HMIS</li> <li>• Describe escalation matrix in case of non-compliances</li> <li>• Assess working status of HMIS as and when required</li> <li>• Maintain database of visitors/patient etc.</li> <li>• Describe the importance of Electronic Health Records/Medical Records/Computerized patient records systems</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the use of Hospital Information System (HIS) to prepare a sample record on client dietetic information. Demonstrate the techniques to extract the patient information and credentials from HMIS.</li> <li>• Demonstrate the technique to store patient data / medical records in HMIS.</li> <li>• Enter data in various forms and format according to the standard guidelines.</li> <li>• Create a sample set of documents to record procedure related information of client.</li> <li>• Demonstrate how to compile all the relevant information in sample formats necessary to create the database of client.</li> </ul>
<b>-Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
<b>Tools, Equipment and Other Requirements</b>	
Mock hospital frontdesk environment	

## Module 5: Advanced Computer Knowledge

*Mapped to: HSS/N6109,*

### Terminal Outcomes:

- Demonstrate the use of computers and internet operations.
- Apply advanced computer knowledge in performing various activities for delivering front desk services

<b>Duration: 20:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify various parts of computer system.</li> <li>• Discuss the foundation concept of operating systems and their functions.</li> <li>• Discuss the utilities and operations of the latest version of software.</li> <li>• Application of Computer in hospitals</li> <li>• Discuss various concepts like Data Based Concept (ER diagram), SQL, V.B., ERP system with all modules</li> <li>• Understand the importance of effective health information system</li> <li>• Discuss the digital maintenance of Medical Records</li> <li>• Explain and apply the functioning of EHR</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate basics of computer use and application –starting the computer, data entry, taking backups, saving and retrieving the files, maintaining and changing network connectivity process.</li> <li>• Prepare reports/documents using word processing software and spreadsheets.</li> <li>• Demonstrate the use of internet to draft and send emails.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
<b>Tools, Equipment and Other Requirements</b>	
Computer with internet facility and latest version of software	

## Module 6: Liaise with interdepartmental and intradepartmental for smooth functioning Mapped to: HSS/N6110,

### Terminal Outcomes:

- Carry out effective coordination with in and other departments for smooth functioning of task.
- Demonstrate the skills to resolve the problems and challenges of patient and their relatives
- Demonstrate management skills to carry out the managerial services.

<b>Duration: 30:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Define the scope of practice for deputy duty manager – patient relation services to liaise with different departments in the HCO</li> <li>• Describe how to interview &amp; assess patients/staff or their representatives to identify problems relating to care</li> <li>• Explain policies, procedures, or services to patients in accordance with organizational process</li> <li>• Define how to liaise &amp; coordinate with healthcare team for effective patient management starting from entry to exit (admission to discharge or for referral services)</li> <li>• Describe how to oversee floor &amp; facility management including ward management</li> <li>• Describe how to design, review, develop &amp; implement quality process</li> <li>• Create work schedules for employees Describe how to set performance standards to monitor the performance of employees</li> <li>• Describe how to track the progress made on request for service improvement intradepartmental and interdepartmental and escalate as per escalation matrix</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the correct technique of admission, discharge, and referral process.</li> <li>• Prepare a sample report on quality process.</li> <li>• Role played on ward management.</li> <li>• Role played on employee work and performance in ward.</li> <li>• Prepare a sample of employee schedule for a month.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
<b>Tools, Equipment and Other Requirements</b>	
Computer with internet facility and latest version of software	

## Module 7: Personnel Management.

Mapped to: HSS/N6110,

### Terminal Outcomes:

- Demonstrate the skills required for creating duty roaster.
- Demonstrate the ability to personnel management

