



Model Curriculum

QP Name: Duty Manager (Patient Relation Services)

QP Code: HSS/Q6104

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

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Healthcare Administration
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO2015/2263.0200
Minimum Educational Qualification and Experience	<p>Pursuing first year of 2-year PG program after completing 3-year UG degree</p> <p>Or</p> <p>Pursuing 1-year PG diploma after 3-year UG degree</p> <p>Or</p> <p>Completed 4th year UG (in case of 4-year UG)</p> <p>Or</p> <p>Pursuing 4th year UG (in case of 4-year UG) and continuing education.</p> <p>Or</p> <p>Completed 3-Year UG Degree with 1 year relevant experience</p> <p>Or</p> <p>Completed 2 year of diploma after 12th with 2 years of relevant experience</p> <p>Or</p> <p>12th Grade pass with 4 years of relevant experience</p> <p>Or</p> <p>Previous relevant Qualification of NSQF Level 5.5 with 1.5 year of relevant experience</p> <p>Or</p> <p>Previous relevant Qualification of NSQF Level 5 with 3 years relevant experience</p> <p>Or</p> <p>Service Professionals - Defense/Armed Forces Professionals with 9 years of relevant experience</p>
Pre-Requisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	28/07/2022
Next Review Date	28/07/2025
NSQC Approval Date	28/07/2022
QP Version	3.0
Model Curriculum Creation Date	28/07/2022

Model Curriculum Valid Up to Date	28/07/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	900 Hrs.
Maximum Duration of the Course	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.

- 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 behavior, 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 services.

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
Bridge Modules	85:00	35:00	15:00	00:00	135:00
Module 1: Orientation about Healthcare Scenario and Industry	20:00	05:00	00:00	00:00	
Module 2: Orientation about Human Body	20:00	05:00	00:00	00:00	

and Structure					
Module 3: Patient Behavior and Psychology	35:00	05:00	00:00	00:00	
Module 4: Advanced IT Skills	10:00	20:00	00:00	00:00	
HSS/N6112: Supervise in-house operations to meet organizational objectives	45:00	45:00	75:00	00:00	165:00
Module 5: Supervision of Hospital Front Desk Management	20:00	10:00	00:00	00:00	
Module 6: Interdepartmental and intradepartmental Networking	10:00	15:00	00:00	00:00	
Module 7: Hospital Management Information System	15:00	20:00	00:00	00:00	
HSS/N6113: Redirect & allocate resources according to patient flow	15:00	15:00	30:00	00:00	30:00
Module 8: Personnel Management	15:00	15:00	00:00	00:00	
HSS/N6114: Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules	50:00	25:00	45:00	00:00	120:00
Module 9: Hospital administration and Protocols	20:00	10:00	00:00	00:00	
Module 10: Marketing management of the Healthcare Organization	30:00	15:00	00:00	00:00	
HSS/N6115: Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24-hour basis	45:00	30:00	45:00	00:00	120:00
Module 11: Foundation of Accounting and Budgeting	20:00	10:00	00:00	00:00	
Module 12: Basics of Statistic and Budgeting	15:00	10:00	00:00	00:00	

Module 13: Recording, Auditing and Research	10:00	10:00	00:00	00:00	
HSS/N9615: Maintain Interpersonal relationship with colleagues, patients and others	10:00	20:00	15:00	00:00	45:00
Module 14: Soft Skills and Communication	10:00	20:00	00:00	00:00	
HSS/N9616: Maintain professional & medico- legal conduct	20:00	10:00	15:00	00:00	45:00
Module 15: Quality Management in Healthcare – Service and Medical Quality	20:00	10:00	00:00	00:00	
HSS/N9617: Maintain a safe, healthy and secure environment	30:00	15:00	15:00	00:00	60:00
Module 16: Health Promotion and Safety	20:00	10:00	00:00	00:00	
Module 17: Safety & First Aid	10:00	05:00	00:00	00:00	
HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols	30:00	15:00	15:00	00:00	60:00
Module 18: Infection control and prevention	20:00	10:00	00:00	00:00	
Module 19: Bio Medical Waste management	10:00	05:00	00:00	00:00	
Total	330:00	210:00	270:00	00:00	810:00
Module 20: Employability Skills (90 Hours): DGT/VSQ/N0103	90:00	00:00	00:00	00:00	
Total	420:00	210:00	270:00	00:00	900:00

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.

