



Index

Medical College Hospital & Research Centre

(Unit of Mayank Welfare Society)
(Constituent Unit of Malwanchal University)



IMCHRC/NTT/2018/09/26

Date: 26.09.2018

CIRCULAR

We are pleased to announce that Workshop on Safe Pediatric Care has been scheduled on 06th Oct, 2018, from 10:00 a.m. to 1:00 p.m., in the Auditorium of Index Medical College, Hospital and Research Centre, Indore.

It is being organized by the faculty of IMCHRC of Malwanchal University to train the technical staff to learn about providing safe and effective pediatric care in hospitals.

The course is free for all the participants. Interested participants are requested to register for the workshop by 03rd Oct, 2018. For registration, contact Dr. Swati Prashant, Dept. of Pediatrics.

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Index Medical College, Hospital & Research Centre, Indore

Safe Paediatric Care Workshop

A Safe Paediatric Care Workshop Program was organized on 6th Oct 2018 for the non-teaching staff at Index Medical College, Hospital and Research Centre, Malwanchal University from 10 am to 1 pm. A total 15 technical staff participated in the programme.


The speakers for the workshop were as follows:


- Objectives paediatric safety — Dr. Swathi prashant, prof, department of Paediatrics
- Paediatric intensive care measures – Dr. Naikey minarey, assoc. prof, department of paediatrics

The workshop targeted pediatricians in the secondary health institutions and nurses working at the pediatric critical care (PICU) and premature babies care units across the Sultanate.

The two-day workshop aimed at upgrading competency of health institutions and health workers in the field of safe transfer of pediatric patients, in addition to qualifying an advanced CPR-trained team.

The workshop included both lectures and on-hand training on children resuscitation, and first and advanced aids.


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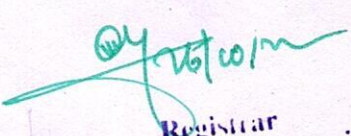
It was started with a discussion regarding general findings about safety and quality; This followed by a discussion on the initiatives taken up by the institution as a whole; then a guide was explained on how to maintain quality care and evidence-based practice for specific areas of paediatric care; and recommendations about how we can move paediatric safety and quality forward in practice and in the policy arena.

The experts discussed a variety of expertise and care models, for consideration as standard measures for generalized use.

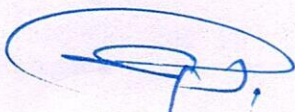
Standards


- A consultant paediatrician should be present and readily available in the hospital during times of peak activity, seven days a week.
- Every child who is admitted to a paediatric department with an acute medical problem is seen by a healthcare professional with the appropriate competencies to work on the tier two (middle grade) paediatric rota within four hours of admission.
- Every child who is admitted to a paediatric department with an acute medical problem is seen by a consultant paediatrician* within 14 hours of admission, with more immediate review as required according to illness severity or if a member staff is concerned.


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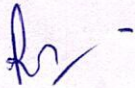
- At least two medical handovers every 24 hours are led by a consultant paediatrician.
- Every child with an acute medical problem who is referred for a paediatric opinion is seen by, or has their case discussed with, a clinician with the necessary skills and competencies before they are discharged. This could be: a paediatrician on the consultant rota, a paediatrician on the tier two (middle grade) rota, or a registered children's nurse who has completed a recognised advanced children's nurse practitioner programme and is an advanced children's nurse practitioner.
- Throughout all the hours they are open, paediatric assessment units have access to the opinion of a consultant paediatrician .
- All general paediatric inpatient units adopt an attending consultant system, most often in the form of the 'consultant of the week' system.
- All general paediatric training rotas are made up of at least ten whole time equivalent posts, all of which are compliant with the UK Working Time Regulations and European Working Time Directive.
- Specialist paediatricians are available for immediate telephone advice for acute problems for all specialties, and for all paediatricians.


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The key issues in this matter were discussed regarding paediatric care and maintain standards in the hospital. The role of the supporting staff was brought forth, their role was explained and appreciated. Similarly, Paediatric intensive care was also spoken about and the major issues that the staff deals with was brought forth.

At the end of the discussion, the participants were asked to give a feedback and write their suggestions.



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INSTITUTE OF DENTAL SCIENCES

(Recognised by Dental Council of India

& Ministry of Health & Family Welfare, New Delhi)

Constituent Unit of Malwanchal University, Indore



Ref. No. IIDS/MISC/NTDP/2018/18

Date: 06th April 2018

Circular

Non-teaching staff professional development program is going to be held in month of April, 2018.

All concerned staff are instructed to get themselves registered for the same latest by 9th April, 2018.

S.NO	TOPIC	TARGET GROUP	DATE
1	Customer Service In Health Care	IIDS Non-Teaching Staff	11/04/2018 – 14/04/2018

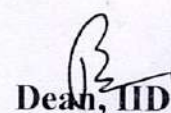
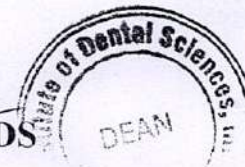
Time- 2 to 4 pm

Venue- IMCHRC Lecture Hall

Contact Person- Tranali Gajbhiye

Last date for registration- 9th April, 2018



Coordinator


Dean, IIDS 

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- Head of Departments, IIDS
- Notice Boards

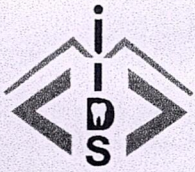



Registrar
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Campus : Index City, NH-59A, Nemawar Road, District: Indore- 452016 (M.P.) Ph.: + 0731-4013700

Email : dental@indexgroup.co.in, Website : www.indexgroup.co.in

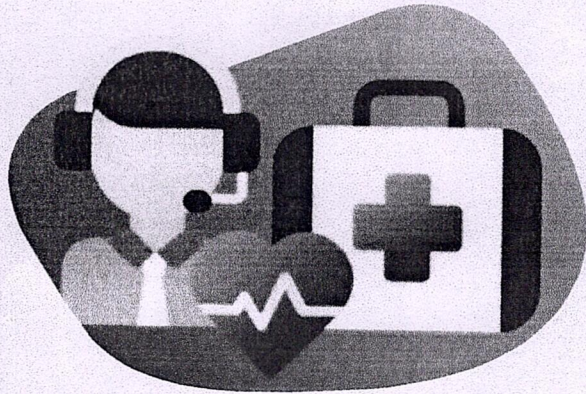
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CUSTOMER SERVICE IN HEALTH CARE

TRAINING OBJECTIVE

By this training participants will be able to -

- Demonstrate respectful and empathetic treatment of all patients.
- Meet patient's expectation and satisfaction.
- Deliver quality patient care.
- Reduced Patient waiting Time.
- Learn effective communication techniques.
- Manage redressal of patient's complaints.
- Provide a personal touch.