<b>Duration: 30:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the factors to establish and maintain peaceful environment in work area with all</li> <li>• Learn general and specific etiquettes to be observed while working for self and guide others for the same</li> <li>• Develop skills to guide and mentor supporting staff at hospital front desk</li> <li>• Support for creating duty roaster</li> <li>• Learn for best utilization of available resources</li> <li>• Describe how to obtain feedback from stakeholders to improve functioning of the organization/ process improvement</li> <li>• Oversee the staff's behaviour and their level of communication with the patient/attenders</li> <li>• Describe the service recovery matrix</li> <li>• Understand need for compliance of organizational hierarchy and escalation matrix</li> <li>• Understand self-boundaries, roles and responsibilities and other's roles and responsibilities as well</li> <li>• Identify periodically training needs and schedule training for team</li> <li>• Comprehend and apply the concepts of team work and group dynamics.</li> <li>• Monitor policies, processes and procedures and identify best practice, risks and areas for improvement.</li> <li>• Determine the risks involved in quality in absence of best and up-to-date practices.</li> <li>• Determine the management of potential risks</li> <li>• Ensure interim retrospection and evaluation of work and its subsequent management.</li> <li>• Understand the importance of individuals or team compliance with legislation, protocols and guidelines and organizational systems and requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Role play on supervise in house operations to meet organizational objectives</li> <li>• Supervise professionals working in Hospital Front Desk and Patient Relation Services domain.</li> <li>• Carry out effective utilization of resources as per organizational needs.</li> <li>• Prepare a sample report on duty roaster.</li> <li>• Role played on need of team training.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
<b>Tools, Equipment and Other Requirements</b>	
e-modules, case-studies of trouble-shooting	

## Module 8: Fundamentals of Accounting

*Mapped to: HSS/N6110,*

### Terminal Outcomes:

- Apply basic accounting principles while managing funds.
- Carry out proper and secure filing of accounts, funds and other related documents physically and electronically
- Demonstrate the skills required for maintain balance sheet and cashflow

<b>Duration: 30:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe about nature and scope, limitations of financial accounting. basic concepts and conventions of accounting</li> <li>• Describe how to conduct analysis of financial statements, common size, ratio analysis</li> <li>• Describe about basic principles of accounting</li> <li>• Understand cost classifications encompassing fixed and variable costs</li> <li>• Comprehend the methods and approaches for cost allocation including activity based costing</li> <li>• Assist for developing operating Performance statements and budgets for department/ healthcare organizations.</li> <li>• Prepare effective written business cases or presentations</li> <li>• Describe about strategic budgeting methods and operational planning principles.</li> <li>• Describe about balance sheet &amp; cashflow</li> </ul>	<ul style="list-style-type: none"> <li>• Carry out proper and secure filing of accounts, funds and other related documents physically and electronically</li> <li>• Demonstrate the skills required for maintain balance sheet and cashflow</li> <li>• Prepare sample report on budgeting and operational planning strategies.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Bed pan, Urinal, gloves, Adult diaper, draw sheet, under pads, dustbin, urobag, etc	

## Module 9: Hospital administration and work rules Mapped to: HSS/N6111,

### Terminal Outcomes:

- Define about Turn Around Time (TAT)
- Describe about internal and external audit process with respect to various disciplines such as NABH/ISO/NABL etc.

<b>Duration: 30:00</b>	<b>Duration: 15:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify mechanism for addressing complaints.</li> <li>• Monitor the services being rendered to patients using sample data and quality metrics; publish dash board, MIS reports, feedback forms etc.</li> <li>• Describe how to analyse for deviations from set protocols and causes for the same</li> <li>• Define about Turn Around Time (TAT)</li> <li>• Describe about internal and external audit process with respect to various disciplines such as NABH/ISO/NABL etc.</li> <li>• Describe how to initiate service recovery tools for issues/complaints encountered as per organizational policies</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a report addressing the complaints and their management.</li> <li>• Demonstrate the skills required in the management of complaints and conflicts.</li> <li>• Prepare a sample report of internal audit and their quality indicators.</li> <li>• Prepare a sample report on organizational policy and protocols.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, B	
<b>Tools, Equipment and Other Requirements</b>	
Cutlery, food, water, tray, napkin, ryles tube, syringe, kidney tray, face towel, gloves etc	



## Module 10: Promotion & Branding of Healthcare Organization

*Mapped to: HSS/N6111,*

### Terminal Outcomes:

- Demonstrate management skills while promoting and branding of healthcare organization.

