

KRISHNA INSTITUTE OF MEDICAL SCIENCES “DEEMED TO BE UNIVERSITY”, KARAD

Accredited By NAAC With ‘A’ Grade



**SYLLABUS FOR POST GRADUATE DIPLOMA IN
HOSPITAL ADMINISTRATION AND
MANAGEMENT**

Eligibility for Admission:

The Eligibility rules for the above Post Graduate Course shall be as under:

Bachelor's Degree in any Faculty of any Statutory University or Equivalent **Diploma awarded** by the Board of Technical Education of any State/Central Government-

Post SSC- 3 years Diploma with 2 years experience after passing the Diploma.

Post HSC- 2 years Diploma with one year experience after passing the Diploma.

General Nursing & Midwifery (GNM)- 3^{1/2} years course after HSC conducted by Nursing Council of any State with one year experience after passing GNM course.

Objectives of the Course :

- To train Medical & Non-Medical Graduates in the specialty of the Hospital Administration to meet the growing demand of Hospital Administrators at the middle level of management.
- To enable such persons to take up consultancy in the Hospital Planning.
- To enable them to take up higher courses of learning /specialization in the field of Hospital Management in due course of time.

Structure of the Course:

The course will have Two Semesters. Each Semester consisting of 6 papers carrying 100 marks each paper. The outline of the course is given below:

SEMESTER – I

COURSE CODE	SUBJECT TITLE	EXAMINATION INTERNAL/ EXTERNAL	MARKS 30+70=100
101	Principles and Practices of Management & Organizational Behaviour	External	100
102	Managerial Accounting & Financial Management	External	100
103	Hospital Planning	External	100
104	Medical Terminology & Procedures	External	100
105	Hospital Administration	External	100
106	Viva Voce on Journal Related to Hospital Training	Internal	100

SEMESTER – II

COURSE CODE	SUBJECT TITLE	EXAMINATION INTERNAL/ EXTERNAL	MARKS 30+70=100
201	Human Resource Management	External	100
202	Laws Related To Hospital Medical Services	External	100
203	Material Management & Inventory Control	External	100
204	Healthcare & Administration Of Clinical & Non-Clinical Services	External	100
205	Project Report & Viva Voce based on Project Report	External	100
206	Computer Fundamentals & Software Related To Hospitals	Internal	100

ASSESSMENT:

1. The papers marked as “External” are meant for External evaluation by the University & carry 100 marks. Out of which **(70) marks are reserved for University evaluation & (30) marks are reserved for Internal evaluation** based upon the Written Examination. The Internal evaluation will be carried out by the individual Institute for which proper records will be maintained.
2. Marks for the Internal Evaluation must be communicated by the Institute to the University before the commencement of relevant Semester Examination.
3. Evaluation Pattern of Course Code 106 & 206

30 marks for Class-room performance, class attendance & tutorials.
70 marks for end Semester examinations conducted by respective Institute.

STANDARD OF PASSING:

1. The minimum standard of passing will be 40% marks in each paper separately, for internal as well as external heads.
2. **BACKLOG:** The student will be allowed to carry maximum backlog of 4 (four) heads of passing.

GRADES:

S. No.	Marks Range (%)	Class/Grade
1	70-100	First Class with Distinction
2	60-69	First Class
3	55-59	Higher Second Class
4	50-54	Second Class
5	40-49	Pass Class
6	Below 40	Fail

INTERNSHIP:

On successful completion & passing of Semester-I & Semester-II examinations, students will have to complete Internship Training in Hospitals, for a period of not less than **60 working days**, as a part of the course. Hospitals will be allotted by the Director/Principal of the Institute/College. Diploma will be awarded only after the completion of Internship. The Institute will collect the required Internship Completion Certificate from the concerned Hospital. The Institute will submit this Certificate to the University.

**SYLLABUS FOR POST GRADUATE DIPLOMA IN HOSPITAL
ADMINISTRATION AND MANAGEMENT**

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203	9	Material Management & Inventory Control	21
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**SYLLABUS FOR POST GRADUATE DIPLOMA IN HOSPITAL
ADMINISTRATION AND MANAGEMENT**

SEMESTER I

COURSE – 101

Principles and Practices of Management and Organizational Behavior

	Hours
01. Basic concepts of Management	04
• Definition	
• Evolution of Management Thought	
• Functions of Management	
• F.W. Taylor and Henry Fayol’s contribution.	
02. Planning	04
• Nature and Purpose	
• Setting Objectives	
• Management by Objectives	
• Steps and Hierarchy of Plans.	
03. Organizing	04
• Nature and Purpose	
• Departmentation	
• Line and Staff Authority -	
• Decentralization – Centralization	
• Authority	
• Responsibility	
• Accountability and Power.	
04. Directing	04
• Communication – Process of Communication Hierarchy	
• Maslow’s Need of Hierarchy and Herzberg two factor theory	