CONCEPT

In the globalized environment the service excellence has become one of the main concerns for health care provider and patient as well. Service excellence is the ability of the providers to consistently meet and manage patient expectations. Clinical excellence must be the priority for any healthcare system. A Solid relationship should exist between staff performance and training. Employees should be trained to provide excellent service to the patients for the first time, every time and at every point of the encounter.

This training has been organized to improve employee's customer service skill.

SCHEDULE

Date- 11/04/2018- 14/04/2018

Time- 2-4:00 Pm

Duration- 8 Hours

Venue- IMCHRC Lecture Hall

Target Group- Non- Teaching Staff IIDS

Trainer- Mrs. Tranali Gajbhiye

Registration Date- 09/04/2018

Training Coordinator- Dr. Nikit Aggarwal



[Signature]
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Date: 15th April, 2018

Report

NON TEACHING DEVELOPMENT PROGRAM: CUSTOMER SERVICE IN HEALTH CARE

Healthcare is a customer service industry. Kind gestures and positive interactions everyday between staff and patient results in healthcare companies known for good quality of care. The first key to providing great customer service in the healthcare industry is to stop treating patients as customers whose sole purpose is to generate revenue. Great customer service starts with taking a patient-centric perspective – viewing them as people your company is meant to help.

Adapting to this patient-centric approach is quickly evolving, especially after the COVID-19 crisis had changed the consumer behaviour towards medical and healthcare facilities. Keeping patient's safety and overburdened healthcare center's in mind, virtual doctor consultations, and telemedicine practices is increasing rapidly. A PwC report on global healthcare trends highlights that 91% of consumers had used video virtual clinical care in the past and would do so in the future. The Centers for Disease Control and Prevention (CDC), also noticed a spike of 154% in telehealth utilization during March 2020 compared to the same period in 2019.

Apart from moving to digital experiences in healthcare, every employee in a healthcare company must also remember that they are potentially a customer service representative – someone whose daily activities should be focused on improving the quality of care provided to patients.

Keeping this in purview the Non-teaching staff professional development program titled "CUSTOMER SERVICE IN HEALTH CARE" has been conducted successfully from 11th April




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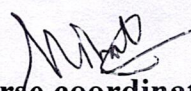
to 14th April, 2018 at IMCHRC, Indore for the staffs of index institute of dental sciences. A total of 83 members from the non-teaching staff participated in the program. During this program various points were discussed and highlighted expressing the importance of establishing a system aiming at supporting all the trainees, in an institutional classroom.

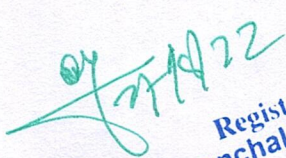
The key topics emphasised during the program were –


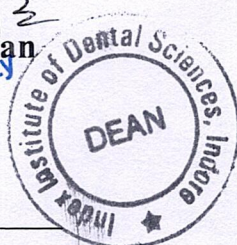
- Demonstrate respectful and empathetic treatment of all patients
- To meet patient's expectations and Patients satisfaction
- Quality Care
- Increase Patients flow
- Waiting Time
- Effective Communication
- Redressal of Patients complaints
- Providing a personal touch

The participants learnt about the service excellence which has become one of the main concerns for the health care providers and patients as well. They were taught about the solid relationship that exists between the staff performance and trainee. They were trained to provide excellent service to the patients for the first time, every time at every point of the encounter.

Various strategies were discussed during the entire course to improve employee's customer service skills for training the future professionals keeping the above stated points in purview. It was all very well-received from the entire audience. Thus, in all the whole program ended up with a huge success providing guidelines for the conduct of further programs in the same direction.


Course coordinator



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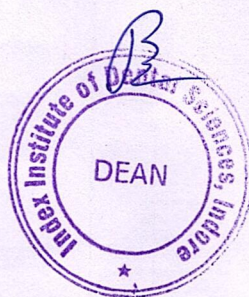
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Date: 11th to 14th April, 2018

Attendance/ participation List

NTDP- customer service in health care

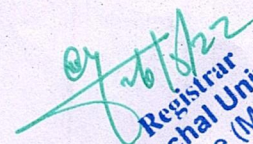
1. Mr. Imran Mansuri
2. Ms. Monika Soni
3. Ms. Shivani Singh
4. Mr. Nilesh Goyal
5. Mr. Manoj Prajapati
6. Ms. Mhaske Usha Shivasi
7. Mr. Deepak Suneriya
8. Mr. Mohd. Akaram
9. Ms. Kanchan Deshmukh
10. Mr. Inder Singh Chouhan
11. Mr. Lakhan Patel
12. Mr. Vijendra Singh
13. Mr. Bhim Singh Tanwar
14. Mr. Hariom Verma
15. Mr. Jugal Jadhav
16. Mr. Sanjay Kumar
17. Mr. Sandeep Solanki
18. Mr. Mithlesh Kochle
19. Mr. Ganesh Gehlod
20. Mr. Sadiq Mansuri
21. Mr. Shahrukh Mansuri
22. Mrs. Rupa Chauhan
23. Ms. Aakanksha Yadav
24. Ms. Anita Agnihotri
25. Mr. Deepak Pancholi
26. Mohd. Sharukh Khan
27. Mr. Anil Kushwah
28. Mr. Brijgopal Ahirwar
29. Mr. Wasim Khan
30. Mr. Rakesh Meena



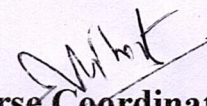
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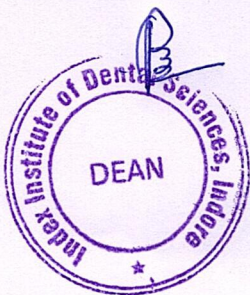
31. Mrs. ShubhangiBuchunde
32. Mr. Mangesh Chawra
33. Mr. Ritesh Sharma
34. Mr. Makhan Chouhan
35. Mr. Satish Parmar
36. Ms. Nisha Dhore
37. Mr. Shivendra Singh
38. Mohd. Shaheem
39. Mr. Sudhir Joshi
40. Mr. Liladhar Lodhi
41. Mr. Ghanshyam Vishwakarma
42. Mr. Vishal Tomar
43. Mr. Prakash Rana
44. Mr. Sita ram
45. Mr. Ashok Prajapati
46. Mr. Om Prakash Malviya
47. Mr. Sarban Bai
48. Mr. Mukesh Malviya
49. Mr. Badrilal Malviya
50. Mr. Ganesh parmar
51. Mr. Durgesh Prajapati
52. Mr. Mahesh Bamniya
53. Ms. Amita Singh
54. Mrs. Jyoti Rathore
55. Mr. Shailesh Rajoriya
56. Mr. Anandilal
57. Mr. Shantilal
58. Ms. Rosemarry Masih
59. Ms. Vinita Bankhede
60. Mrs. ArunaBansode
61. Mr. Sunil Jadhav
62. Mr. Shyam Singh Panwar
63. Mr. Ravindra Gaydhane
64. Mr. Neeraj Singh
65. Mr. Sachin Mahajan
66. Mr. Kapil
67. Mr. Bhagirath Malviya
68. Mr. Balvir
69. Mr. Govind Rathore
70. Mr. Ashok Rawat




