

MANAGING THE NEW AGILE WORKFORCE

Transforming Processes, People & Technology

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Chief Executive Officer
Healthcare Sector Skill Council

Major Components for Healthcare Delivery

Infrastructure

**Policies &
Regulations**

Funds

Human Resources (Work Force)

Workforce Imbalances

- **Mismatches of numbers: Shortages**
- **Qualitative disparity:** resulting from gaps between the training programs and the requirements of the country's healthcare sector
- **Unequal distribution of workforce:** b/w Geographical areas, professions and categories, health establishments and specialties

**HEALTHCARE
WORKFORCE**



SKILL GAP

**High
Demand
Supply
Gap**



HEALTHCARE SECTOR SKILL COUNCIL
Nodal Institution for Skill Development in Health

Healthcare Sector Skill Council (HSSC)

HSSC is a Unique Initiative by CII, NSDC & key leading healthcare providers, pharmaceuticals, medical device industry, diagnostics, and associations from both Public & Private under ambit of Ministry of Skill Development & Entrepreneurship (MSDE).

**Notified by Government of India as
Non-statutory Certifying Body
(Notification No : I-34011/07/2015-SDE)**

The key objective of the Council is to create a robust and vibrant eco-system for quality vocational education and skill development in Healthcare space in the country.

Evolution of HSSC

- Founder Member from Healthcare organizations (HCO) constituted Governing Council representing public and private HCOs, medical equipment & device manufacturers, pharmaceuticals and associations.

 Confederation of Indian Industry			 N.S.D.C National Skill Development Corporation		
 medanta THE MEDICITY dedicated to life	 Fortis HEALTHCARE India	 MAX HEALTHCARE Caring for you... for life	 Apollo HOSPITALS TOUCHING LIVES	 ALL INDIA INSTITUTE OF MEDICAL SCIENCES भारतीय चिकित्सा संशोधन परिषद	 PHFI PUBLIC HEALTH FOUNDATION OF INDIA
 ManipalHospitals LIFE'S ON	 Pfizer	 TATA TATA CONSULTANCY SERVICES	 ALL INDIA INSTITUTE OF POSTGRADUATE MEDICAL EDUCATION	 KIMS KERALA INSTITUTE OF MEDICAL SCIENCES	 Johnson & Johnson MEDICAL

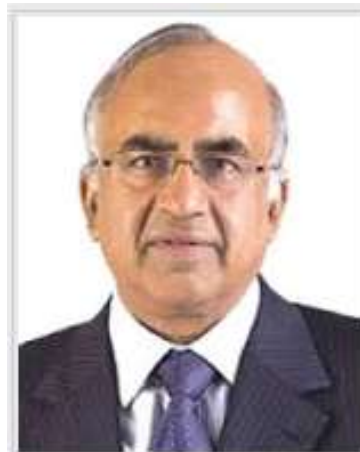
Governing Council / Core Team



Dr Naresh Trehan
Chairman, Healthcare Sector Skill Council &
Chairman, Medanta-The Medicity



Mr Chandrajit Banerjee
Director General
Confederation of Indian Industry



Mr S Mahalingam
Board Member
NSDC



Dr Prathap C Reddy
Chairman
Apollo Hospitals Group



Mr Daljit Singh
President
Fortis Healthcare Limited

Governing Council/ Core Team



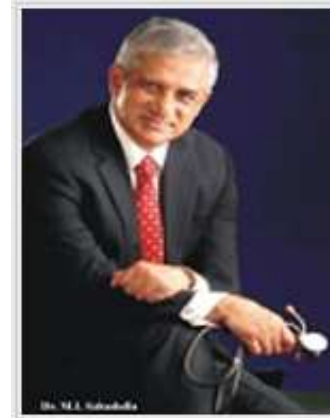
Mr Sushobhan Dasgupta
Managing Director
Johnson & Johnson
Medical India



Dr Shubnum Singh
Dean – Nursing, Allied
Health & Wellness Prog.
Max Super Specialty
Hospital



Mr Aijaz Tobaccowalla
Managing Director,
Pfizer Limited



Dr M I Sahadulla
Chairman and Managing
Director
Kerala Institute of Medical
Sciences (KIMS)