Duration: 20:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 Universal/National/State/Organizational Health Insurance programs 	<ul style="list-style-type: none"> 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. Prepare a hierarchical chart of different career options at various healthcare settings
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
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.

Duration: 20:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Comprehend the basics of human anatomy and physiology. Explain various systems of the human body. Describe about different disciplines of healthcare organization/specializations with reference to human body. Comprehend the human behavior and human psychology Describe special needs of vulnerable clients in the hospitals. Describe visible symptoms of ill patients or patients who need immediate attention by medical team 	<ul style="list-style-type: none"> Identify various body parts/organs using 3D models of human organ system. Design various working models depicting functioning of each human body system.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Human Body Structure and Function	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen	

Module 3: Patient Behavior and Psychology

Mapped to: Bridge Module,

Terminal Outcomes:

- Explain about body mind relationship modulation process in health and illness.

Duration: 35:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Develop an understanding of the philosophy & theories of patient behaviour & psychology • 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 detail regarding developmental psychology of a human being • Describe about mental hygiene and mental health. 	<ul style="list-style-type: none"> • Prepare a chart on benefits of mental hygiene and health.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Human Body Structure and Function	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen	

Module 4: Advanced IT Skills

Mapped to: Bridge Module,

Terminal Outcomes:

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

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Gain understanding about Application of computers • Introduction to Computers: <ul style="list-style-type: none"> –Block diagram –Input and Output devices –Storage devices • Discuss the foundation concept of operating systems <ul style="list-style-type: none"> –Need of Operating systems (OS) –Function of OS –Windows 2000 – Utilities and basic operations –Microsoft office 2000 – MS Word, MExcel PowerPoint Presentation <p>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>	<ul style="list-style-type: none"> • 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. • Prepare reports/documents using word processing software and spreadsheets. • Demonstrate the use of internet to draft and send emails.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Computer with internet facility and latest version of software	

Module 5: Supervision of Hospital Front Desk Management

Mapped to: HSS/N6112,

Terminal Outcomes:

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

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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. • Know about schemes/tariffs/discounts/promotions which can be advised to relevant patients/carer's or visitors in accordance with healthcare team. 	<ul style="list-style-type: none"> • Prepare a chart on services available in OPD/IPD/Diagnostic and other departments. • Prepare a chart on roles and responsibilities of clinical/paramedic/support staff in organization. • Prepare a chart on mission/vision of an organization. • Demonstrate the use of Hospital Information System (HIS) to prepare a sample record on client dietetic information. • Demonstrate how to compile all the relevant information in sample formats necessary to create the database of client.
-Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Mock hospital frontdesk environment	

Module 6: Interdepartmental and intradepartmental networking

Mapped to: HSS/N6112,

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.

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 	<ul style="list-style-type: none"> • Practice a role play on interviewing skills. • Practice a role play on providing support provide to clinical, operational & facility services requirements in each department. • Prepare a chart on policies, services, and procedure of an organization. • Demonstrate the correct technique of admission, discharge, and referral process. • Prepare a sample report on quality process. • Role played on ward management. • Role played on employee work and performance in ward. • Prepare a sample of employee schedule for a month.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Computer with internet facility and latest version of software	

Module 7: Hospital Management Information System

Mapped to: HSS/N6112,

Terminal Outcomes:

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

Duration: 15:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 	<ul style="list-style-type: none"> • 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.
-Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Mock hospital frontdesk environment, Sample HIS software	

Module 8: Personnel Management.