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71. Mr. Babulal Bamniya
72. Mr. Suresh Sharma
73. Mr. Sunil Jangid
74. Mr. Deepak Pathak
75. Ms. Babita Viswkarma
76. Mr. Bramh Kumar
77. Ms. Priya Rathore
78. Mr. Pankaj
79. Mr. Pankaj Sharma
80. Mr. Deepak Patel
81. Mr. Rohit Panwar
82. Ms. Sapna Bhaduriya
83. Ms. Archana Raj


Course Coordinator




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This Certificate is awarded to

Ms. Monika Soni

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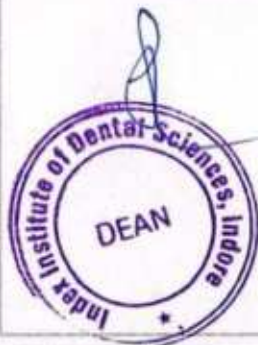


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CERTIFICATE

This Certificate is awarded to

Mr. Bhagirath Malviya

for successfully completing the non-teaching development program on
the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
Institute of Dental Sciences, Indore from 11/04/2018 to 14/04/2018



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This Certificate is awarded to

Mr. Balvir

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CERTIFICATE

This Certificate is awarded to
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for successfully completing the non-teaching development program on
the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
Institute of Dental Sciences, Indore from 11/04/2018 to 14/04/2018



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CERTIFICATE

This Certificate is awarded to

Mr. Suresh Sharma

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CERTIFICATE

This Certificate is awarded to

Mr. Sunil Jangid

for successfully completing the non-teaching development program on
the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
Institute of Dental Sciences, Indore from 11/04/2018 to 14/04/2018



A blue ink signature of the Dean.

DEAN

IIDS, INDORE

A green ink signature is written over a stamp. The stamp contains the text "Registrar" and "Malwanchal University Indore (M.P.)".



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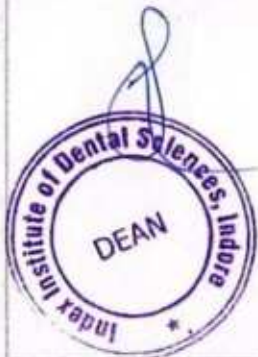


CERTIFICATE

This Certificate is awarded to

Ms. Babita Viswkarma

for successfully completing the non-teaching development program on
the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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CERTIFICATE

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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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Mr. Ashok Rawat

for successfully completing the non-teaching development program on
the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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A blue ink signature of the Dean, written over a horizontal line.

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A green ink signature of the Registrar, written over a horizontal line.

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CERTIFICATE

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CERTIFICATE

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Mr. Vishal Tomar

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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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A handwritten signature in blue ink, appearing to be "Vishal Tomar".

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CERTIFICATE

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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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Mr. Sunil Jadhav

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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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A handwritten signature in black ink, likely belonging to the Dean of the institute.

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CERTIFICATE

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CERTIFICATE

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Mr. Shivendra Singh

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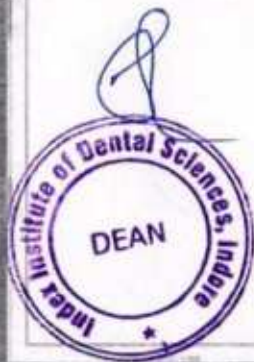


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Mr. Shailesh Rajoriya

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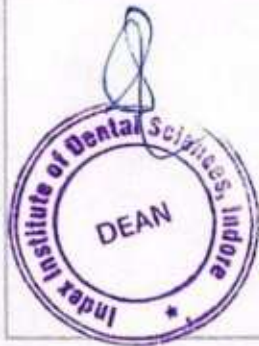


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Mr. Pankaj Sharma

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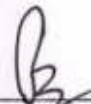
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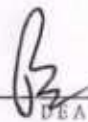
CERTIFICATE

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Ms. Aakanksha Yadav

for successfully completing the non-teaching development program on
the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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Mrs. Sarban Bai

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Ms. Amita Singh

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Mr. Anandilal

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A blue ink signature of the Dean.

DEAN

IIIDS, INDORE

A green ink signature of the Registrar.

Registrar

Malwanchal University



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Mr. Mangesh Chawra

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CERTIFICATE

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Mr. Makhan Chouhan

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CERTIFICATE

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Mr. Mahesh Bamniya

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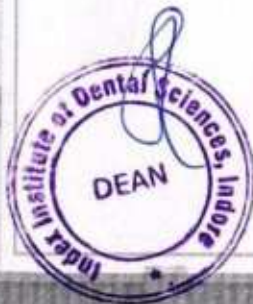


CERTIFICATE

This Certificate is awarded to

Mr. Liladhar Lodhi

for successfully completing the non-teaching development program on
the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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Mr. Lakhan Patel

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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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CERTIFICATE

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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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CERTIFICATE

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Mr. Ganesh parmar

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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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A handwritten signature in black ink, positioned above a horizontal line.

DEAN

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CERTIFICATE

This Certificate is awarded to

Mr. Durgesh Prajapati

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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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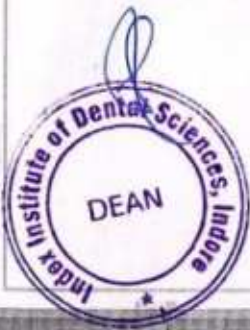



CERTIFICATE

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Mr. Deepak Suneriya

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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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Mr. Badrilal Malviya

for successfully completing the non-teaching development program on
the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
Institute of Dental Sciences, Indore from 11/04/2018 to 14/04/2018




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Mr. Ashok Prajapati

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Mr. Archana Raj

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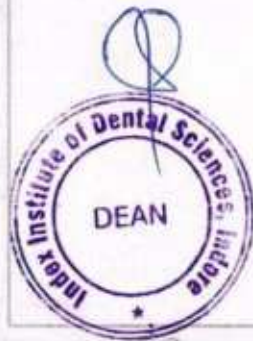


CERTIFICATE

This Certificate is awarded to

Mr. Anil Kushwah

for successfully completing the non-teaching development program on
the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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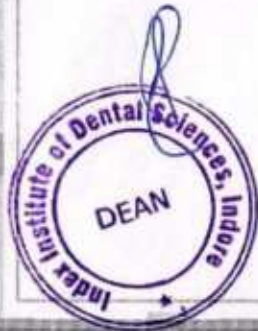



CERTIFICATE

This Certificate is awarded to

Mr. Mithlesh Kochle

for successfully completing the non-teaching development program on
the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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the topic "CUSTOMER SERVICE IN HEALTH CARE" conducted at Index
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INSTITUTE OF DENTAL SCIENCES

(Recognised by Dental Council of India
& Ministry of Health & Family Welfare, New Delhi)

Constituent Unit of Malwanchal University, Indore



Ref. No. IIDS/MISC/NTDP/2018/51

Date: 20th September 2018

Circular

Non-teaching staff professional development program is going to be held in month of September, 2018.