<b>Duration: 15:00</b>	<b>Duration: 15:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the importance and scope of marketing, core marketing concepts</li> <li>• Describe about promotional activities which can be taken up for branding about healthcare organization</li> <li>• Promote self-organization in the vicinity</li> <li>• Describe how to create professional development opportunities for employees</li> <li>• Explain the development of various methods of promotion like newsletters, leaflets, flyers</li> <li>• Discuss the process of coordination for various promotional events and programs</li> <li>• Describe how to showcase the healthcare organization using various modes of media.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate management skills while promoting and branding of healthcare organization.</li> <li>• Prepare sample of leaflets, flyers etc for promotion and branding</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
3Dmodels of human body and accessory organs, model human skeletal system, organ specimen	

## Module 11: Soft Skills and Communication

Mapped to: HSS/N6111,

### Terminal Outcomes:

- Apply analytical skills to coordinate and complete complex projects involving multiple stakeholders.
- Communicate effectively with physicians, clinical and technical staff.
- Organize and prioritize work to complete assignments on time.
- Adhere to organizational code of conduct while handling conflicts

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Understand IEC activities in health sector</li> <li>• Describe basic concepts &amp; principles of good communication</li> <li>• Explain and describe effective and non-effective communication techniques</li> <li>• Identify behaviours that interfere with effective communication</li> <li>• Types &amp; process of communication</li> <li>• Communication process with internal and external clients</li> <li>• Demonstrate knowledge of various ethnic groups and discuss communication between cultures.</li> <li>• Able to handle effective Communication with Peers/ colleagues using medical terminology in communication</li> <li>• Learn basic reading and writing skills</li> <li>• Learn sentence formation</li> <li>• Learn grammar and composition</li> <li>• Learn how to enhance vocabulary</li> <li>• Learn goal setting, team building, team work, time management, thinking and reasoning &amp; communicating with others</li> <li>• Learn problem solving</li> <li>• Understand need for customer service and service excellence in Medical service</li> <li>• Learn objection handling</li> <li>• Learn telephone and email etiquettes</li> <li>• Learn to analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</li> <li>• Learn identification of rapidly changing situations and adapt accordingly</li> <li>• Learn decision making ability</li> <li>• Learn planning and organization of work</li> </ul>	<ul style="list-style-type: none"> <li>• Apply guidelines related to usage of technical terms to ensure effective communication.</li> <li>• Apply time management skills during daily activities.</li> <li>• Demonstrate the use of reading and writing skills during written communication.</li> <li>• Demonstrate problem solving and decision making skills in different situations.</li> <li>• Demonstrate skills of team-work and work prioritization in different team activities.</li> <li>• Apply effective patient-centric approach while delivering telehealth services.</li> <li>• Demonstrate basic telephone and email etiquettes.</li> <li>• Apply the analytical skills to complete the reports with the information gathered from observation, experience, reasoning, or communication.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
3D models of human body and accessory organs, model human skeletal system, organ specimen	

## Module 12: Quality in Healthcare – Service and Medical Quality

*Mapped to: HSS/N9616,*

### Terminal Outcomes:

- Apply basic accounting principles while managing funds.
- Carry out proper and secure filing of accounts, funds and other related documents physically and electronically
- Demonstrate the skills required for maintain balance sheet and cashflow