Mapped to: HSS/N6113,

Terminal Outcomes:

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

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 leadership and team building activities • 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 organizational systems and requirements. 	<ul style="list-style-type: none"> • Prepare a chart on general and specific work etiquettes. • Role play on 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. • Prepare a sample report on duty roaster. • Role played on need of team training and process of scheduling training.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
e-modules, case-studies of trouble-shooting	

Module 9: Hospital administration and protocols

Mapped to: HSS/N6114,

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.

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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. <p>Describe how to analyse for deviations from set protocols and causes for the same</p> <ul style="list-style-type: none"> • Identify 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 	<ul style="list-style-type: none"> • 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.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, B	
Tools, Equipment and Other Requirements	
Audio Visual aide, White Board, Projector, Internet, Charts, Poster	

Module 10: Marketing Management of the Healthcare Organization

Mapped to: HSS/N6114,

Terminal Outcomes:

- Describe about importance and scope of marketing.
- Explain about basic concept of marketing management.
- Explain about marketing and medical ethics.
- Demonstrate marketing management skills of healthcare organization.

Duration: 30:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe about importance and scope of marketing, core marketing concepts • Discuss about basic concept of marketing management – consumer behavior • 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 which can be taken up for branding about healthcare organization • 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 analyzing incident reporting channel 	<ul style="list-style-type: none"> • Demonstrate management skills while promoting and branding of healthcare organization. • Prepare sample of leaflets, flyers etc for marketing, promotion and branding
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Audio Visual aide, White Board, Projector, Internet, Charts, Poster, Branding Materials, Collaterals	

Module 11: Foundation of Accounting and Budgeting

Mapped to: HSS/N6115,

Terminal Outcomes:

- Apply basic accounting principles while managing funds.
- Discuss about basic concepts and conventions of accounting.
- 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
- Demonstrate the skills required for maintain transaction record.

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 including activity based costing • 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 	<ul style="list-style-type: none"> • 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 • Demonstrate the skills required for maintain transaction record. • Prepare sample report on budgeting and operational planning strategies.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Sample balance sheets, cash flow documents, account files etc	

Module 12: Basics of Statistics and Budgeting

Mapped to: HSS/N6115,

Terminal Outcomes:

- Discuss about basic concepts and conventions of business plan and project plan.
- Explain about elements of cost and costing methods, cost control and cost reduction
- Explain about budgeting – revenue and capital budgeting, cash budgeting

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 	<ul style="list-style-type: none"> • Prepare a report on department performance and allocate the funds accordingly. • Prepare a sample report on business plan and project plan. • Prepare a chart on elements of cost like cost control, costing method and cost reduction. • Demonstrate the skills required for cash, revenue and capital budgeting.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Sample balance sheets, cash flow documents, account files etc	

Module 13: Recording, Auditing and Research

Mapped to: HSS/N6115,

Terminal Outcomes:

- Identify types of records and reports
- Demonstrate the skills of maintaining confidentiality of records and reports.
- Types of research tools.
- Demonstrate the process of data analysis.

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 	<ul style="list-style-type: none"> • Identify types of records and reports • Demonstrate the skills of maintaining confidentiality of records and reports. • Types of research tools. • Demonstrate the process of data analysis. • Demonstrate the process of internal audit. • Practice a role play of conducting internal audit.
-Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Mock hospital frontdesk environment, Sample HIS software	

Module 14: Soft Skills and Communication

Mapped to: HSS/N9615,

Terminal Outcomes:

- 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: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 communication to act efficiently • Learn identification of rapidly changing situations and adapt accordingly • Learn decision making ability • Learn planning and organization of work 	<ul style="list-style-type: none"> • Apply guidelines related to usage of technical terms to ensure effective communication. • Apply time management skills during daily activities. • Demonstrate the use of reading and writing skills during written communication. • Demonstrate problem solving and decision making skills in different situations. • Demonstrate skills of team-work and work prioritization in different team activities. • Apply effective patient-centric approach while delivering telehealth services. • Demonstrate basic telephone and email etiquettes. • Apply the analytical skills to complete the reports with the information gathered from observation, experience, reasoning, or communication.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen	

