

A photograph of a modern hospital room. In the foreground, a bed with a dark headboard is visible, featuring a white pillow and a dark blanket. To the right, a large window with a dark frame looks out onto a bright area. A large, adjustable lamp is positioned above the bed. The room has a clean, professional appearance with light-colored walls and a dark wood or metal headboard.

India Needs to Strengthen its Hospital and Healthcare Management – IIHMR Delhi

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Healthcare is an emerging technologically advanced industry with high potential for growth in the coming years. The current growth of this sector in the overall economy is robust, with an expected estimate of \$280 billion in size by 2020. The annual growth rate (CAGR) of 16.5 per cent has increased the dire need for a proper policy framework, infrastructure, and human resources in the sector.

This robust growth trajectory in the healthcare sector has created vast employment opportunities. However, such a steep growth has also led to myriad opportunities for improvement within the sector. Most importantly, the healthcare industry is witnessing the impact of technological innovations and efforts for strong administrative improvements in the success of health facilities. This is why the future of the Indian health system relies on the ability of the hospitals and healthcare organizations to improve management and administration. The doctors are trained to provide the clinical care and are not trained in management. Hence, we need to have professionally trained managers.

Today's healthcare sector is witnessing more and more challenges, but still, opportunities are abounding for hospitals to focus on delivering quality healthcare for the patients. They have to focus and prioritize addressing the challenges in the sector and introduce effective management strategies to harness the opportunities. For this, better health care management turns out to be the most beneficial and effective solution.

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With the right management team, hospitals and other healthcare organizations can enhance their ability to improve health outcomes within this sector and facilitate the organization to continue growing further. The healthcare management plays a prominent role in bringing significant contributions to the improvement of the health standards in the sector, and that is why hospital and healthcare management has become important.

Why is Hospital and Healthcare Management Important?

Since healthcare sector is complex, it is necessary for the industry players to eliminate the organizational barriers through efficient management. The leading healthcare providers count on effective hospital management to cope with the industry demands and stay ahead of the curve. Recognizing the increasing complexity in administration, the healthcare organizations are in the hunt for management professionals with right knowledge and skill sets. Only by having proficient healthcare management professionals, can the organizations grow along with the industrial upsurge.

It is a necessity for the healthcare organizations to effectively manage all their operational, financial, and administrative inputs. The dynamic healthcare organizations are looking out to equip themselves with efficient healthcare managers who can provide direction, leadership, and establish coordination among the employees within the organization and the stakeholders outside the organization.

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There are various roles that administration plays inside the management domain. The major duties and abilities that these management and administration professionals are required to perform include:

Planning: Management professionals create a vision and direction for the health facility. They normally work with the medical staff to make sure the organization goals align with the budget to achieve positive health outcomes.

Coordination: It has to be noted that the scope and complexity of organizational tasks require the right kind of coordination from various specialized disciplines to work together seamlessly. Managers make it possible by coordinating with professionals of all departments in the best possible way so as to meet the demands of patient needs and healthcare delivery.

Decision-making: Management professionals are placed in positions of authority to make important decisions that shape the future of the organization. They play a vital part in the development of staff, service additions/reductions, and infrastructure development, acquisition of new technology, as well as allocation or spending of financial resources.

Resource Management: Healthcare managers are needed to make certain that the organization's physical, financial, and human resources are adequate to support the hospital organization. Moreover, management professionals put knowledge management systems at the center of their working and facilitate better flow of information. This would result in better and more-informed decision-making to provide the best possible healthcare.

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Teamwork: Management professionals drive teamwork and help the organization in achieving operational excellence. The team-based responsibility of management in healthcare marketplace targets attaining better patient care within the facilities. When a management professional holds strong team building abilities, they are sure to bring success to the organization by improving communications, minimizing organizational flaws and incorporating multiple perspectives in every aspect of administration.

Others: The other responsibilities include working and coordinating with medical professionals to improve patient care and healthcare delivery, and staying abreast of the existing and forthcoming changes in the industry to comply with the new laws and regulations. They are also responsible for managing the day-to-day operations and supervision, creating work schedules for both direct and indirect healthcare providers, creating financial budgets, managing patient records and processing claims/insurance papers. Besides, healthcare management professionals are the ones to represent the organization to potential investors and any governing boards.

Overall, healthcare management professionals ensure playing a prominent role in decision-making, utilization of resources and knowledge management to ensure that patients receive the most appropriate, timely, and quality healthcare services.

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Undoubtedly, management professionals have an inevitable role to play in the healthcare sector. Today, where hospitals and healthcare organizations are keen on building, improving, and maintaining high standards of patient care and healthcare delivery, it would just not be possible to meet these goals until and unless organizations equip themselves with well qualified, professionally trained, and highly efficient healthcare management professionals. Management and administration, constitutes an important aspect of healthcare delivery with a major impact on the overall performance of organizations, and should be, hence, given due significance in the healthcare sector.

Institutions like IIHMR Delhi play a vital role in health management education. IIHMR was the first institution to start health and hospital management education in the country. It specializes in health management and has more than two decades of experience in the area. With its highly qualified and experienced faculty and state of the art facilities it has produced top class health managers who are sought after by reputed organizations in India and abroad.

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