<b>Duration: 30:00</b>	<b>Duration: 15:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe about various accreditation agencies for healthcare organizations nationally and internationally</li> <li>• Describe about various standards of NABH and their implications for quality control and quality assurance</li> <li>• Describe about quality assurance and quality control</li> <li>• Describe about quality control and assurance tools which can be utilized for effective functioning</li> <li>• Describe about risk assessment process</li> <li>• Describe about patient behaviour and psychology</li> <li>• Describe about patient rights and responsibilities applicable to work area</li> <li>• Describe self-role in maintaining patient's rights</li> <li>• Escalate to competent authority in case of any deviation or non-conformance as per organizational policies and procedures</li> <li>• Liaise with healthcare team for effective care for patients</li> </ul>	<ul style="list-style-type: none"> <li>• Carry out proper and secure filing of accounts, funds and other related documents physically and electronically</li> <li>• Demonstrate the skills required for maintain balance sheet and cashflow</li> <li>• Prepare a sample report on various national and international accreditation guidelines.</li> <li>• Prepare a sample report on NABH standards</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Bed pan, Urinal, gloves, Adult diaper, draw sheet, under pads, dustbin, urobag, etc	

## Module 13: Safety, and First Aid

Mapped to: HSS/N9617,

### Terminal Outcomes:

- Respond to institutional emergencies safely and appropriately
- Perform Basic Life Support or basic first aid in medical emergency situations, as and when required

<b>Duration:</b> 15:00	<b>Duration:</b> 15:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the basics of first aid.</li> <li>• Identify precautions to take for personal safety.</li> <li>• Perform basic life support (BLS) as and when required.</li> <li>• Identify the hospital emergency codes.</li> <li>• Apply standard procedures to be followed in case of institutional emergencies.</li> <li>• Explain the use of protective devices such as restraints and safety devices.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency.</li> <li>• Create a chart depicting different types of protective devices such as restraints and safety devices.</li> <li>• Create a flow chart depicting common emergency situations and its referral mechanism.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Crash cart trolley, first aid box, CPR nursing manikin, Ambu bag with mask adult, torch, physical restraints, fire extinguisher	

## Module 14: Institutional Emergencies, Fire safety and & security

Mapped to: HSS/N9617,

### Terminal Outcomes:

- Respond to institutional emergencies safely and appropriately
- Perform Basic Life Support or basic first aid in medical emergency situations, as and when required

<b>Duration: 20:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Learn actions to be initiated in case of fire or any institutional emergency</li> <li>• Describe how to use fire extinguisher</li> <li>• Understand suspicious behaviour of individuals and tracking the same</li> <li>• Liaise with security guards on regular basis to assess their competency with respect to institutional emergencies, fire safety and &amp; security</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency.</li> <li>• Create a chart depicting different types of protective devices such as restraints and safety devices.</li> <li>• Create a flow chart depicting common emergency situations and its referral mechanism.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Crash cart trolley, first aid box, CPR nursing manikin, Ambu bag with mask adult, torch, physical restraints, fire extinguisher	

## Module 15: Infection Control and Prevention

Mapped to: HSS/N9618,

### Terminal Outcomes:

- Develop techniques of self-hygiene
- Apply infection control policies and procedures during daily activities

<b>Duration: 15:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the concept of healthy living.</li> <li>• Describe the importance of infection control and prevention.</li> <li>• List strategies for preventing transmission of pathogenic organisms.</li> <li>• Describe the nosocomial infections.</li> <li>• Explain the importance of incident reporting.</li> <li>• Discuss in brief about COVID-19 coronavirus infection.</li> <li>• Explain the concept of immunization.</li> <li>• Describe the hand-hygiene guidelines and procedures used in healthcare-settings.</li> <li>• Explain the importance of using Personal Protective Equipment (PPE).</li> <li>• List the types of PPE.</li> <li>• Describe the process of wearing and removing each of the PPE.</li> <li>• Explain various vaccinations against common infectious diseases</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the steps of spill management.</li> <li>• Demonstrate the procedures of hand hygiene.</li> <li>• Demonstrate the process of donning and doffing of PPE.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
E-modules depicting sanitization, infection control and waste disposal practices	

## Module 16: Bio Medical Waste Management

Mapped to: HSS/N9618,

### Terminal Outcomes:

- Dispose of different types of biomedical waste in appropriate color coded bins/containers.
- Apply local guidelines of biomedical waste disposal system during daily activities.