	<ul style="list-style-type: none"> • Leading – Trait Theory, Blake and Montain’s Managerial Grid, Hersey Blanchard’s Situational Leadership. 	
05.	Controlling and Coordinating	04
	<ul style="list-style-type: none"> • Process of Controlling • PERT • CPM • Work Study • Operations Research • Quality Circles • Kaizen 	
06.	Decision making	04
	<ul style="list-style-type: none"> • Nature & purpose • Principles 	
07.	Organizational Behavior	04
	<ul style="list-style-type: none"> • Definition • Importance • Historical Background • Fundamental Concepts of OB • 21st Century Corporates • Different models of OB i.e. autocratic, custodial, supportive, collegial & SOBC 	
08.	Personality & Attitudes	04
	<ul style="list-style-type: none"> • Meaning of Personality • Development of Personality • Nature & dimensions of attitude • Job Satisfaction • Organizational Commitment 	
09.	Motivation	04
	<ul style="list-style-type: none"> • Motives • Characteristics • Classification of Motives • Primary Motives • Secondary Motives • Morale • Definition & relationship with productivity 	

- Morale Indicators: Theories of Work motivation
- Maslow's Theory of Need Hierarchy
- Herzberg's Theory of Job Loading

10. Group Dynamics & Teams 04

- Theories of Group Formation
- Formal Organization & Informal Groups & their interaction
- Importance of teams
- Formation of teams
- Team Work

Total Hours **40**

Course – 101

Books Recommended:

01. Essentials of Management – By Harold Koontz & Heinz Weihrich – 7th Ed. – Tata McGraw Hill.
02. Essentials of Management – By Joseph L. Massie – Prentice Hall India.
03. Management of Organisation Behaviour –By Paul Hersey & Blanchard – Prentice Hall India.
04. Organisational Behaviour – By John W. Newstrom – Tata McGraw Hill.
05. Organisational Behaviour – By Fred Luthans – McGraw Hill Intl.
06. Management Information System – By Dr. P.C. Pardeshi & Others.
07. Management: Tasks, Responsibilities & Practices – By Peter Drucker – Allied Publisher.

08. Practice of Management – By Peter Drucker – Allied
Publisher.

COURSE – 102

Managerial Accounting & Financial Management

	Hours
01. Introduction	2
• Origin of Accounting & its importance	
• Different disciplines in Accounting	
• Difference between Accounts, Costing, Finance, Taxation, Audit, etc.	
02. Double Entry System of Accounts	4
• Transactions – Debit & Credit	
• Classification of Accounts	
• Rules of Accounts	
• Convention, concepts & norms of Accounts	
• Advantages of Double Entry System of Accounts	
03. Journal	6
• Types of Journals/Subsidiary Books	
• Passing of Journal Entries, writing of narrations.	
04. Ledger	2
• Posting in Ledger	
• Balancing of Ledger Accounts	
05. Preparation of Trial Balance	3
• Correction of mistakes in Trial Balance	
• Difficulties in locating the mistakes & its consequences	
06. Depreciation	2
• Why depreciation?	
• Mode of Depreciations.	

07. Preparation of Final Accounts	6
• Profit making Hospitals	
• Non-profit making Hospitals.	
08. Working Capital Management	4
• Needs of Working Capital	
• Estimation of Working Capital requirement	
• Different sources of funds	
• Norms to be considered for Bank Loans	
09. Changes in Financial Statements	4
• Ratio Analysis	
• Limitation of Ratio Analysis.	
10. Budgetary Control	5
• Difference between Budget, Estimate & Projection	
• Types of Budget – with special reference to Functional Budget	
• How to monitor a Budget	
11. Elements of Cost of a Product/Service	4
• Direct & Indirect Cost	
• Allocation of Overhead Cost	
• Analysis of Marginal Costing & Unit Costing.	
Total Hours	<u>40</u>

Course – 102

Books Recommended :

01. Useful Reading for Hospital Management – By Col. Khare & Others.
02. Basic Accounts & Finance for Non-Accounts – By Prof. D.K.Chatterjee
- Himalaya Publishing House.
03. Handbook on Accounting for Hospital Management– By Prof. D. K.

Chatterjee - Himalaya Publishing House.

04. Financial Management – By Prasanna Chandra – Tata McGraw Hill.

05. Modern Accounting – By Hanif & Mukharjee.

06. Cost Accounting Methods & Problems – By B. K. Bhor.

07. Principles & Practices of Cost Accounting – By N. K. Prasad.

COURSE – 103

Hospital Planning

	Hours
01. Types of Hospital Organisation & Statutory Requirements for	4
02. Steps in Hospital Planning:	6
• Need Assessment	
• Appointment of Planning Teams/Consultants	
• Appointment of Architect	
• Size of the Hospital	
• Design of the Hospital	
• Selection of the Contractor	
03. Preparation of Architect's Brief.	2
04. Selection of the Size, Preparation of the Master plan.	2
05. Preparation of Schedule of Accommodation.	4
06. Layout, Grouping, Zoning & Phasing of Activities.	2
07. Circulation & Movements of Patients, Staff, Visitors.	2
08. Planning for	8
• Out Patient Department/Accident/Emergency	
• Indoor accommodation, Ward design, Bed wise planning, special requirements of certain departments such as ICU, OT, Pediatric, Maternity ward.	
09. Planning for Water supply, Electricity, Drainage & Sewage disposal.	4
10. Planning for Equipments & Purchase.	4
11. Planning for various categories of Staff, Administrative for Appointment, Training.	2
Total Hours	<u>40</u>