All concerned staff are instructed to get themselves registered for the same latest by 24th September, 2018.

S.NO	TOPIC	TARGET GROUP	DATE
1	Office Time Management	IIDS Non-Teaching Staff	25/09/2018 – 27/09/2018

Time- 2 to 4 pm

Venue- IMCHRC Lecture Hall

Contact Person- Imran Mansuri

Last date for registration- 24th September, 2018


Coordinator



Copy to -

- P.A to Vice Chancellor, Malwanchal University
- P.A to Registrar, Malwanchal University
- Dean, IMCHRC
- Head of Departments, IIDS
- Notice Boards

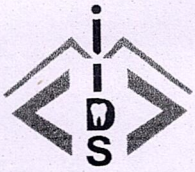



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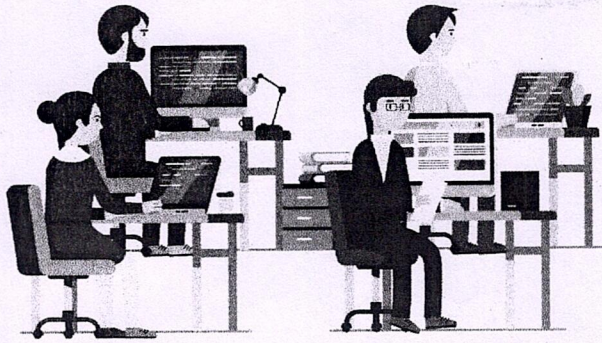
Campus : Index City, NH-59A, Nemawar Road, District: Indore- 452016 (M.P.) Ph.: + 0731-4013700

Email : dental@indexgroup.co.in, Website : www.indexgroup.co.in

City Office : 104, Trishul Apartment, 5, Sanghi Colony, A.B. Road, Indore M.P. - 452008



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OFFICE TIME
MANAGEMENT TRAINING
OBJECTIVES

TRAINING OBJECTIVE

By this training participants will be able to -

- Streamline Work Flow.
- Achieve Goals.
- Ensure optimum use of Resources.
- Minimize cost of operation.
- Manage Change effectively.
- Maintain Co-ordination in Team.
- Improve office Efficiency.
- Ensure collaboration and coordination.
- Promote inventions and innovations.

CONCEPT

Office Management is the technique of Planning, Organizing, Coordinating and controlling office activities with a view to achieving vision, mission and goals of organization.

The success of an organization depends upon the efficiency and effectiveness of its employees which are achieved only through proper planning and control of activities, reduction of office costs and coordination of all activities of organization.

SCHEDULE

Date - 25/09/2018- 27/09/2018

Time - 2-4:00 Pm

Duration - 8 Hours

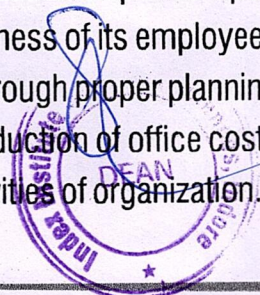
Venue - IMCHRC, Lecture Hall

Target Group- Non - Teaching Staff, IIDS

Trainer - Mr. Imran Mansuri

Registration Date - 24/09/2018

Training Coordinator - Mr. Mohd Akram



Handwritten signature and Registrar Malwanchal University Indore (M.P.) stamp

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Date: 28th September, 2018

Report

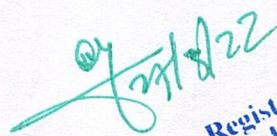
NON TEACHING DEVELOPMENT PROGRAM: OFFICE TIME MANAGEMENT

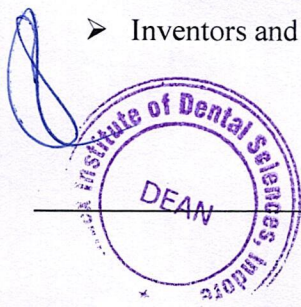
Office management involves the planning, design, implementation of work in an organization and its offices. This includes creating a focused environment, and guiding and coordinating the activities of office with view to achieve organizational objectives. The success of a business depends upon the efficiency of it in office. In view to improve office management skill a training non-teaching office staff of Institute of Dental Sciences was organized for two days, starting from 25th September to 27th September, 2018 in which 113 members attended the event.

The resource person for the training was Mr. Imran Mansuri, HR head.

The training outcome expected are:

- Stream line flow of work
- Achievements of goal
- Optimum use of resources
- Minimization of cost
- Managing change
- Maintain coordination
- Improve office efficiency
- Collaboration and coordination
- Inventors and innovations


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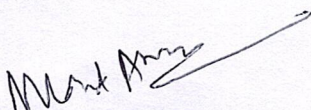
In two hour's session each day principles of management were explained in a simple and effective way


1. Division of work: Segregating work in the work force amongst the workers will enhance quality of work, efficiently, accuracy and speed of the workers.
2. Authority and responsibility: Authority facilitates the management work efficiency. Handing over responsibility makes them responsible for the work done.
3. Discipline: Discipline is core value of any management. Good performance and behaviors help staff smoothly build and progress in their professional career.
4. Unity of direction: All employees who have same activity should have a unified goal.
5. Subordination of individual interest: This indicates a company that employee should work toward's the interest of a company rather than personal interest.
6. Remuneration: Remuneration plays on important role in motivating the worker of a company. However it should be according to the nature of job and efforts they have made.
7. Centralization: There should be balance between hierarchy and division of power.
8. Scalar chain: The hierarchy steps should be from the top to the lowest. This is necessary so that every employee know the immediate senior to contact if needed.
9. Defined work order: A well-defined work order should be maintained to promote work culture. The positive atmosphere will boast positive productivity.
10. Equality: All employees should be treated equally and respectfully.
11. Stability: Job security improves performance.
12. Initiative: Management should support and encourage employees to take initiatives in organization.
13. Motivation: It is the responsibility of management to motivate and support the employees.

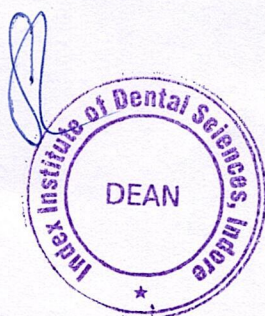
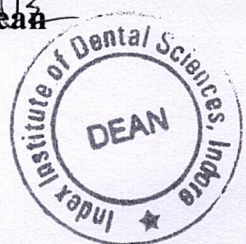


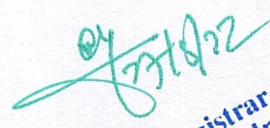
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14. Focused on functions of offices management: Planning, organization, staffing, direction, motivating, controlling, co-ordination and communication. All sessions were informative and easily understandable by the staff.