Module 15: Quality Management in Healthcare – Service and Medical Quality

Mapped to: HSS/N9616,

Terminal Outcomes:

- 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

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 	<ul style="list-style-type: none"> • Prepare a sample report on various national and international accreditation guidelines. • Prepare a sample report on NABH, NABL, JACHO standards. • Prepare a sample report on six sigma and other quality tools. • Prepare a sample report about quality assurance and quality control.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
NABH, NABL and JACHO sample standards documents	

Module 16: Health Promotion and Safety

Mapped to: HSS/N9617,

Terminal Outcomes:

- Encourage for safety at workplace.
- Follow safety protocols at workplace!
- Perform Basic Life Support or basic first aid in medical emergency situations, as and when required

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 • Identify risk management protocol is followed throughout in the hospital and updating it regularly • How to ensure hospital announcement is updated regularly 	<ul style="list-style-type: none"> • Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency. • Create a chart depicting different types of protective devices such as restraints and safety devices.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Crash cart trolley, first aid box, CPR nursing manikin, Ambu bag with mask adult, torch, physical restraints, fire extinguisher	

Module 17: 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

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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, CABDs of giving CPR) • Describe about First Aid 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 	<ul style="list-style-type: none"> • Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency. • Create a chart depicting different types of protective devices such as restraints and safety devices. • Create a flow chart depicting common emergency situations and its referral mechanism. • Demonstrate the skills required to perform CPR procedure.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Crash cart trolley, first aid box, CPR nursing manikin, Ambu bag with mask adult, torch, physical restraints, fire extinguisher	

Module 18: Infection Control and Prevention

Mapped to: HSS/N9618,

Terminal Outcomes:

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

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Understand the importance of infection control and prevention and guiding others about it in accordance with healthcare team • Identify the factors which influence the outcome of an exposure to infection • List strategies for preventing transmission of pathogenic organisms • Understand about spillage management • Understanding of hand hygiene: infection control/exposure control/ PPE • Understand about Nosocomial Infection • Understand importance about incident reporting • Develop understanding of the concept of Healthy Living • Develop techniques of self-grooming and maintenance • Vaccinate against common infectious diseases: immunization to reduce the health risks for self, patients 	<ul style="list-style-type: none"> • Demonstrate the steps of spill management. • Demonstrate the procedures of hand hygiene. • Demonstrate the process of donning and doffing of PPE.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
E-modules depicting sanitization, infection control and waste disposal practices	

Module 19: 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.

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Categorize the different types of biomedical waste. • Explain the importance and mechanism of proper and safe disposal, transportation, and treatment of bio-medical waste. • Identify the various types of colour coded bins/containers used for disposal of biomedical waste. • Explain the importance of following local guidelines of biomedical waste disposal. 	<ul style="list-style-type: none"> • Segregate the biomedical waste applying the local guidelines. • Create a chart depicting different types of biomedical waste and various types of colour coded bins/containers used for disposal of biomedical waste. • Prepare a report on the observations from field assignment about the structure of transportation and treatment of biomedical waste.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Different coded color bins, chart for color coding of bins Visit to biomedical waste treatment plant for field assignment	

Module 20: Employability Skills

Mapped to DGT/VSQ/N0103: Employability Skills (90 Hours)

