Bachelor of Vocation – Healthcare Management

Undergraduate Curriculum Framework 2022(UGCF)

DISCIPLINE SPECIFIC ELECTIVE –DSE- 5 : Crisis Management in Healthcare

CREDITDISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course Title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	**Tutorial**	**Practical/ Practice**		
DSE-5 Crisis Management in Healthcare	4	3	1	0	NA	NA

Learning Objectives

This course provides a comprehensive understanding of crisis management in healthcare settings. It explores the principles, strategies, and best practices for effectively managing crises that may arise in healthcare organizations, including natural disasters, pandemics, medical emergencies, and other critical incidents. The course emphasizes proactive planning, crisis response, and recovery to ensure the continuity of healthcare services and patient safety during challenging times.

Learning outcomes

Upon successful completion of this course, students will be able to:

1. Define and explain the principles of crisis management in the healthcare context.
2. Assess the vulnerabilities and risks that healthcare organizations may face during crises.
3. Create a comprehensive crisis management plan tailored to a specific healthcare setting.
4. Implement crisis response measures efficiently to mitigate the impact of a crisis.
5. Communicate effectively with stakeholders, patients, and the public during a crisis.
6. Draw insights from past healthcare crises to enhance crisis management approaches.

Syllabus

Unit 1(5 Hours)

Introduction to Crisis Management- Definition and scope of crisis management in healthcare, Understanding the importance of proactive crisis planning, Identifying common types of healthcare crises, Crisis Management Centres - design and operation.

Unit 2(20 Hours)

Crisis Assessment and Preparedness- Risk assessment and vulnerability analysis in healthcare settings., Developing crisis management teams and protocols, Creating crisis communication plans, Crisis Response and Resource Management, Implementing crisis response measures in healthcare organizations, Allocating and managing resources during a crisis, Ensuring patient safety and continuity of care.

Unit 3(10 Hours)

Crisis Communication and Public Relations- Importance of transparent and timely communication during a crisis, Addressing misinformation and managing public perception, Media engagement and crisis communication strategies, Media and Crisis Communications, Media Interview Training.

Unit 4(10 Hours)

Crisis Recovery and Resilience- Strategies for post-crisis recovery and adaptation, Building resilience in healthcare organizations; evaluating the effectiveness of crisis management efforts.

Exercise Excellence - design, delivery, review, Preparing for Epidemics, Pandemics and Disasters in the Workplace, Supporting People after Traumatic Incidents.

Practical component (if any) –

N/A

Essential/recommended readings-

1. Trehan,N .(2021)Managing Health Crises: From the Frontlines of Healthcare Leadership. Harper Collins India.
2. Pankaj Gupta.(2020) Healthcare Crisis Management : Handling Emergency Situations in Healthcare Settings.Harper Collins India.
3. Agarwal,A. (2021) . Leading Through Crisis: Resilience and Recovery in Healthcare .Springer.
4. Varma , A.(2020).Crisis Management in Healthcare Organizations: Risk and Response. Wiley India.
5. Sundar, S. (2021). Pandemic Crisis Management: Lessons from India's Healthcare System. Springer.

Suggestive readings-

1. Menon, G.K. (2022). Crisis management in Healthcare Organizations: A Comprehensive Guide. Springer.
2. Rao, K.S. (2020).Healthcare Crisis Management in India: Strategies and Solutions.Springer.
3. Agarwal , N. (2021) Healthcare Crisis Management: From Risk to Recovery .Jaypee Brothers Medical Publishers.

Note: Examination scheme and mode shall be as prescribed by the Examination Branch, University of Delhi, from time to time.