<b>Duration: 15:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Categorize the different types of biomedical waste.</li> <li>• Explain the importance and mechanism of proper and safe disposal, transportation, and treatment of bio-medical waste.</li> <li>• Identify the various types of colour coded bins/containers used for disposal of biomedical waste.</li> <li>• Explain the importance of following local guidelines of biomedical waste disposal.</li> </ul>	<ul style="list-style-type: none"> <li>• Segregate the biomedical waste applying the local guidelines.</li> <li>• Create a chart depicting different types of biomedical waste and various types of colour coded bins/containers used for disposal of biomedical waste.</li> <li>• Prepare a report on the observations from field assignment about the structure of transportation and treatment of biomedical waste.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Different coded color bins, chart for color coding of bins Visit to biomedical waste treatment plant for field assignment	

## Module 17: Employability Skills

Mapped to DGT/VSQ/N0102: Employability Skills (60 Hours)

**Mandatory Duration: 60:00**

**Location: On-Site**

S.No.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	<ul style="list-style-type: none"> <li>Discuss the Employability Skills required for jobs in various industries.</li> <li>List different learning and employability related GOI and private portals and their usage.</li> </ul>	1.5
2.	Constitutional values - Citizenship	<ul style="list-style-type: none"> <li>Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen.</li> <li>Show how to practice different environmentally sustainable practices.</li> </ul>	1.5
3.	Becoming a Professional in the 21st Century	<ul style="list-style-type: none"> <li>Discuss importance of relevant 21st century skills.</li> <li>Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.</li> <li>Describe the benefits of continuous learning.</li> </ul>	2.5
4.	Basic English Skills	<ul style="list-style-type: none"> <li>Show how to use basic English sentences for every day conversation in different contexts, in person and over the telephone.</li> <li>Read and interpret text written in basic English</li> <li>Write a short note/paragraph / letter/e-mail using basic English.</li> </ul>	10
5.	Career Development & Goal Setting	<ul style="list-style-type: none"> <li>Create a career development plan with well-defined short- and long-term goals.</li> </ul>	2
6.	Communication Skills	<ul style="list-style-type: none"> <li>Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.</li> <li>Explain the importance of active listening for effective communication.</li> <li>Discuss the significance of working collaboratively with others in a team.</li> </ul>	5
7.	Diversity & Inclusion	<ul style="list-style-type: none"> <li>Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD.</li> <li>Discuss the significance of escalating sexual harassment issues as per POSH act.</li> </ul>	2.5
8.	Financial and Legal Literacy	<ul style="list-style-type: none"> <li>Outline the importance of selecting the right financial institution, product, and service.</li> <li>Demonstrate how to carry out offline and online financial transactions, safely and securely.</li> <li>List the common components of salary and compute</li> </ul>	5
		<ul style="list-style-type: none"> <li>income, expenditure, taxes, investments etc.</li> <li>Discuss the legal rights, laws, and aids.</li> </ul>	