Mandatory Duration: 90:00

Location: On-Site

S.N o.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	<ul style="list-style-type: none"> Outline the importance of Employability Skills for the current job market and future of work. List different learning and employability related GOI and private portals and their usage. Research and prepare a note on different industries, trends, required skills and the available opportunities. 	3
2.	Constitutional values - Citizenship	<ul style="list-style-type: none"> 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. Demonstrate how to practice different environmentally sustainable practices. 	1.5
3.	Becoming a Professional in the 21st Century	<ul style="list-style-type: none"> Discuss relevant 21st century skills required for employment. Highlight the importance of practicing 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. Create a pathway for adopting a continuous learning mindset for personal and professional development. 	5
4.	Basic English Skills	<ul style="list-style-type: none"> Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. Read and understand text written in basic English. Write a short note/paragraph / letter/e -mail using correct basic English. 	10
5.	Career Development & Goal Setting	<ul style="list-style-type: none"> Create a career development plan. Identify well-defined short- and long-term goals. 	4
6.	Communication Skills	<ul style="list-style-type: none"> Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette. Write a brief note/paragraph on a familiar topic. Explain the importance of communication etiquette including active listening for effective communication. Role play a situation on how to work collaboratively with others in a team. 	10
7.	Diversity & Inclusion	<ul style="list-style-type: none"> Demonstrate how to behave, communicate, and conduct appropriately with all genders and PwD. Discuss the significance of escalating sexual harassment issues as per POSH act. 	2.5
8.	Financial and Legal Literacy	<ul style="list-style-type: none"> Discuss various financial institutions, products, and services. 	10

		<ul style="list-style-type: none"> • Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement. • Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions. • Calculate income and expenditure for budgeting • Discuss the legal rights, laws, and aids. 	
9.	Essential Digital Skills	<ul style="list-style-type: none"> • Describe the role of digital technology in day-to-day life and the workplace. • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. • Demonstrate how to connect devices securely to internet using different means. • Follow the dos and don'ts of cyber security to protect against cyber-crimes. • Discuss the significance of displaying responsible online behavior while using various social media platforms. • Create an e-mail id and follow e- mail etiquette to exchange e -mails. • Show how to create documents, spreadsheets and presentations using appropriate applications. • Utilize virtual collaboration tools to work effectively. 	20
10.	Entrepreneurship	<ul style="list-style-type: none"> • Explain the types of entrepreneurship and enterprises. • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement. • Create a sample business plan, for the selected business opportunity. 	7
11	Customer Service	<ul style="list-style-type: none"> • Classify different types of customers. • Demonstrate how to identify customer needs and respond to them in a professional manner • Discuss various tools used to collect customer feedback. • Discuss the significance of maintaining hygiene and dressing appropriately. 	9
12	Getting Ready for Apprenticeship & Jobs	<ul style="list-style-type: none"> • Draft a professional Curriculum Vitae (CV). • Use various offline and online job search sources to find and apply for jobs. • Discuss the significance of maintaining hygiene and dressing appropriately for an interview. • Role play a mock interview. • List the steps for searching and registering for apprenticeship opportunities 	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 spill management.
- Demonstrate the procedures of hand hygiene.
- Demonstrate the process of donning and doffing 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	
Graduate	(Any)	3	3 years of working experience in healthcare management	1		
Post Graduate	MHA in Healthcare Management Administration	1	1 years of working experience in healthcare management	1		
Post Graduate Diploma	Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration	1	1 years of working experience in healthcare management	1		
Masters	MBA (MBA/MHA (Masters in Hospital/Healthcare Administration)	1	1 years of working experience in healthcare management	1		

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Duty Manager- Patient Relation Services” mapped to the Qualification Pack: “HSS/Q6104 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	
Graduate	(Any)	5	5 years of working experience in healthcare management	2		
Post Graduate	MHA in Healthcare Management Administration	2	2 years of working experience in healthcare management	2		
Post Graduate Diploma	Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration	2	2 years of working experience in healthcare management	2		
Masters	MBA (MBA/MHA (Masters in Hospital/Healthcare Administration)	2	2 years of working experience in healthcare management	2		

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Duty Manager- Patient Relation Services” mapped to the Qualification Pack: “HSS/Q6104 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

Sector	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.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	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

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