

# Management Training and Systems Development for Eye Hospital Administrators and Managers

April 05 - May 02, 2018



**Beyond clinical excellence, the effectiveness of a hospital depends largely on the establishment of good administrative systems and the institution of sound management principles.**

This course equips hospital administrators with the knowledge and skills necessary to effectively manage an eye hospital both in its day-to-day operations and to develop a hospital according to the needs of the community that it serves.

## **What you will learn in this course**

This four-week course equips the participants with the knowledge and tools required for effective administration of an eye hospital - an understanding of the various departments of an eye hospital, exposure to management systems and best practices.

### **An administrator's unique challenges include**

- Understanding ways of attracting more & more number of patients turning to the hospital
- Ensuring that the hospital provides quality care to all patients at affordable cost
- Ensuring that patients are empowered to comply with the treatment process
- Ensuring self-sustainability of the hospital
- Ensuring that the hospital has sufficient and efficient manpower
- Procuring supplies to allow smooth operation of the hospital

## **Teaching Methods**

Class time is a combination of lectures and case discussion. Throughout the course significant emphasis is placed on applying the learning in your hospital. Field visits and practical exposure form a large part of the course curriculum. The case method used simulations of actual management situations. Every module ends with an action plan where you formalize what you have learned into a series of action that you will take upon your return to your hospital.

### Foundation Module

- Magnitude of global blindness
- Common eye diseases
- Vision 2020 Priorities

### Patient Care Modules

- Outpatients department
- Operation Theatre
- Sterilisation
- Wards

### Demand Generation

- Social marketing
- Health education
- Community outreach

### Functional Areas

- Medical records maintenance
- Patient empowerment
- Quality management
- HR and personnel management
- Management information system
- Materials and inventory
- Financial Management

### Support Service Module

- Pharmacy and optical shop
- Maintenance and housekeeping

### Managerial Skills

- Time management
- Communication skills
- Improving Management Skill
- Customer care
- Team work
- Problem Solving

### Course Fee

Participants from India and Nepal  
- Rs. 20,000/-

For Overseas participants - US \$750  
(+ 18% GST (Tax) additional to the  
course fee)

### Why come to LAICO?

Aravind Eye Hospitals, located in South India, is one of the largest eye care providers in the world - treating over 3,725,000 outpatients and performing over 400,000 surgeries each year. Lions Aravind Institute of Community Ophthalmology (LAICO) is the training and consulting arm of Aravind Eye Care System and has worked with **over 340 Eye hospitals**.

### Who is this course for?

This course, offered twice a year in April and August, is designed for those who are involved in the day to day operations in an eye hospital. Our alumni include hospital administrators and managers, operations managers, department heads, trustees and proprietors of hospitals.

**Over the years 344 participants from 33 countries have been trained.**



*Great course! A comprehensive approach with excellent material and presentations. The technical expertise was reflected in all areas of the course and everything was done professionally. If one (new or experienced) is looking for a good crash course on eye hospital administration then, I highly recommend "ARAVIND".*

- Dr. Pushpa Srinivas,  
Akshara Eye Foundation, Tumakuru, Karnataka

*Scientifically articulated. Covers all the functional departments of an eye hospital. It was literally 2 year full time MBA in less than a month. Good balance between theory and practical approaches of the modules. Very much relevant to any hospital of any size and capacity.*

- Mr. S. Sreevathsav,  
Shankar Eye Hospital, Kolar, Karnataka



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