

Model Curriculum

Duty Manager – Patient Relation Services

SECTOR: Healthcare
SUB-SECTOR: Allied Health & Paramedics
OCCUPATION: Non Direct Care
REF ID: HSS/Q6104
NSQF LEVEL: 7



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

HEALTHCARE SECTOR SKILL COUNCIL

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack: 'Duty Manager (Patient Relation Services)'
QP No. 'HSS/Q6104 NSQF Level7'

Date of Issuance: April 6th, 2018

Valid up to: April 5th, 2021

* Valid up to the next review date of the Qualification Pack



Authorised Signatory
(Healthcare Sector Skill Council)

TABLE OF CONTENTS

1. <u>Curriculum</u>	<u>1</u>
2. <u>Trainer Prerequisite</u>	<u>15</u>
3. <u>Annexure: Assessment Criteria</u>	<u>16</u>

Duty Manager – Patient Relation Services

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Duty Manager – Patient Relation Services”, in the “Healthcare” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Duty Manager – Patient Relation Services		
Qualification Pack Name & Reference ID. ID	HSS/Q6104, version 1.0		
Version No.	1.0	Version Update Date	28-02-2018
Pre-requisites to Training	Graduate in any stream Or HSSC NSQF Certified level 6 Assistant Duty Manager Or Service Professionals - Defense/Armed Forces Professionals		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • supervise 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 • undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules • 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 • enhance their knowledge in resource management, HR management • facilitate service excellence and satisfaction among stakeholders • coordinate among various departments for effective resolution • develop skills and train other related professionals to work out on medical software to maintain Hospital Information System • demonstrate professional behaviour, personal qualities and characteristics of a hospital front desk coordinator • demonstrate correct method of bio-medical waste management • demonstrate Basic Life Support, Cardio Pulmonary Resuscitation and other actions in the event of medical and facility emergencies • demonstrate effective communication skills • getting along with, working with and co-operating with others • reporting concerns/issues/challenges to higher authorities as per escalation matrix and assist in finding solutions • exhibit skills in terms of team supervision, administrative support, supervisory support, office harmony, crisis handling and customer 		