Course coordinator


Dean




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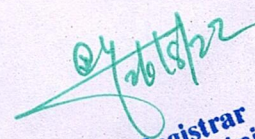
Date: 25th to 27th September, 2018

Attendance/ participation List

NTDP : OFFICE TIME MANAGEMENT

1. Mr. Imran Mansuri
2. Ms. Monika Soni
3. Ms. Shivani Singh
4. Mr. Nilesh Goyal
5. Mr. Manoj Prajapati
6. Ms. Mhaske Usha Shivasi
7. Mr. Deepak Suneriya
8. Mr. Mohd. Akaram
9. Ms. Kanchan Deshmukh
10. Mr. Inder Singh Chouhan
11. Mr. Lakhan Patel
12. Mr. Vijendra Singh
13. Mr. Bhim Singh Tanwar
14. Mr. Hariom Verma
15. Mr. Jugal Jadhav
16. Mr. Sanjay Kumar
17. Mr. Sandeep Solanki
18. Mr. Mithlesh Kochle
19. Mr. Ganesh Gehlod
20. Mr. Sadiq Mansuri
21. Mr. Shahrukh Mansuri
22. Mrs. Rupa Chauhan
23. Ms. Aakanksha Yadav
24. Ms. Anita Agnihotri
25. Mr. Deepak Pancholi
26. Mohd. Sharukh Khan
27. Mr. Anil Kushwah
28. Mr. Brijgopal Ahirwar
29. Mr. Wasim Khan




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30. Mr. Rakesh Meena
31. Mrs. Shubhangi Buchunde
32. Mr. Mangesh Chawra
33. Mr. Ritesh Sharma
34. Mr. Makhan Chouhan
35. Mr. Satish Parmar
36. Ms. Nisha Dhore
37. Mr. Shivendra Singh
38. Mohd. Shaheem
39. Mr. Sudhir Joshi
40. Mr. Liladhar Lodhi
41. Mr. Ghanshyam Vishwakarma
42. Mr. Vishal Tomar
43. Mr. Prakash Rana
44. Mr. Sita ram
45. Mr. Ashok Prajapati
46. Mr. Om Prakash Malviya
47. Mr. Sarban Bai
48. Mr. Mukesh Malviya
49. Mr. Badrilal Malviya
50. Mr. Ganesh parmar
51. Mr. Durgesh Prajapati
52. Mr. Mahesh Bamniya
53. Ms. Amita Singh
54. Mrs. Jyoti Rathore
55. Mr. Shailesh Rajoriya
56. Mr. Anandilal
57. Mr. Shantilal
58. Ms. Rosemarry Masih
59. Ms. Vinita Bankhede
60. Mrs. Aruna Bansode
61. Mr. Sunil Jadhav
62. Mr. Shyam Singh Panwar
63. Mr. Ravindra Gaydhane
64. Mr. Neeraj Singh
65. Mr. Sachin Mahajan
66. Mr. Kapil
67. Mr. Bhagirath Malviya
68. Mr. Balvir
69. Mr. Govind Rathore




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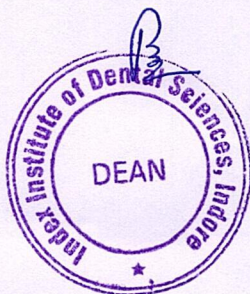
70. Mr. Ashok Rawat
71. Mr. Babulal Bamniya
72. Mr. Suresh Sharma
73. Mr. Sunil Jangid
74. Mr. Deepak Pathak
75. Ms. Babita Viswkarma
76. Mr. Bramh Kumar
77. Ms. Priya Rathore
78. Mr. Pankaj
79. Mr. Pankaj Sharma
80. Mr. Deepak Patel
81. Mr. Rohit Panwar
82. Ms. Sapna Bhaduriya
83. Ms. Ashwini Mangre
84. Ms. Shivani Jaiswal
85. Ms. Megha Joshi
86. Mr. Arif Khan
87. Mr. Irfan Mansuri
88. Mr. Pawan Solanki
89. Mr. Sumit Chodhary
90. Mr. Rajesh Pancholi
91. Mr. Sunil
92. Mr. Rajendra Singh Sendhav
93. Mr. Mayank Patidar
94. Mr. Shahnwaz Khan
95. Mr. Sayad Arshad Ali
96. Mr. Shahid Ansari
97. Mr. Ankit Sisodiya
98. Mr. Mahesh Choudhary
99. Mr. Soheb Mansuri
100. Mr. Sanju Hade
101. Mr. Rajesh Chouhan
102. Mr. Lokendra Solanki
103. Mr. Puna
104. Mr. Radheshyam
105. Mr. Mehtab Singh
106. Mr. Mangilal Rajput
107. Mr. Ashutosh Gurjar
108. Mr. Jagdish Meena
109. Mr. Gauvari Shankar



07/10/22
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- 110. Mrs. Aayushi Nimbalkar
- 111. Ms. Pooja Solanki
- 112. Mr. Arun Mukati
- 113. Mr. Archana Raj

M. Archana Raj
Course Coordinator



Dr. Pooja Solanki
Registrar
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CERTIFICATE

This Certificate is awarded to

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for successfully completing the non-teaching development program
on the topic "**OFFICE TIME MANAGEMENT**" conducted at Index
Institute of Dental Sciences, Indore from 25/09/2018 to 27/09/2018





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A blue ink signature of the Dean, written over a horizontal line.

DEAN

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A green ink signature of the Registrar, written over a horizontal line.

Registrar
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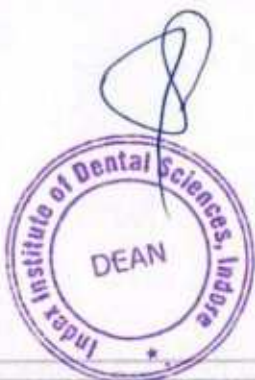


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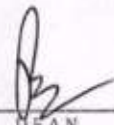
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on the topic **"OFFICE TIME MANAGEMENT"** conducted at Index
Institute of Dental Sciences, Indore from 25/09/2018 to 27/09/2018




DEAN
IIDS, INDORE





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CERTIFICATE

This Certificate is awarded to

Mr. Om Prakash Malviya

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This Certificate is awarded to
Mr. Govind Rathore

for successfully completing the non-teaching development program
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This Certificate is awarded to

Mr. Ashok Rawat

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This Certificate is awarded to
Mr. Babulal Bamniya

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This Certificate is awarded to

