

Course Code – MHADC -101				
Course Name – Principles of Hospital Management				
Year / Semester – 1st Semester				
	L	T	P	C
	2	1	-	3

Course Code:MHADC-101

Objective: This course intends

1. To familiarize the concepts of principles of management .
2. To develop understanding of the students of the basic practices of management for efficient administration of hospital and delivery of healthcare services.
3. To provide awareness on the functions of management , staffing , leadership , communication and controlling.

Course Contents:

Unit I

Management: Concept, nature and importance; Management Vs. administration; Management skills; Levels of management; Evolution of management; Early contributors, Taylor’s scientific management theory; Fayol’s principles of management, Modern healthcare management.

Unit II

Management functions: Introduction to functions of management; Planning: nature, scope and its significance; Types of plans, planning process, barriers to effective planning and decision making. Process organising: Concept, forms of organisational structure, departmentalization, span of control, delegation of authority, authority and responsibility, organisational design.

Unit III

Staffing and directing: Concept, system approach, manpower planning, job design, recruitment and selection, training and development, performance appraisal. **Directing:** Concept, direction and supervision; **Motivation:** Concept, motivation and performance, theories of motivation, approaches for improving motivation, pay and job performance, quality of work life, morale building.

Unit IV

Leadership: Concept, functions, styles and theories.

Communication: Process, importance, channels, barriers to communication, communication and management, role of communication in managerial effectiveness

Unit V

Controlling: Meaning, steps in a control process, need for control, types of control methods, essentials of effective control systems, problems in central process, control techniques

Text Books:

1. Koontz, H, &Weihrich, H (2016). Essentials of Management: An International Perspective (8th ed.), Tata McGraw Hills, New Delhi.
2. Ghuman, K &Aswathapa, K, (2017). Management concepts and cases (10th ed.), Tata McGraw Hills, New Delhi.

Reference Books

1. Robbins, S. (2017). Management, (13th ed.), Pearson Education, New Delhi.
2. Ramaswamy, I. (2011). Principles of Business Management, (8th ed.), Himalaya Publishing House, New Delhi.

Course Code – MHADC- 102				
Course Name – Basics in Healthcare Information Technology				
Year / Semester – 1st Semester				
	L	T	P	C
	2		1	3

Course Code: MHADC-102

Objective: This course intends

1. To study fundamentals of computer, classifications , programming languages etc
2. To familiarize and develop understanding of the students about IT applications in a hospitals and delivery of healthcare services.
3. To enable students to understand windows, internet and hospital information system.

Course Contents:

Unit I

Introduction to Computing: fundamental s of computer, generation of computers, anatomy of computers, classification of computers, input and output devices , memory and operating systems, programming languages, data processing; software and its' types.

Unit II

Introduction to windows: application in Windows; word processing (MS Word), spreadsheet (MS Excel), Presentation (MS Power Point), Relational database (MS Access) SQL.

Unit III

Introduction to Internet: history of internet , how the web works, web server and clients, connection at ISP – ISDN, dialup or leased, domain naming system; registering our own domain name, internet; services of internet, Telnet, www, FTP, email etc.

Unit IV

Computer Application in Hospitals: Basic Information , Management of Complex Instruments, Medical Transcription, Automation of Services, File and Database Management System.

Unit V

Hospital Information System: overview and structure, objectives, various functional modules in a hospital, concept of telemedicine and biometrics and touch screen facility, overview of ERP, working knowledge of commonly used hospital software.

Text books:

1. Adabala, N. Rajaraman., V,2015, *Fundamentals of Computers* .PHI Learning Pvt Ltd
2. Leon A and Leon M,2001, *Introduction to Computers*, Vikas Publication.

Reference Book:

1. Basandra S.K,2010, *Computers Today*, Galgotia Publishers.
2. Nancy Stevenson, 1998, *Word 97 Fast and Easy*, ,Galgotia Publishers.
3. Kakkar D.N., Goyal R, 2003, *Computer Applications in Management*, New Age.

Course Code – MHADC-103				
Course Name – Healthcare Services & its changing Scenario				
Year / Semester – 1st Semester				
	L	T	P	C
	2	1	-	3

Course Code: MHADC-103

Objective: This course intends

1. To develop understanding of the students on health policies, procedures and healthcare management system in our country.
2. To enable students to understand concept of health, well being and dimensions of health.
3. To study about various levels of health care and epidemiology.

Course Contents:

Unit I

1. Different definitions of health.
2. Concept of health & well being, standard of living, quality of life, hygiene.
3. Development of healthcare system in India.
4. Different types of healthcare systems: Allopathic, Ayurveda, Homeopathic, Unani.

Unit II

1. Dimensions of health, positive health, spectrum of health, spectrum of disease, responsibility for the health.
2. Determinants of health.
3. Indicators of health. Indices: PQLI, HDI, GDI.