	service.
--	----------

This course encompasses 8 out of 8 National Occupational Standards (NOS) of “Duty Manager – Patient Relation Services” Qualification Pack issued by “Healthcare Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1.	<p>Orientation about Healthcare Scenario and Industry</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Describe about health disease and well being Describe about basic structure and function of the healthcare system in the country Describe about hospital topography and spectrum of clients that visit the hospital Describe about healthcare delivery system, incidence and prevalence specific to country Describe about healthcare organization prevalent at primary/secondary & tertiary level and levels of services available Define concepts of health indicator Describe 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 organization pricing, discount policy, documentation & reporting process in general Learn about organizational behaviour Learn about Universal/National/State/Organizational Health Insurance programs 	<p>Audio Visual aide White Board Projector Internet Charts Poster</p>
2.	<p>Orientation about Human Body and Structure</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Discuss the concept of healthy body and healthy mind Describe about basics of human anatomy and physiology Describe about common systemic wise diseases Describe about different disciplines of healthcare organization/specializations with reference to human body 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>Audio Visual aide White Board Projector Internet Charts Poster Mannequin Patient Bed/Stretcher</p>
3	<p>Patient Behavior & Psychology</p>	<ul style="list-style-type: none"> Develop an understanding of the philosophy & theories of patient 	<p>Audio Visual aide White Board</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Theory Duration (hh:mm) 35:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code Bridge Module</p>	<p>behaviour & psychology</p> <ul style="list-style-type: none"> Discuss about body mind relationship modulation process in health and illness Discuss about genetics and behaviour, heredity and environment Discuss modalities of attention, perception, learning, memory, thinking, intelligence, cognitive functions Discuss the importance of motivation and emotional processes, sound, personality at work place Discuss in details regarding developmental psychology of a human being Describe about mental hygiene and mental health 	<p>Projector Table Chair Internet Charts Poster</p>
4	<p>Supervision of hospital Front Desk Management</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N6112, HSS/N6113, HSS/N6114, HSS/N6115, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Describe the functions of all related professionals at hospital front desk & patient relation services Describe roles & responsibilities of clinical/paramedic/support staff in health care organization Identify goal/mission/vision of organization and act accordingly to fulfil and encourage the rest hospital towards a common goal. Supervise management, planning and schedule work requirement at front desk Describe report delivery process and escalation matrix Describe regarding the importance of developing, reviewing and improving policies and guidelines Describe about personnel management and identifying appropriate resources Establish parameters for monitoring and quality of services Describe about TPA operations and cash management Define patient flow management in hospital area for availing services such as OPD/IPD/Diagnostics etc in coordination with healthcare team Understand about hospital departments/diagnostic available with HCO/services available and direct patient to accurate unit. 	<p>Audio Visual aide White Board Projector Table Chair Internet Charts Poster</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Know about schemes/ tariffs/discounts/promotions which can be advised to relevant patients/carer's or visitors in accordance with healthcare team 	
5	<p>Interdepartmental & intradepartmental networking</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code HSS/N6112, HSS/N6113, HSS/N6114, HSS/N6115, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Define the scope of practice for duty manager – patient relation services to liaise with different departments in the health care organization Describe how to interview & assess patients/staff or their representatives to identify problems relating to care describe how to provide regular & timely support to clinical, operational & facility services requirements arising in the respective departments Explain policies, procedures, or services to patients and others 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 How to create work schedules for employees Describe how to set performance standards to monitor the performance of employees Describe how to track the progress made on request for service improvement intradepartmental and interdepartmental and escalate as per escalation matrix Describe how to ensure requirement request raised by different departments is addressed in a timely manner 	<p>Audio Visual aide White Board Projector Table Chair Internet</p>
6	<p>Personnel Management</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm)</p>	<ul style="list-style-type: none"> Describe the factors to establish and maintain peaceful environment in work area with all Describe the factors important for Acquisition of human resource, training and development, performance appraisal, Describe the importance of effective 	<p>Audio Visual aide White Board Projector Internet Charts Poster Sample Duty Roaster</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	05:00 Corresponding NOS Code HSS/N6112, HSS/N6113, HSS/N6114, HSS/N6115, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	leadership and team building activities <ul style="list-style-type: none"> • 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 for effective patient relationship & services • Supervise for creating duty roaster • Describe about 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 • Monitor policies, processes and procedures and identify best practice, risks and areas for improvement • Understand how to manage potential risks to the quality and safety of practice • Understand how to evaluate and reflect on the quality of your work and made continual improvements • Understand the importance of using the best practice guidelines at all times, and the importance of evaluating oneself to see if any improvement needs to be done • Understand the importance of individuals or team compliance with legislation, protocols and guidelines and organisational systems and requirements 	
7	Hospital administration and protocols Theory Duration (hh:mm) 30:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code HSS/N6112, HSS/N6113, HSS/N6114, HSS/N6115, HSS/N9615, HSS/N9616,	<ul style="list-style-type: none"> • Identify complaint and mechanism for addressing complaints • Describe about risk assessment analysis and procedures to overcome the risk • Describe about SWOT analysis • Describe the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved • 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 	Audio Visual aide White Board Projector Internet Charts Poster