9.	Essential Digital Skills	<ul style="list-style-type: none"> <li>Describe the role of digital technology in today's life.</li> <li>Demonstrate how to operate digital devices and use the associated applications and features, safely and securely.</li> <li>Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely.</li> <li>Create sample word documents, excel sheets and presentations using basic features.</li> <li>Utilize virtual collaboration tools to work effectively.</li> </ul>	10
10.	Entrepreneurship	<ul style="list-style-type: none"> <li>Explain the types of entrepreneurship and enterprises.</li> <li>Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan.</li> <li>Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement.</li> <li>Create a sample business plan, for the selected business opportunity.</li> </ul>	7
11	Customer Service	<ul style="list-style-type: none"> <li>Describe the significance of analyzing different types and needs of customers.</li> <li>Explain the significance of identifying customer needs and responding to them in a professional manner.</li> <li>Discuss the significance of maintaining hygiene and dressing appropriately.</li> </ul>	5
12	Getting Ready for Apprenticeship & Jobs	<ul style="list-style-type: none"> <li>Create a professional Curriculum Vitae (CV).</li> <li>Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively.</li> <li>Discuss the significance of maintaining hygiene and confidence during an interview.</li> <li>Perform a mock interview.</li> <li>List the steps for searching and registering for apprenticeship opportunities.</li> </ul>	8

**LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS**

S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required

*Note: Above Tools & Equipment not required, if Computer LAB is available in the institute.*

**Mandatory Duration: 270:00**

**Module Name: On-the-Job Training**

**Location: On Site**

**Terminal Outcomes**

- Carry out proper and secure filing of accounts, funds and other related documents physically and electronically
- Demonstrate the skills required for maintain balance sheet and cashflow
- Prepare a sample report on various national and international accreditation guidelines.
- Prepare a sample report on NABH standards
- Demonstrate the use of Hospital Information System (HIS) to prepare a
- sample record on client dietetic information. Demonstrate the techniques to extract the patient information and credentials from HMIS.
- Demonstrate the technique to store patient data / medical records in HMIS.
- Enter data in various forms and format according to the standard guidelines.
- Create a sample set of documents to record procedure related information of client.
- Demonstrate how to compile all the relevant information in sample formats necessary to create the database of client
- Demonstrate management skills while promoting and branding of healthcare organization.
- Prepare sample of leaflets, flyers etc for promotion and branding
- Prepare a report addressing the complaints and their management.
- Demonstrate the skills required in the management of complaints and conflicts.
- Prepare a sample report of internal audit and their quality indicators.
- Prepare a sample report on organizational policy and protocols
- Demonstrate the steps of spillmanagement.
- Demonstrate the procedures of handhygiene.
- Demonstrate the process of donning anddoffing of PPE.
- Select different types of waste and various types of colour coded bins/containers used for disposal of waste.

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Medical Graduate	(MBBS, BAMS, BHMS)	4	4 years of working experience in healthcare management			
Graduate	B.Sc. (Nursing)/ Post Basic B.Sc. Nursing	4	4 years of working experience in healthcare management			
Masters	MBA ( MBA/MHA (Masters in Hospital/Healthcare Administration )	5	5 years of working experience in healthcare management			

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Deputy Duty Manager- Patient Relation Services” mapped to the Qualification Pack: “HSS/Q6103 v3.0” with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: “Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2601, v2.0” with minimum score of 80%.

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Medical Graduate	(MBBS, BAMS, BHMS)	5	5 years of working experience in healthcare management	1		
Graduate	B.Sc. (Nursing)/ Post Basic B.Sc. Nursing	6	6 years of working experience in healthcare management	2		
Masters	MBA ( MBA/MHA (Masters in Hospital/Healthcare Administration )	6	6 years of working experience in healthcare management	2		

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Deputy Duty Manager-Patient Relation Services” mapped to the Qualification Pack: “HSS/Q6103 v3.0” with minimum score of 80%	Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, v2.0” with minimum score of 80%.

## Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Healthcare Sector Skill Council or with the HSSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools and equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

**1. Practical Assessment:** This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

**2. Viva/Structured Interview:** This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment, and equipment etc.

**3. Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions.
- iv. Fill in the blanks.
- v. Scenario based Questions.
- vi. Identification Questions

### QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by HSSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to HSSC Assessment Framework, competency based assessments, assessors guide etc. HSSC conducts "Training of Assessors" program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

## References

## Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.

## Acronyms and Abbreviations

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>PPE</b>	Personal Protective Equipment
<b>SOP</b>	Standard Operating Procedure