Unit III

1. Levels of health care, concept of control and prevention.

2. Health team concepts, health service philosophies.
3. Concept of causation, surveillance, monitoring.
4. Modes of intervention.

Unit IV

1. Organization of health system: primary care, secondary care and tertiary care.
2. Health Programmes with reference to malaria, tuberculosis, MCH and HIV/ AIDS

Unit V

1. Health statistics: introduction, components and methods.
2. Epidemiology: aims, principles, descriptive, analytical and experimental epidemiology, methods and uses.
3. Government policies on healthcare.

Text books:

1. .Park K, 2005, *Text Book on Hygiene and Preventive Medicine*, Banarsidas, Bhanot.
2. Park K, 2005, *Preventive and Social Medicine*. Banarsidas, Bhanot

Reference books:

1. Rao Sujatha.,K,2017, Do we care: India's Health System, Oxford University Press.
2. A.V.(ed), 2000,*Managing a Modern Hospital*, Response Books, New Delhi

Course Code – MHADE104				
Course Name – Statistics and Operations Research in Healthcare				
Year / Semester – 1st Semester				
	L	T	P	C
	2		1	3

CourseCode: MHADE- 104

Objective: This course intends

1. To develop understanding of the students on importance of Biostatistics
2. To understand ways to collect, analyze and interpret data into useful information required in the healthcare.

Course Contents

Unit: 1

Frequency distribution – Measures of central tendency- Arithmetic mean, Median, Mode, Percentiles

Measures of Dispersion – Range – Mean Deviation --Standard Deviation – Coefficient of Variation – Simple problems.

Unit: 2

Types of Sampling – Sample size – Hypothesis testing --type I & II Errors.-- Correlation and Regression – Scatter diagram. Correlation Coefficient-- Karl Pearson & Spearman's Rank correlation..

Unit: 3

probability and its significance, Conditional probability, probability distribution – Binomial ,Poison & Normal distribution and its application

Unit: 4

Introduction to operations research – Techniques of operations research – limitations of operations research –Hungarian Method for Assignment – Transportation Models , Introduction to Linear Programming, Simple Problem using graphical method.

Unit: 5

Network Models: PERT – CPM – resource allocation and calculation of critical path.

Text books:

1. Gupta, S. P., & Gupta, M. P. (1979). Business statistics. S. Chand, New Delhi.
2. Gupta, C. B., & Gupta, V. (2009). Introduction to Statistical Methods. Vikas Publishing House Pvt Ltd

Reference Books:

Follet, P., Likert, R., Bernard, C., McGregor, D., Drucker, P., Porter, M., & Prahalad, C. K. (1989). Management Concepts and Applications.

Balakrishnan, V. K. (1997). Schaum's Outline of Graph Theory: Including Hundreds of Solved Problems. McGraw Hill Professional

Course Code – MHAGE-105				
Course Name – Hospital Support Services				
Year / Semester – 1st Semester				
	L	T	P	C
	2	1	-	3

Course Code: MHAGE-105

Objective: This course intends

1. To familiarize and develop understanding of the students of various hospital support services and their rational utilisation.
2. To study about biomedical waste management and segregation norms .

Course Contents:**Unit I**

1. Principles and methods of organizing, clinical and support services for hospitals, role of support services in hospital functioning.
2. Hospital Laundry Services
3. Nursing services: duties and responsibilities of nursing officers, Staffing norms in various types of hospitals and departments, nursing by-laws, rules, policies and procedures. Recent trends in nursing profession and education .Documentation and records , nursing audit,

Unit II

1. Emergency services: meaning, importance, methods.
2. Safety, security, fire protection and ambulance services.
- 3 Pharmacy Services -meaning, scope, role, functions, concept of Hospital pharmacy.
Drug distribution, concept of hospital formulary, Facilities and personnel required in Hospital pharmacy, Location and space requirements of hospital pharmacy, unit dose dispensing, Basic concept of Inventory, basic knowledge of prescriptions and abbreviations.

Unit III

- 1.Dietary services and hospital diet: importance, functions, equipment's, storage, day store, general kitchen, special diet kitchen, food distribution.
2. Types of hospital hazards physical, biological, mechanical, psychological hazards.
3. Laboratories for clinical investigations: laboratory procedures, conduct, sampling, reporting and billing; staffing, housekeeping, safety and precautionary measures in laboratories and blood bank.

Unit IV

- 1.Security Services
- 2.Hospital Stores
3. Role of central sterile supply department, infection control committees, monitoring and control of cross infections.

Unit V

- 1.Biomedical waste management: meaning, categories of biomedical wastes, Segregation, Collection Transportation and disposal of biomedical wastes, incineration and its importance, amendment in BMW Rule. Standards for Incineration, waste autoclaving, microwaving and deep burial
3. Mortuary (Preservation, transportation & religious formalities)

Textbook

1. Arun Kumar., 2002 (ed) *Encyclopedia of Hospital Administration and Development*,
Anmol Publications, New Delhi.
2. Park K., 2009, *Textbook on Hygiene and Preventive Medicine*. Banarsidas Bhanot,
Jaipur, India .