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	HSS/N9617, HSS/N9618	<p>from set protocols and causes for the same</p> <ul style="list-style-type: none"> How to address the concerns as per the set TAT (Turn Around Time) criteria for the area involved Describe about grievances redressal and how to work around it Describe how to manage communications across stakeholders, subject matter experts, executives and other internal groups Describe about Root Cause Analysis and how to work around it Describe about internal and external audit process with respect to various disciplines such as NABH/ISO/NABL/MCI/INC etc. Describe how to initiate service recovery tools for issues/complaints encountered as per organizational policies Discuss how to plan and manage the business change management and user acceptance of new tools and processes How to analyse business functional requirements to ascertain required information, procedures and decision flows Describe about crisis management 	
8	<p>Marketing Management of the Healthcare Organization</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code HSS/N6112, HSS/N6113, HSS/N6114, HSS/N6115, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> Describe about importance and scope of marketing, core marketing concepts Discuss about basic concept of marketing management – consumer behaviour Understand about marketing research & information, pricing of various services, marketing strategy, evaluation and control Understand how to carry out promotion of business in hospital Understand about service marketing – patient care and communication Describe about various marketing promotional activities, corporate marketing Discuss about marketing and medical ethics Describe various means and platforms for marketing, promotion and branding activities for healthcare organization Describe about promotional activities 	<p>Audio Visual aide White Board Projector Internet Charts Poster Branding Materials Collaterals</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>which can be taken up for branding about healthcare organization</p> <ul style="list-style-type: none"> • Describe how to promote self-organization in the vicinity • Describe how to create professional development opportunities for employees • Describe how to create newsletters etc. • Describe how to market aggressively, promote and elevate physicians and healthcare organization • Describe how to coordinate for networking events as & when required • Describe how to showcase the healthcare organization using multiple media • Describe about analysing incident reporting channel 	
9	<p>Health Promotion and safety</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</p> <p>HSS/N6112, HSS/N6113, HSS/N6114, HSS/N6115, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618</p>	<ul style="list-style-type: none"> • Monitor health and safety of the employees in the hospital • Coach and encourage for safety at workplace. • Monitor for issues related to security in the hospital • Keep up with the latest trends in safety protocols. • How to ensure adequate & proper signage are placed at various key positions in hospitals • Describe how to develop & ensure maintenance of various hospital security system • How to ensure risk management protocol is followed throughout in the hospital and updating it regularly • How to ensure hospital announcement is updated regularly 	<p>AV Aids</p> <p>White Board</p> <p>Projector</p> <p>Internet</p>
10	<p>Foundations of Accounting and Budgeting</p> <p>Theory Duration</p> <p>(hh:mm) 25:00</p> <p>Practical Duration</p> <p>(hh:mm) 10:00</p> <p>Corresponding NOS Code</p>	<ul style="list-style-type: none"> • Describe about nature and scope, limitations of financial accounting • Discuss about basic concepts and conventions of accounting • Describe how to conduct analysis of financial statements, common size, ratio analysis • Describe about basic principles of accounting, issues and scope of financial management • Understand cost classifications encompassing fixed and variable costs • Comprehend the methods and approaches for cost allocation 	<p>Audio Visual aide</p> <p>White Board</p> <p>Projector</p> <p>Internet</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	HSS/N6112, HSS/N6113, HSS/N6114, HSS/N6115, HSS/N9615	<p>including activity based costing</p> <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 financial statement & its analysis Describe about strategic budgeting methods and operational planning principles. Describe about balance sheet & cash flow Describe how to avoid losses from inventory obsolescence and reduce financial investments in inventories How to identify safety and risk management issues & intervene accordingly Describe how to record business transactions and its importance 	
11	<p>Basics of Statistics and Budgeting</p> <p>Theory Duration (hh:mm) 25:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code HSS/N6112, HSS/N6113, HSS/N6114, HSS/N6115</p>	<ul style="list-style-type: none"> Describe about fund allocation & department performance reports Discuss about concept of business plan, project plan Understand about elements of cost and costing methods, cost control and cost reduction Describe about budgeting – revenue and capital budgeting, cash budgeting discuss about money market and capital market, merger and acquisition. 	<p>Audio Visual aide White Board Projector Internet</p>
12	<p>Infection Control & Prevention</p> <p>Theory Duration (hh:mm) 30:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code</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 	<p>Audio Visual aide White Board Projector Internet Charts Poster Hand sanitizer Wash basin Towel</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	HSS/N9617, HSS/N9618	Infection <ul style="list-style-type: none"> • 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. 	
13	Quality Management in Healthcare – Service Theory Duration (hh:mm) 4:0:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code HSS/N6109, HSS/N6110, HSS/N6111, HSS/N9615,HSS/N9616, HSS/N9617, HSS/N9618	<ul style="list-style-type: none"> • Describe about scope and importance of quality in healthcare • Describe various dimensions of Quality • Describe about Quality Concept, Quality Assurance, Total Quality Management, Quality Circle • Describe about various accreditation agencies for Healthcare organizations nationally and internationally such as NABH,NABL, JACHO etc. • Describe about various standards of NABH and their implications for quality control and quality assurance • Discuss about quality standards applicable to the hospital front office functionaries • Understand about quality initiatives in ensuring patient safety • Discuss about lean & six sigma and other quality tools • Describe about quality assurance and quality control • Discuss the concepts of Continuous Quality Improvement, Total Quality Management and 6 Sigma strategies. • 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 • 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 	Audio Visual aide White Board Projector Internet Charts Poster