Dr A K Aggarwal
Former Dean
Maulana Azad Medical
College



Prof K Srinath Reddy
President
Public Health Foundation
of India (PHFI)



Dr R C Deka
Former Director
All India Institute of Medical
Sciences (AIIMS)



Mr Rajen Padukone
CEO & Managing Director
Manipal Health Enterprises
Private Limited



Ms Terri S Bresenham
Managing Director
WIPRO GE Healthcare



Mr Ashish Jain
Chief Executive Officer
Healthcare Sector Skill
Council (HSSC)

Role of Healthcare Sector Skill Council

**Development of
National
Occupational
Standards (NOS)**

**Development of
Courses &
Curriculum**

**Accreditation of
Training Institutes**

**Assessment &
Certification for
Trainees**

HSSC: Catalyst for Developing New Agile workforce

Transforming Processes Bringing Standardization

- Developing National Occupational Standards (QP-NOS) & get it registered under National Qualification Registry
- Accreditation of Training Providers & Assessing Bodies
- Setting up LMIS and Maintenance of Registry

Transforming People Creating Job- Ready work force

- Training, Assessment and Certification of Allied Health Professionals, Trainers and Assessors

Technology

- “Center for Excellence”/ Simulation Skill Labs
- Adoption of advanced healthcare technology easier by skilled manpower

Transforming Processes Bringing Standardization

Development of National Occupational Standards (QP-NOS)

Occupational mapping, functional analysis, industry consultations & validations, international and national comparability, best practices at national and international level:

- **QP-NOS Formulation for Identified Job Roles:** 47 QP-NOS developed; 20 under industry validation
- **Notification of QP-NOS by QRC of NSDC:** 27 QP-NOS notified
- **Registration of QP-NOS based NSQF Qualification file in National Skills Qualification Registry by NSQC under MSDE:** 27 QP-NOS registered
- **Development of Standardized Training Delivery & Assessment tools based on QP-NOS:** Tools of 47 QP-NOS developed

National Occupational Standards Developed

Diagnostic	Curative Services	Non-direct Care	Rehabilitative	Community Related
Cardiac Care Technician	Emergency Medical Technician	Medical Equipment Technician	Speech Audio Therapy Assistant	Frontline Health Worker
Radiology Technician	Dental Assistant	General Duty Assistant	Assistant Physiotherapist	Diabetes Educator
Medical Laboratory Technician	Dental Hygienist	Home Health Aide		
Histo-technician	Refractionist	Dietician Assistant		
Phlebotomy Technician	Vision Technician	Dental Technician		
	Anaesthesia Technician	Pharmacy Assistant		
	Operating Theatre Technician	Medical Record & Health Information Technician		
	Dialysis Technician			
	Blood Bank Technician			
	Mental Health Assistant			

National Occupational Standards – Draft Ready with Training and Assessment Tools

1. Medical Equipment Technician (Basic Clinical Equipment)
2. Medical Equipment Technician (Radiology)
3. Medical Equipment Technician (Dentistry)
4. Medical Equipment Technician (Life Support And Medical Monitoring)
5. Medical Equipment Technician (Laboratory & Blood Bank)
6. Medical Equipment Technician (Ophthalmology, Otorhinolaryngology, Speech & Audiology)
7. Medical Equipment Technician (Physiotherapy & Occupational Therapy)
8. Medical Equipment Technician (Surgical)
9. Mid-Level Health Provider
10. Multi-purpose Health Worker (Male)
11. Auxiliary Nurse Midwifery
12. Occupational Therapist
13. Radiation Therapy Technologist
14. X-Ray technician
15. Central Sterile Services Department Technician
16. Central Sterile Services Department Assistant
17. Dento-Oral Hygienist
18. Dental Technician
19. Patient Relation Executive
20. Tele-Health Services Co-ordinator

Accreditation Training Providers & Assessing Bodies

Based on Accreditation Protocol approved by Accreditation Board; due diligence of applied training providers and assessing bodies are done and accordingly accreditation is provided

Status so far.....