Reference books:

1. Srinivasan A.V., 2008 *Managing a modern hospital*, 2nd edition , Sage Publ Pvt Ltd,
New Delhi.
2. Anand K.K., 1996, *Hospital management*, Vikas Publishing, New Delhi.

Course Code – MHAGE-106				
Course Name – Organizational Behaviour				
Year / Semester – 1st Semester				
	L	T	P	C
	2		1	3

Course Code: MHAGE-106

Objective: This course intends

1. To develop understanding of the students of individual and group behaviour in organisational set-up.
2. To study about the concepts about motivation, leadership, discipline and controlling.
3. To enable to study about stress and conflict management.

Course Contents:

Unit I

Introduction to Organizational Behaviour: Concept, nature, characteristics, conceptual foundations, determinants and importance; concept of knowledge management and emotional Intelligence in contemporary business organization.

Unit II

Understanding Human Behaviour in Management: Perception: Concept, nature, process, importance. Management and behavioural applications of perception. Personality: Concept, nature, types and theories of personality shaping. Learning In Management: Concept and theories of learning, learning principals, role of learning in management.

Unit II

Motivation and Leadership: Concept, principles, theories – content and process. Monetary and non-monetary motivation. Leadership: Concept, functions, styles, and theories of leadership-trait, behavioural, and situational.

Unit IV

Discipline & Controlling: Definition, features, Essential Requirements, Process of Control, Importance of Control in Management and Limitations, Meaning, Nature and Objectives of Discipline, Types, Principles , Indiscipline and elf discipline, constructive versus Destructive Discipline , Process of Discipline

Unit V

Stress and conflict management: Define stress and its potential sources, individual and organizational approaches for managing stress. Conflict management: Concept, sources, types, functionality and dysfunctional of conflict. Classification of conflict: intra individual, inter-personal, inter-group, and organizational. Resolution of conflict; meaning and types of grievances and process of grievance handling. Group Dynamics – Concepts of group formation (stages)

Text books:

1. Robbins, S. P., & Judge, T. (2013). Organizational behavior (15th ed.). Boston: Pearson.
2. Newstrom J. W., & Davis, K. (2011). Human behavior at work (12th ed.). Tata McGraw Hill
3. Nelson, D , Quick, J.C., & Khandelwal, P., (2011). ORGB . Cengage Learning.

Reference Books:

1. Gilbert: Principles of Management, McGraw Hill.
2. Kaul Vijay Kumar, Business Organization & Management-Text and Cases, Pearson.
3. Kaul, Vijay Kumar, Management-Text & Cases, Vikas Publication

Course Code – IAPC-107				
Course Name – Hospital Residency				
Year / Semester – 1st Semester				
	L	T	P	C
			4	2

Course Code: IAPC-107

Hospital Visit + Report on Hospital Practices

Objective: This course intends

1. To familiarize and enhance understanding of the students about the managerial practices in different departments of the hospital with special emphasis on patient care
2. To develop understanding of the students about the organizational set up of hospitals in different set-ups during hospital visits i.e., Government sector, charitable or missionary hospitals, nursing homes, teaching hospitals and corporate sector.

Course Contents: Hospital visit

1. A brief introduction is given by the host hospital on the medical and administrative functions.
2. Students will visit various departments and will observe the physical layout, working

conditions and managerial practices under the supervision of internal faculty of the department.

3. Students will write notes on the salient features of activities of different departments.
4. A structured report shall be prepared by each student after each hospital visit.

Course Contents: Report on Hospital Practices

1. Students will be given detailed information about the functioning of the different departments and general working environment of the hospital, they will be asked to appreciate special demands and understand various managerial protocols, in different. Patient care areas of the hospital. They are supposed to learn and get familiar with the functions and activities of the different departments of the hospital.
2. Students will prepare a report highlighting managerial functions undertaken in the hospital and scope of improvement in the hospital.
3. A performance appraisal certificate shall be issued by the hospital administrator or medical superintendent.
4. Students will give a formal presentation of the report before the jury comprising of minimum two internal faculty members appointed by the Director of the college.
5. The assessment would be out of 60 marks (external). The internal assessment will be out of 40 marks
6. **Departments to be visited are:** 2Hrs /Week in each Dept.
 - i IT Department
 - ii. Reception
 - iii. Registration
 - iv. Admission
 - v. Billing & Discharge
 - vi. OPD Services
 - vii. Public Relation Office
 - viii. Pharmacy Services
 - ix. Stores

x. House Keeping

7. Report format

i. Introduction

ii. Functioning of department

iii. Observation

iv. Recommendation

V. Conclusion