Sr. No.	Module	Key Learning Outcomes	Equipment Required
14	Hospital Management Information System Theory Duration (hh:mm) 30:00 Practical Duration (hh:mm) 20:00 Corresponding NOS Code HSS/N6112, HSS/N6113, HSS/N6114, HSS/N6115	<ul style="list-style-type: none"> Describe various modalities and features available with Hospital Management Information System Describe various characteristics of HIS/HMIS Describe about important information and credentials to be captured by patient/attenders for HIS/HMIS Describe basic functioning of HIS/HMIS Describe escalation matrix in case of non-compliances Assess working status of HIS/HMIS as and when required Maintain database of visitors/patients etc. Describe the importance of Electronic Health Records/Medical Records/Computerized patient record systems 	Audio Visual aide White Board Projector Internet Sample HIS software Charts Poster
15	Recording, Auditing and Research Theory Duration (hh:mm) 30:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code HSS/N6112, HSS/N6113, HSS/N6114, HSS/N6115, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	<ul style="list-style-type: none"> Discuss types of personnel records Describe the various methods of safeguarding the records and reports Apply the methods of maintaining confidentiality Apply methods to audit internal process to promote patient relation services Apply research tools to identify problems, issues, concerns and solutions to address the same Understand about data analysis Understand about primary and secondary research 	Audio Visual aide White Board Projector Internet
16	Safety & First Aid Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code HSS/N9617, HSS/N9618	<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 Understand Principles of basic life support (Adult chain of survival) 	Audio Visual aide White Board Projector Internet Charts Poster Emergency Codes, fire extinguisher, charts to display deviation from normal health condition (sign & symptoms)

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>, CABDs of giving CPR)</p> <ul style="list-style-type: none"> Describe about First Aide which is to be given during accidents and emergencies Describe the protocol of giving life support during choking 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 	
17	<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/Ng618</p>	<ul style="list-style-type: none"> Gain understanding of importance of Collection, Segregation, Transportation and treatment of Bio Medical Waste and Bio Hazard Waste Gain Understanding about local & municipal bodies dealing with transportation and treatment of bio Medical and Bio Hazard Waste and contact them as and when required Gain understanding of categories of bio-medical waste Learn about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc. Gain broad understanding of standards and means for bio-medical waste disposal 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
18	<p>Advanced IT Skills</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> gain understanding about Application of computers Introduction to Computers: –Block diagram –Input and Output devices –Storage devices Discuss the foundation concept of operating systems –Need of Operating systems (OS) –Function of OS –Windows 2000 – Utilities and basic operations –Microsoft office 2000 – MS Word, MS 	Computer with internet facility

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>Excel PowerPoint Presentation Basic concepts about computer Hardware & Software Working knowledge of commonly used hospital software Application of Computer in hospitals Computer programme and operating system Data Based Concept (ER diagram) Microsoft Office, SQL, V.B. ERP system with all modules Importance of effective Health Information system Digital maintenance of Medical Records</p>	
19	<p>Soft Skills & Communication</p> <p>Theory Duration (hh:mm) 25:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code</p> <p>HSS/N6112, HSS/N6113, HSS/N6114, HSS/N6115, 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 Theory Duration (hh:mm) 500: 00 Practical Duration (hh:mm) 200: 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"> Interactive lectures & Discussion 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 1100:00 Hours (500:00 Hours duration for Class Room, 200:00 Hours Skill Lab Training and 400 Hours of mandatory OJT)
- 400 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: “Duty Manager – Patient Relation Services” mapped to Qualification Pack: “HSS/Q 6104, version 1.0”

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 6104”.
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 6 years of experience • Medical/Nursing Graduate with additional qualification in Hospital or Healthcare management with 5 years of working experience in healthcare management • MHA/MBA in Healthcare Management with 6 years of working experience in healthcare management
4a	Domain Certification	Certified for Job Role: “Duty Manager – Patient Relation Services” mapped to QP: “HSS/Q 6104”, 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 6 years of experience or • Medical/Nursing Graduate with 5 years of working experience in healthcare management or • MHA/MBA with 6 years of working experience in healthcare management

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Duty Manager – Patient Relation Services
Qualification Pack	HSS/Q6104
Sector Skill Council	Healthcare Sector Skill Council
Sr. No.	Guidelines for Assessment
1.	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2.	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3.	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS
4.	Individual assessment agencies will create unique question papers for theory part for each candidate at examination/ training centre (as per assessment criteria below)
4.	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion
5.	To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment
6.	In case of <i>unsuccessful completion</i> , the trainee may seek reassessment on the Qualification Pack

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (Theory)	Total Marks (Practical)	Marks Allocation		
				Out Of	Viva	Skills Practical
1.HSS/N 6112: Supervise in house operations to meet organizational objectives	PC1. Develop interdisciplinary care plan and other case management tools by participating in meetings	20	200	10	5	5
	PC2. Coordinate information and care requirements with other care providers			5	2	3
	PC3. Resolving issues that could affect smooth care progression			5	2	3
	PC4. Foster peer support			5	2	3
	PC5. Provide education to others regarding the case management process			5	2	3
	PC6. Assign duties, responsibilities and work stations to employees in accordance with work requirements			10	5	5
	PC7. Create work schedules for employees			10	5	5
	PC8. Guide, direct and motivate employees to provide quality services to customers			10	5	5
	PC9. Set performance standards to monitor the performance of employees			10	5	5