Mr. Suresh Sharma

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CERTIFICATE

This Certificate is awarded to

Mr. Sunil Jangid

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on the topic "**OFFICE TIME MANAGEMENT**" conducted at Index
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CERTIFICATE

This Certificate is awarded to

Mr. Deepak Pathak

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CERTIFICATE

This Certificate is awarded to

Ms. Babita Viswkarma

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CERTIFICATE

This Certificate is awarded to

Mr. Bramh Kumar

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Ms. Priya Rathore

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CERTIFICATE

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Ms. Rosemarry Masih

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CERTIFICATE

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Mr. Anandilal

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Mrs. Jyoti Rathore

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Mr. Mahesh Bamniya

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Mr. Durgesh Prajapati

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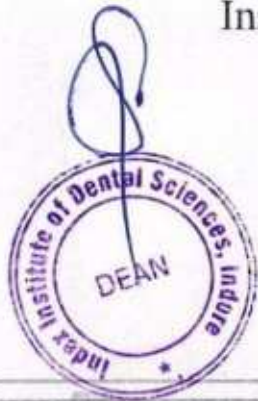


CERTIFICATE

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Mrs. Sarban Bai

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Mr. Balvir

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Mr. Bhagirath Malviya

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A blue ink signature of the Dean.

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Mr. Kapil

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Mr. Sachin Mahajan

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Mr. Neeraj Singh

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Mr. Ravindra Gaydhane

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Mr. Sunil Jadhav

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Mrs. Aruna Bansode

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INDEX NURSING COLLEGE

(Run by Mayank Welfare Society)

Approved by Indian Nursing Council, New Delhi, Madhya Pradesh Nurses Registration Council, Bhopal (M.P.)

Constituent Unit of Malwanchal University, Indore (M.P.)



Ref. No. 1NIE/PO/2018/100/B

Date- 01/08/2018

CIRCULAR

We are pleased to inform you that Index Nursing College, Indore is conducting five day Training Programme on "Normal discharge, discharge on request dama" from 2nd to 7th august 2018 at College class room.

All the staff are requested to attend the programme.

Please refer to the enclosed brochure for more details.

Principal

INDEX NURSING COLLEGE
INDORE (M.P.)

Organizing Chairperson

Mr. Jinu K Rajan

Principal, Index Nursing College

Copy to:-

- Registrar
- All concerned authority
- File

Principal

INDEX NURSING COLLEGE
INDORE (M.P.)

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Indore (M.P.)



Malwanchal University

Index Nursing College



TRAINING OBJECTIVES

- Explaining hospital discharge, Its types, including DAMA
- Planning and steps involves in Discharge
- Nurses role and responsibility in discharge process
- Re counseling of medicine and follow up care.

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BANGALORE

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BANGALORE

Concept

Discharge process by which a patient is shifted out from the hospital with all concerned medical summaries ensuring stability.

The discharge process is deemed to have started when the consultant formally approves discharge and ends with the patient leaving the clinical unit

Patient still receive care after leaving the hospital

After discharge, person go through a transition of care and different level of medical care outside of the hospital, including re counseling of medicine, and follow up care.



Modules

- I Discharge process
- II Types of discharge process
- III Purposes and planning of discharge
- IV Various hospital procedures for discharge process.
- V Re-counseling of medicine, and follow-up care.
- VI What is DAMA (discharge against medical advice), and consent for DAMA.
- VII Medico-legal consideration for DAMA.
- VIII Nurses responsibility in discharge process.

Eligibility – staff of Index nursing college

Start Date: 02/08/2018-07/08/2018

Schedule : THURSDAY – TUESDAY(2pm – 4pm)

Venue: Index nursing college

Trainer:

Training coordinator

Registration date: 01/08/2018

Organizing Chairperson
Dr. Simi K. Rajan
Principal, Index Nursing College

Registration details: -Registration is free
For Registration contact
Prof. Payal sharma, INC-9179261246



INDEX NURSING COLLEGE

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TRAINING PROGRAMME FOR NON TEACHING STAFF ON NORMAL DISCHARGE, DISCHARGE ON REQUEST DAMA


Overview

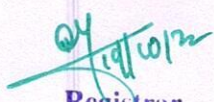
Index nursing college affiliated to Malwanchal University organized training programme for non teaching on “**NORMAL DISCHARGE, DISCHARGE ON REQUEST DAMA**” from 2nd to 7th august 2018 under the guidance of Dr. Jinu K Rajan, Principal, Index Nursing College and with the blessings of Shri. Suresh Singh Bhadoria, Chairman, Index Group of Institutions.

Course outline: Discharge process by which a patient is shifted out from the hospital with all concerned medical summaries ensuring stability.

The discharge process is deemed to have started when the consultant formally approves discharge and ends with the patient leaving the clinical unit. Patient still receive care after leaving the hospital.

The program was organized for three days and the timings were from 1:00 am to 4:00pm. The first day session was started with registration at 9:00am. This was followed by inaugural ceremony. The Chief Guest was Dr. Sanjay Mandoli, Indore, M.P. The inauguration session was started with lighting the lamp by the chief guest with the Principal and Organizing Secretary. After lamp lighting, welcome speech was delivered by Miss. Krishna Permar Tutor/Clinical Instructor. From 10:15 pretest was taken. This was followed by a break of 15 minutes. The first educative session was given by the chief guest, Dr. Sanjay Mandoli, on “Introduction to “normal discharge, discharge on request dama”. In the session she discussed about the normal discharge Process. The session was very effective and it was followed by lunch break.


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The second session was started at 1:00 pm and work stations were organized by Mrs. Aline Upadhyaya professor HOD, CHN Department Index Nursing College, Associate Professor, CHN department and Mr. Jitendra Chicholkar, Assistant Professor, Index Nursing College on "DISCHARGE PROCESS". Training programme was started, topic was introduced to staff. Introductory class first day session was winded up at 4:00pm.

On the second day the first session was given by Dr. Jinu K. Rajan, Principal Index Nursing College on "DISCHARGE PLANING AND STEPS INVOLVE" in which staff were educated about internal transferring of patient. The session was followed by a break of 15 minutes. The second session of the day was on "TYPES OF DISCHARGE PROCESS" and the speaker was Mr. Manoj Prajapati Assisstant Professor, MSN Department Index Nursing College and, the session was followed by lunch break. The afternoon session was headed by Mr. Manu K. Assistant Professor MHN Department & Mr. Jitendra Chicholkar, Assistant Professor, Index Nursing College and they co-ordinate on understanding PURPOSES AND TYPE INCLUDING DAMA. The second day session was winded up at 4:00 pm.