Course – 103

Books Recommended :

01. Hospital Planning & Administration – WHO Monograph Series 54 –
By R. Llewelyn, Davis & H.M.C. Macaulay – Indian Edition – Jaypee
Brothers, New Delhi.
02. Hospital & Nursing Homes : Planning, Organisation, & Management –
By Syed Amin Tabish – Jaypee Brothers, New Delhi.
03. Principles of Hospital Administration & Planning – By B.M. Sakharkar
– Jaypee Brothers.
04. Hospital Administration – By C.M. Francis & Marioc Desouza –
Jaypee Brothers, New Delhi.
05. Hospital Administration & Planning – By A.G. Chandorkar – Paras
Medical Publisher.
06. Hospitals Planning, Design & Management – By Kunders & Gopinath.
07. Healthcare System & Management – By S.L. Goel – Deep & Deep
Publisher.
08. Management of Hospital – By S.L. Goel & R. Kumar – Deep & Deep
Publisher.

COURSE – 104

Medical Terminology & Procedures

	Hours
01. Fundamentals of Medical Terminology	2
• Word Roots	
• Prefix	
• Suffix	
• Abbreviations & Symbols	
02. Introduction to Anatomy & Physiology	2
03. Organs & Systems	10
1. Gastro Intestinal	
2. Respiratory	
3. Circulatory	
4. Renal	
5. Reproductive	
6. Nervous	
04. Common Diseases & Procedures	4
1. Gastro Intestinal	
• Cholecystitis	
• Cholelithiasis	
• Appendicitis	
• Intestinal Obstruction	
• Hernia	
• Peritonitis	
Gastroscopy : Endoscopy , Laparotomy, Laparoscopy.	
05. Common Diseases & Procedures	4
2. Respiratory	
• Tuberculosis	
• Bronchial Asthma	
• Respiratory Failure	
• Pulmonary Embolism	
• Pneumonia	
Branchoscopy, Pulmonary Function Test, Cardio-Pulmonary Resuscitation.	
06. Circulatory	4
• Hypertension	
• Coronary Artery Disease	
• Arrhythmias	
• Cardiac Arrest	

- Shock. Deep Vein Thrombosis (DVT), ECG,

2D Echo Cardiogram, Coronary Angiography,

Cardiac Catheterisation, Stress Test, Pacemaker.

07. Renal	4
<ul style="list-style-type: none"> • Nephrotic Syndrome • Urinary Tract Infection • Renal Failure • Renal / Bladder Stones 	
Intravenous Pyelography, Cystoscopy, Urinalysis Haemodialysis, Peritoneal Dialysis.	
08. Reproductive	4
<ul style="list-style-type: none"> • Female – Breast Cancer/Self Examination Menstrual Disorders, Dysmenorrhoea, Premenstrual Syndrome (PMS), Menorrhagia Ovarian Cyst, Fibroids, Malignancy, Infertility Mammography, Ultra Sound, Laparoscopy, IVF, Tubectomy, D & C. • Male - Prostate Enlargement, Hydrocele, Impotence, Transurethral Resection of Prostate (TURP) 	
09. Nervous	4
<ul style="list-style-type: none"> • Stroke (Cerebro Vascular Accident) • Brain Tumor • Brain Injuries • Spinal Cord Injuries 	
Lumbar Puncture, Myelography, CT Scan, MRI, EEG, EMG	
10. Oncology	2
<ul style="list-style-type: none"> • Investigations 	

Total Hours	<u>40</u>
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Course – 104

Books Recommended :

01. Principles of Anatomy & Physiology – By Gerard J. Tortora.
02. Anatomy & Physiology in Health & Illness – By Anne Waugh – Churchil Livingstone.
03. Anatomy & Physiology for Nurses – By Evelyn Pearce – Indian Edition – Jaypee Brothers, New Delhi.
04. Dorland’s Pocket Medical Dictionary.
05. Taber’s Cyclopedic Medical Dictionary – Fadavis Philadelphin.
06. Manical Manual of Anatomy – By Sampath Madhyastha – CBS Publication.

COURSE – 105

Hospital Administration

	Hours
01. Routine Admission/Discharge Procedures/Discharge Summary	2
02. Hospital Utilisation Statistics.	2
• Average Length of Stay (ALS)	
• Bed Occupancy Rate	
• Turn Over Interval	
03. Daily Reports / Returns.	2
• Hospital Census	
• