

ABOUT THE INSTITUTE

The National Institute of Health and Family Welfare is a premier autonomous institute funded by the Ministry of Health and Family Welfare, Government of India. It has kept pace with the new thinking and substantially contributed to the health manpower development in the country.

NIHFW serves as an apex 'technical institute' as well as a 'think tank' to promote national health and family welfare programmes in the country through education and training, research and evaluation, consultancy and advisory services, specialized projects, etc.

LOCATION OF THE INSTITUTE:

It is situated in south Delhi Near Jawaharlal Nehru University and DDA Flats Munirka. It is easily accessible from Indra Gandhi international Airport New Delhi Railway Station connected with Delhi Metro as Prepaid Taxi and Auto .

SOURCE OF FUNDING: INSTITUTE FUNDING

Outcome of the course: The training program will enable the Community Health Officers (CHOs) to enhance their professional competency and discharge their work responsibilities in an efficient manner thereby ensuring effective operative delivery of health care services.

COURSE COORDINATING TEAM

Course Coordinator

Dr. Mihir Kumar Mallick
Professor and Head
Department of Management Sciences

Course Co-Coordinator

Dr. S. Ramachandra Rao
Reader, Dept. of R.B.M

Course Associates

Mr. Bacchu Singh & Dr. Manisha
Department of Management Sciences

COURSE FEE

The Course fees for this course is Rs. 3000/-Non refundable if candidate not join after conformation of his/her name by the Institute per candidate which can be paid by online banking only. TA/DA of the participants will have to be borne by the States/Sponsoring organizations/Self. Working lunch to the participants will be provided and met from the course fees. The other expenses will be met from NIHFW budget.

Name of the Beneficiary : Director, NIHFW, New Delhi
Bank Name & Branch : SBI, NIHFW, Munirka, New Delhi
Account No. : 43901234540
IFSC Code No. : SBIN0001624
Branch Code No. : 01624
MICR Code no. : 110002429

Link for the Registration
https://docs.google.com/forms/d/e/1FAIpQLSecX4f_atDGdrmSemzisJrC9GRQqCdA6PuMyGU9aKDMHvLQXA/viewform?usp=dialog

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Training course on Time & Task Management for Community Health Officer working at Ayushman Aroygya Mandir for Effective Health Care Management

8th-10th February, 2027



Department of Management Sciences
The National Institute of Health & Family Welfare
Baba Gangnath Marg, Munirka,
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ABOUT THE COURSE

We need trained health care professionals at every stage for effective delivery of health care services. To achieve the universal health coverage sufficient manpower expertise at community level is very much required. It is evident that there is a need to have an ideal health workforce comprising of multi-layered and multi-skilled professionals offering number health care services. Physicians/Doctors and nurses are best known for it. However, a number of allied health professionals and community level health workers are also an integral part of effective health care delivery.

Common challenges to teamwork in healthcare are very common. There is a need to develop clarity on work coordination with the primary care team of the CHOS. Each team member of a team brings with them their unique personality, values, and communication preferences, which affects how team members interact and ultimately their ability to reach the shared goals. This training program will help the CHOs to learn various skills and approaches and enhance their professional efficacy required for effective health care management and service delivery.

As the health care system continues to experience growing strain on resources including limited time and access to providers, we need to consider new and creative opportunities to expand and enhance the workforce. Critical workforces such as Community Health Officers are one approach to simultaneously build upon community infrastructure and enhance the capacity of the health care workforce. The CHOs have become an important part of the health care workforce and provide an opportunity for health care systems to meaningfully address disparities and create a more diverse and culturally competent workforce. It is evident that the CHOs are recruited based on their primary qualification with an added qualification i.e. 'Certificate in community Health' which is offered by IGNOU. As they are required to discharge a number professional activities as a part of their job profile they need to be oriented and trained on regular interval to enhance their professional competencies to deliver better and effective health care services. Keeping this in view it is proposed to conduct a **3 days (8-10 February 2027)** training course on 'Time and Task Management of Community Health Officers working at Ayushman Aroygya Mandir for Effective Health Care Management'. The training course will enhance the professional productivity of the CHOs by familiarizing them with new techniques and innovations in the field of health sector and their application in work management specifically the Time and Task management.

GENERAL OBJECTIVE

To enhance the professional competency of the Community Health Officers (CHOs) by familiarizing them with the techniques and approaches of time and task management for effective health care management and delivery.

SPECIFIC OBJECTIVES

On completion of the course the participants will be able to:

- Identify the time stealers/wasters and adopt strategies for reducing them
- Recognize the difference between urgent task and important task and handle them appropriately through scheduling, planning and prioritizing
- Prepare the plan and arrange daily activities in a productive way by efficiently delegating the task
- Utilize Technology efficiently to save time and learn effective ways of handling Paperwork
- Explain the skills of work place and interpersonal communication for effective team management
- Organize the workstation and workflow by better using the time and task

Boarding &Lodging Facilities for the participants may be available in the hostel of Institute on the payment basis of as per approved tariff subject to availability. Booking hostel.

Email: hostelbookig@nihfw.org &
Contact no 011-26165959,26166441ext-154/132



COURSE CONTENT

- Community Health Officers: An Overview
- Sustainable development Goals: Role of CHOs
- Fundamentals of Time and task Management
- Factors affecting CHO'S service delivery/performance
- Leadership, Motivation and Team building in provisions of comprehensive primary
- Task Prioritization and Time Management
- Record keeping and reporting
- IT Application and Task Management
- Effective Communication at Workplace and in the Community
- Grievance redressal and conflict management

METHODOLOGY

It was decided to revise the training pedagogy and after thorough discussion the following pedagogical techniques were finalized:

- Lecture cum Discussion
- Demonstration cum Discussion
- Brain Storming
- Role Play
- Group work and Exercises

NUMBER AND NATURE OF PARTICIPANTS

25-30 Community Health Officers (CHOs) working at Ayushman Arogya Mandirs

