



SAVEETHA

INSTITUTE OF MEDICAL AND TECHNICAL SCIENCES
(Declared as Deemed to be University under Section 3 of UGC Act 1956)



SAVEETHA

SCHOOL OF MANAGEMENT

Healthcare Executive Development Program in Quality Management

SAVEETHA SCHOOL OF MANAGMENT
SAVEETHA INSTITUTE OF MEDICAL AND TECHNICAL SCIENCES

162 , Poonamalle High Road , Saveetha Dental College and Hospitals,
Chennai - 77

Saveetha School of Management

Saveetha School of Management is an eminent B-school which was established in the year 2008 with the cherished goal of imparting quality management education in India. SSM commits itself to produce industry-specific management professionals who will be ready to plug-n-play. SSM is an inspirational place to study. It offers two year full time master's program in Business Administration (MBA) under trimester pattern. We offer an experience of harnessing the core skills and help students to develop their ability to define goals, inspire people and create a unique pathway for their career establishment. MBA program is offered under dual specialization model with specializations in Marketing, HRM, Finance, Production & Operations, Systems, Logistics and Supply chain, International Business Management and Hospital Managements.

Scope of Healthcare EDP in Quality Management

Clinical governance and better human resource management practices are important planks in the current health policies emphasizing quality of patient care. Effective quality management is focused on the needs of the patients because they are the ones who judge the effectiveness of treatments and the appropriateness of the service. Patient needs and expectations change over time; consequently, sound quality management calls for constant monitoring of the patients' progress and satisfaction with the service

Why Healthcare EDP in Quality Management

Hospitals have been faced with customer dissatisfaction with services, escalating costs, intense competition, and reduced reimbursement for services. As a result, many hospitals have incorporated total quality management (TQM), also known as continuous quality improvement (CQI) and quality improvement (QI), to improve quality care and decrease costs. Quality in hospital can also refer to the technical quality of care, to nontechnical aspects of service delivery such as clients' waiting time and staff's attitudes, and to programmatic elements such as policies, infrastructure, access, and management. Healthcare Executive Development Program in Quality Management deals with the management and maintenance of Quality policies as per standards to attain service excellence.

Course Name : Healthcare Executive Development Program in Quality Management
Duration of Course : One year (12 months)
For more details : Saveetha School of Management, 162, Poonamallee High Road,
Velappanchavadi, Chennai-600077, www.ssm.saveetha.com