PC10. Develop a framework for evaluating and reporting on the effectiveness of policies, processes and procedures in management services
PC11. Negotiate with client and relevant stakeholders to reach an agreement on the level of service to be delivered and record at appropriate format
PC12. Ensure that objectives for healthcare delivery are set which are achievable and measurable
PC13. Monitor organizational management policies, processes and procedures and identify best practice, risks and areas for improvement
PC14. Develop risk assessment plan of different hospital areas
PC15. Ensure smooth patient flow within the hospital
PC16. Evaluate continuous education to health care professionals is provided on infection control practices
PC17. Ensure hospital environment is comfortable & pleasing to patients and employees
PC18. Be well versed with approx. stay time of procedures conducted & accordingly align bed to patient
PC19. Know about bed occupancy and in house internal shifts of patient & patient flow
PC20. Problems & issues are put across to hospital leadership in a timely manner
PC21. Well defined communication process of flow information in the organization
PC22. Hospital announcement system is kept updated and set as per requirement
PC23. Handling standard complaints / difficult situation promptly & timely
PC24. Meets patients / visitors & understand their comfort or any other expectations in terms of effective patient care services in respective areas.
PC25. Address complaints related to service provided

10	5	5
5	2	3
10	5	5
10	5	5
10	5	5
10	5	5
10	5	5
10	5	5
10	5	5
5	3	2
5	3	2
5	3	2
5	3	2
5	3	2
5	3	2

	PC26. Identify Smooth patients flow in departments			5	3	2
	PC27. Analyse corrective & preventive actions are taken timely manner			5	3	2
	Total	20	200	200	102	98
2. HSS/N 6113: Redirect & allocate resources according to patient flow	PC1. Cater to patient / visitor requirements in various hospital areas	10	200	20	10	10
	PC2. Maintain smooth inventory flow in departments			20	10	10
	PC3. Ensure inventory maintenance and no out of stock situations is faced by the departments			30	20	10
	PC4. Avoid losses from inventory obsolescence and reduce financial investments in inventories			20	10	10
	PC5. Identify safety and risk management issues & intervene accordingly			20	10	10
	PC6. Address patient / employee safety standards in different hospital areas			20	10	10
	PC7. Ensure adequate & proper signage's are placed at various key positions in hospitals			20	10	10
	PC8. Develop & ensure maintenance of various hospital security system			20	10	10
	PC9. Ensure risk management protocol is followed throughout in the hospital and updating it regularly			10	5	5
	PC10. Ensure hospital announcement is updated regularly			10	5	5
	PC11. Analyze incident reporting channel			10	5	5
Total	10	200	200	105	95	
3. HSS/N 6114: Undertake corrective action in case of non compliances in accordance to hospital policy, administration and work rules	PC1. Address the concerns as per the set TAT (Turn Around Time) criteria for the area involved	30	200	20	10	10
	PC2. Set different goals for patient care keeping in mind the hospitals policy			20	10	10
	PC3. Implement criteria of monitoring processes of various departments as per the hospital policy			20	10	10
	PC4. Set & define checklist for various functions and indicators to evaluate their progress			20	10	10
	PC5. Manage communications across stakeholders, subject matter experts, executives and other internal groups			30	20	10

	PC6. Plan and manage the business change management and user acceptance of new tools and processes			30	20	10
	PC7. Analyze business functional requirements to ascertain required information, procedures and decision flows			30	20	10
	PC8. Recognize and document the current working process in details			30	20	10
	Total	30	200	200	120	80
4. HSS/N 6115:Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24 – hour basis	PC1. Provide regular & timely support to Clinical, Operational & Facility services requirements arising in the respective departments	20	200	70	40	30
	PC2. Meet the demands raised by the various operational heads			30	20	10
	PC3. Cater to facility services for smooth patient flow			20	10	10
	PC4. Maintain inventory and ensure that no out of stock situations is faced by the departments			30	20	10
	PC5. Ensure requirement request raised by different departments is addressed in a timely manner			30	10	20
	PC6. Ensure effective utilization of resources			20	10	10
	Total	20	200	200	110	90
5. HSS/N 9615 Maintain Interpersonal relationship with colleagues, patients and others	PC1. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	5	50	5	2	3
	PC2. Utilize all training and information at one's disposal to provide relevant information to the individual			3	1	2
	PC3. Confirm that the needs of the individual have been met			2	0	2
	PC4. Respond to queries and information needs of all individuals			2	1	1
	PC5. Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality			2	1	1
	PC6. Respect the individual's need for privacy			5	2	3
	PC7. Maintain any records required at the end of the interaction			2	1	1
	PC8. Integrate one's work with other people's work effectively			2	1	1
	PC9. Utilize time effectively and pass on essential information to other			5	2	3