- Accreditation Board set up for accreditation standards at par with International Standards
- More than 90 training institutes having around 250 training centers across India affiliated with HSSC. Many more training institutes have applied and are under process
- 9 Assessing Bodies accredited by HSSC for facilitating third party assessment of trainees/training institutes

Partnership- State Government

- MoU with **Kerala** Government –to launch Healthcare job roles and carrying out assessment
- MoU with State Skill Development Mission – **UP**(UPSDM) & **Punjab**(PSDM) & **Rajasthan** (RSLDC)
- MoU with **Punjab** Government for skilling of youth as per NOS
- MoU with **MANAS**, Ministry of Minority Affair for skill training for Minority community
- MoU with **School Boards** of Government of Haryana, Himachal Pradesh, Rajasthan & Punjab

Partnership- Central Government



- **Ministry of Health & Family Welfare**

- Part of National Curriculum Review Committee, NIHAS, MOHFW to review and approve selected allied health curricula
- Member of MoH&FW Task force on Human Resource for Healthcare.
- Prepared White paper for Introduction of Mid-Level Health Provider under Primary Healthcare Systems as well as QP-NOS for 3 job roles of Primary Healthcare Systems.

- **Ministry of Communication & IT**

- Member of ESDM Expert Committee for funding of 8 kinds of Medical Equipment technician Job roles by Deity
- Developing NOS for Job roles regarding tele-medicine in rural sector with CSC SPV

- **Ministry of Chemicals and fertilizers**

- Member of Skill Development Committee as per the National Medical Device Policy-2015 issued by Department of Pharmaceuticals

Partnership – International

- MoU with **Skills for Health** (UK Sector Skill Council)
- Partnered with **Australia Healthcare Skill Council** for development of trans-national standards for mutual recognition of training and certification. Gap Study of job role “Home Health Aide” completed with negligible gaps.
- Partnership **Canadian Community Colleges**
- Working with **India-EU Skills Project** to develop resources to support high quality assessment while delivery of HSSC QP-NOS qualifications like Handbooks & Workbooks for guidance and support for assessors, trainers and employers. For wide industry consultation and feedbacks, Together they conducted a joint workshop.

Transforming People Creating Job-Ready Workforce

Training, Assessment and Certification

Trainers and Assessors

Standardized Assessment & Certification Mechanism of Trainees

Conducting the Train the Trainer & Train the Assessor Program

Status so far.....

- Conducted 10 Train the Trainer program , more scheduled.
- Conducted 14 Train the Assessor Programs, more scheduled.

Assessment & Certification for Trainees

- Assessed done 56000
 - Assessed around 25,000 learners under PMKVY
- Assessed 7500 at government schools of HP, Punjab, Rajasthan and Haryana under Ministry of HRD
- Assessed around 400 learners under UPSDM
- Assessed around 1000 learners under UGC, Aajeevika, MANAS.
- Assessed around 1000 learners under pilot project of RPL.

Technology

Technology Driven Healthcare Training

Setting up “Center for Excellence”/ Simulation Skill Labs at individual, state, national and international levels from both public and private sectors

Adoption of advanced healthcare technology easier by skilled manpower

Status so far.....

- HSSC affiliated Training Institutes has set up simulation Skill labs
- Model plan to set up center for excellence is various states
- QP-NOS for Tele-Health Services Co-ordinator is developed wherein the person would operate Tele-health clinic at remote areas with possible interaction & consultation from Large Healthcare Providers; would increase better and quality healthcare access using tele-medicine technology.

HSSC: Ensuring Transformation

Adoption of QP-NOS through members/partners
Eco system for developing skilled & agile workforce
Creating pool of trainers/ assessors
Progression pathway/mobility

- Career progression pathway vertically and horizontally as per NSQF levels
- Working with Standard Setting bodies like NABH/ NABL and major ambulance services to have HSSC certification as preferred entry criteria
- Various HCO endorses the HSSC certification as preferable eligibility criteria for employment

I will request all of you to play important role in this transformation
Ensuring that next time you have to hire someone
hire only **HSSC Certified Professional**

THANK YOU!

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