On the third day, the first session was given by Mrs. Y.D. Stella Professor, CHN Department, Index Nursing College on "VARIOUS HOSPITAL PROCEDURES INVOLVE IN DISCHARGE PROCESS". The session was followed by a break of 15 minutes. The second session of the day was on "FALLOW UP CARE INCLUDING DIET PLAN" and the speaker was Dr. Payal Sharma, Professor and HOD, MHN Department, Index Nursing College. The session was followed by lunch break. The afternoon session was headed by Mr. Jitendra Chicholkar, Assistant Professor, Index Nursing College on "PATIENT RIGHTS AND RESPONSIBILITES". The third day session was winded up at 4:00 pm.

On the fourth day, the first session was given by Mrs. Reena thakur, Professor, MSN Department, Index Nursing College on "DISCHARGE AGAINST MEDICAL ADVICE AND CONCENT FOR DAMA". The session was followed by break of 15 minutes. The second session of the day was on "MEDIO-LEGAL CONSIDERATON" and the speaker was Miss. Kokila Suneria Lecturer, Obstetrics & Gynecology Department, Index Nursing College. The session was followed by lunch break. The afternoon session was headed by Mr. Jitendra

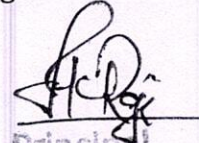

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Chicholkar, Assistant Professor, Index Nursing College on "ABSCONDED AND PLANNED DISCHARE". The fourth day session was winded up at 4:00 pm.

On the fifth day, the first session was given by Mrs. Aline Upadhyay professor, HOD of CHN Department, Index Nursing College on "RE CONSELING OF MEDICINE". The session was followed by a break of 15 minutes. The second session of the day was on "STAFF RESPONSIBILITES IN DISCHARE PROCESS" and the speaker was Dr. Payal Sharma, Professor and HOD, MHN Department, Index Nursing College. The session was followed by lunch break. The afternoon session was headed by Mr. Jitendra Chicholkar, Assistant Professor, Index Nursing College on "PLAN FOR REHABILITATION". public speaking session was effectiveness of the program.

The program was concluded by a valedictory session. Miss. Krishna Permar Tutor/Clinical Instructor proposed vote of thanks to all the speakers, organizers and the delegates. The fifth day session was winded up at 4:00 pm. The program was a great success with the hard work of all the organizers.




Principal
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Dr. Jinu K Rajan

Principal

Index Nursing College



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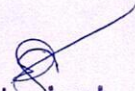



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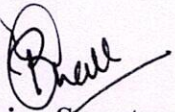
ATTENDANCE SHEET (2018)

S.No.	Name of Faculty
1	Mr. Dr. Jinu K Rajan
2	Mr. Aslam Khan
3	Mrs. Y.D. Stella
4	Mrs. L. Tamphasana
5	Mrs. Aline Upadhyay
6	Mr. Shiekh Javed Khan
7	Mrs. Reena Thakur
8	Ms. Anu V. Kumar
9	Thounaojam Bidyani Devi
10	Mrs. Payal Pawar
11	Mr. Jitendra Chicholkar
12	Ms. Berlin Sara Thampy
13	Mr. Manu K.
14	Mr. Jineesh C R
15	Mr. Rajesh Prajapat
16	Miss. Neha Jaitpuri
17	Miss. Manjula Thakur
18	Miss. Jayshree V
19	Mr. Sachin Ambade
20	Mr. Sachin Suneri
21	Mr. Manoj Prajapati
22	Mr. Hariom Yadav
23	Mr. Chandrakant Shrimal
24	Miss. Krishna Sharma
25	Mr. Satyanarayan Sisodiya
26	Mr. Ankit Jacob
27	Mr. Adarsh Garg
28	Mr. Ijlal Hussian

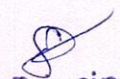

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29	Mr. Firoz Pathan
30	Mr. Josemon Sunny
31	Mr. Dilip Bhati
32	Miss. Devkanya Goyal
33	Miss. Niranjana Chouhan
34	Mr. Pushpa Bhuriya
35	Mrs. Sangeeta Saini
36	Miss. Krishna Permar
37	Miss. Merlyn George
38	Pooja Burman
39	Miss. Sunita Shakya
40	Mr. Ravi Bunkar
41	Mr Sunil Jadhav
42	Miss Shahina Mewati
43	Mr. Vikas Jaiswal
44	Mr. Fazluddin Pathan
45	Mr. Abhilash Kolare
46	Mr Hariom Vimal
47	Miss Janki Patidar
48	Miss. Soniya Bhuriya
49	Miss. Deepika Sanwale
50	Miss. Anjali Sisodiya
51	Miss. Chanda Kouchale
52	Miss. Sophiya Das
53	Mr. Kamal Salve
54	Mr. Anil Saryam
55	Miss. Namita Mandal
56	Miss. Laxmi Chaturvedi
57	Miss. Laxmi Pawar
58	Miss Usha Pawar
59	Miss. Usha Khadiya
60	Miss. Basanti Singadiya
61	Miss. Deepika Ghosare
62	Miss. Pritibala Khade
63	Mr. Subhash Permar
64	Mr. Rajesh Yadav


Organizing Secretary


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INDEX NURSING COLLEGE
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INDEX NURSING COLLEGE



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CERTIFICATE

This is certify Mr. Dr. Jinu K Rajan, Index Nursing College, Indore attended the Faculty Development Program on "Normal discharge and discharge on request" from 02nd Aug 2018 to 07th Aug 2018.

Organizing Secretary

Principal
INDEX NURSING COLLEGE
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12/10/22

Registrar
Malwanchal University
Indore (M.P.)

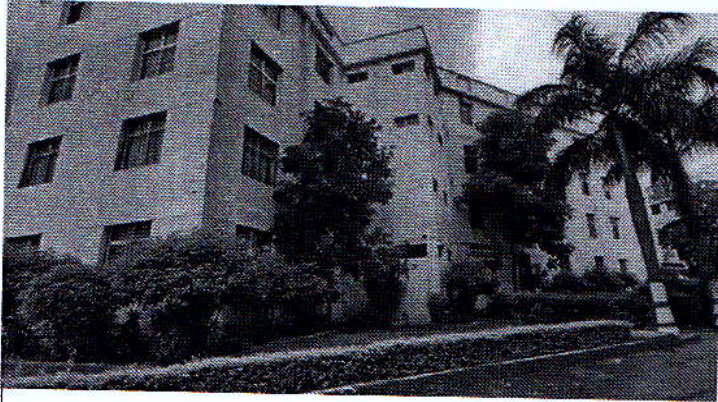
Organizing Chairperson



Index Department of
Physiotherapy & Paramedical Sciences

MALWANCHAL UNIVERSITY, INDORE

Index City, NH-59a, Nemawar Road
Indore, Madhya Pradesh, 452016.