	people on timely basis					
	PC10. Work in a way that shows respect for other people			2	1	1
	PC11. Carry out any commitments made to other people			2	1	1
	PC12. Reason out the failure to fulfill commitment			2	1	1
	PC13. Identify any problems with team members and other people and take the initiative to solve these problems			2	1	1
	PC14. Clearly establish, agree, and record the work requirements			2	1	1
	PC15. Ensure his/her work meets the agreed requirements			2	1	1
	PC16. Treat confidential information correctly			5	2	3
	PC17. Work in line with the organization's procedures and policies and within the limits of his/her job role			5	2	3
	TOTAL	5	50	50	21	29
6.HSS/N 9616 Maintain professional & medico-legal conduct	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	5	50	5	2	3
	PC2. Work within organizational systems and requirements as appropriate to one's role			5	2	3
	PC3. Recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority			10	5	5
	PC4. Maintain competence within one's role and field of practice			5	2	3
	PC5. Maintain personal hygiene and contribute actively to the healthcare ecosystem			5	2	3
	PC6. Use relevant research based protocols and guidelines as evidence to inform one's practice			5	2	3
	PC7. Promote and demonstrate good practice as an individual and as a team member at all times			5	2	3
	PC8. Identify and manage potential and actual risks to the quality and safety of practice			5	2	3
	PC9. Evaluate and reflect on the quality of one's work and make continuing improvements			5	2	3

	TOTAL	5	50	50	21	29
7. HSS/N 9617 Maintain a safe, healthy and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	5	50	2	1	1
	PC2. Comply with health, safety and security procedures for the workplace			2	1	1
	PC3. Comply with health, safety and security procedures and protocols for environmental safety			2	1	1
	PC4. Identify potential hazards and breaches of safe work practices			5	2	3
	PC5. Identify and interpret various hospital codes for emergency situations			5	2	3
	PC6. Correct any hazards that individual can deal with safely, competently and within the limits of authority			4	2	2
	PC7. Provide basic life support (BLS) and first aid in hazardous situations, whenever applicable			5	2	3
	PC8. Follow the organization's emergency procedures promptly, calmly, and efficiently			5	2	3
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person			5	2	3
	PC10. Complete any health and safety records legibly and accurately			5	2	3
	PC11. Report any identified breaches in health, safety, and security procedures to the designated person			5	2	3
	PC12. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected			5	2	3
	Total	5	50	50	21	29
8. HSS/N 9618 Follow biomedical waste disposal and infection control policies and procedures	PC1. Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release	5	50	5	2	3
	PC2. Store clinical or related waste in an area that is accessible only to authorized persons			5	2	3

PC3. Minimize contamination of materials, equipment and instruments by aerosols and splatter		2	1	1
PC4. Apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control		2	1	1
PC5. Identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization		2	1	1
PC6. Follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate		2	1	1
PC7. Follow protocols for care following exposure to blood or other body fluids as required		2	1	1
PC8. Remove spills in accordance with the policies and procedures of the organization		2	1	1
PC9. Clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled		5	2	3
PC10: Demarcate and maintain clean and contaminated zones in all aspects of health care work		2	1	1
PC11. Confine records, materials and medicaments to a well-designated clean zone		2	1	1
PC12. Confine contaminated instruments and equipment to a well-designated contaminated Zone		2	1	1
PC13. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols		2	1	1
PC14. Replace surface covers where applicable		3	1	2
PC15. Maintain and store cleaning equipment		2	1	1
PC16. Report and deal with spillages and contamination in accordance with current legislation and procedures		2	1	1
PC17. Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination		2	1	1

	PC18. Cover cuts and abrasions with water-proof dressings and change as necessary			2	1	1
	PC19. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact			2	1	1
	PC20. Perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection			2	1	1
	Total	5	50	50	23	27
Grand Total		Theory	Practical	Total		
		100	1000	1100		