OFFICE MANAGEMENT

Learning Outcomes

Contextualization of Knowledge

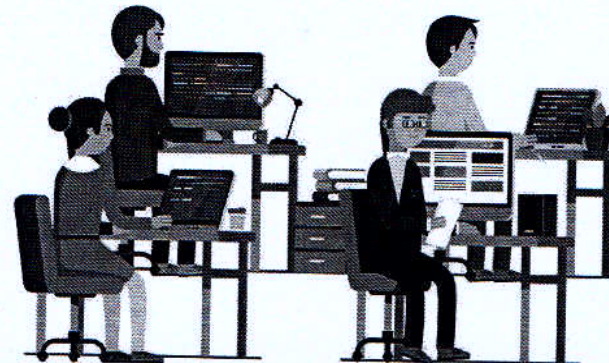
Praxis and Technique

Critical Thinking

Research and Communication

Duration of course
5 Days

Trainer
Mr. Sandeep Solanki



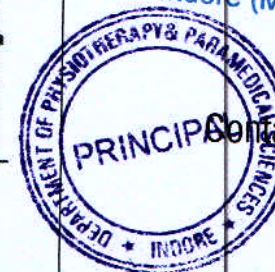
Who should Attend the
course Anyone who wants
to boost the confidence in
Office management

Date : 7-11 January 2019
Time 1-2pm

VENUE
INDEX DEPARTMENT OF PHYSIOTHERAPY
AND PARAMEDICAL SCIENCES

Registrar
Malwanchal University
Indore (M.P.)

Course Fees
Free of cost



For Registration
Contact Details - 9755008280



INDEX DEPARTMENT OF PHYSIOTHERAPY &
PARAMEDICAL SCIENCES

Faculty Development Course-07/01/2019-11/01/2019

TOPIC-Faculty Office Management

RESOURCE PERSON-Mr. Sandeep Solanki

Ref.No.DOPT/PO/2019

NON TEACHING STAFF REGISTRATION LIST

DATE-07/01/2019

S.NO.	NAME	SIGNATURE
1	Shyam Singh Panwar	
2	Nayna Azad	
3	Sandeep Choudhary	

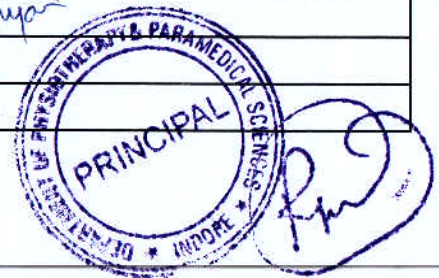
NON TEACHING STAFF REGISTRATION LIST

S.NO.	NAME	SIGNATURE		
		08-01-2019	09-01-2019	10-01-2019
1	Shyam Singh Panwar			
2	Nayna Azad			
3	Sandeep Choudhary			

NON TEACHING STAFF REGISTRATION LIST

DATE-11/01/2019

S.NO.	NAME	SIGNATURE
1	Shyam Singh Panwar	
2	Nayna Azad	
3	Sandeep Choudhary	



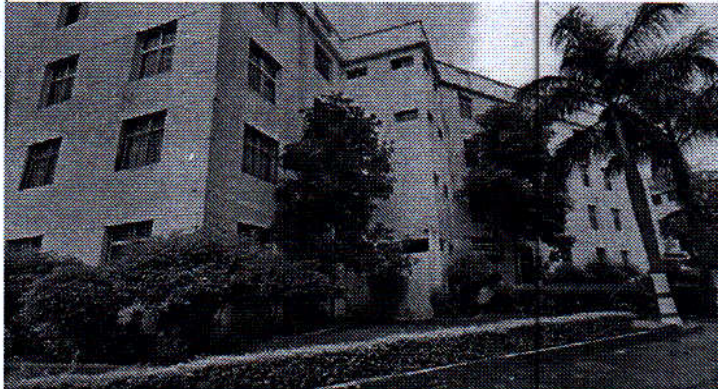
Registrar
Malwanchal University
Indore (M.P.)



Index Department of
Physiotherapy & Paramedical Sciences

MALWANCHAL UNIVERSITY, INDORE

Index City, NH-59a, Nemawar Road
Indore, Madhya Pradesh, 452016.



EMPLOYEES SAFETY



Learning Outcomes

Regulatory Compliance.

Employee Compliance.

Improved Performance.

Understand best safety practices and expectations.

**Duration of course
5 Days**

**Trainer
Mr. Gaurav**

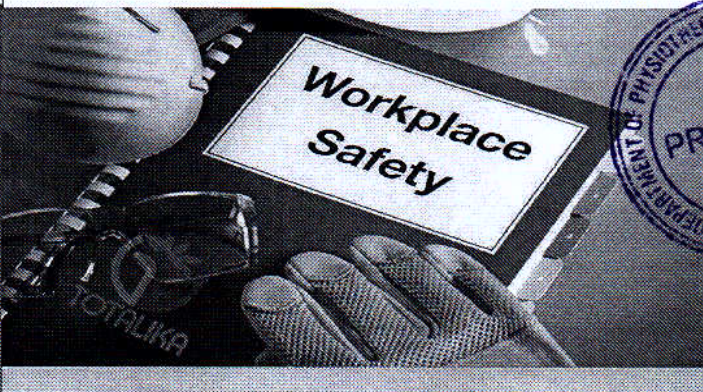
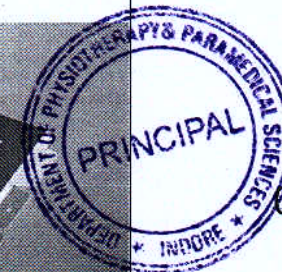
Who should Attend the
course Anyone who wants to
boost the confidence in
Employee Safety

**Date : 16-20 December 2019
Time : 1-2 pm**

**VENUE
INDEX DEPARTMENT OF PHYSIOTHERAPY
AND PARAMEDICAL SCIENCES**
Malwanchal University
Indore (M.P.)

**Course Fees
Free of cost**

**For Registration
Contact Details -9755008280**





INDEX DEPARTMENT OF PHYSIOTHERAPY &
PARAMEDICAL SCIENCES

Faculty Development Course-16/12/2019-20/12/2019

TOPIC-Employees Safety

RESOURCE PERSON-Dr. Reshma Khurana

Ref.No.DOPT/PO/2019

NON TEACHING STAFF REGISTRATION LIST

DATE-16/12/2019

S.NO.	NAME	SIGNATURE
1	Shyam Singh Panwar	
2	Nayna Azad	
3	Rahul Sisodiya	

NON TEACHING STAFF REGISTRATION LIST

S.NO.	NAME	SIGNATURE		
		17-12-2019	18-12-2019	19-12-2019
1	Shyam Singh Panwar			
2	Nayna Azad			
3	Rahul Sisodiya			

NON TEACHING STAFF REGISTRATION LIST

DATE-20/12/2019

S.NO.	NAME	SIGNATURE
1	Shyam Singh Panwar	
2	Nayna Azad	
3	Rahul Sisodiya	



Registrar
Malwanchal University
Indore (M.P.)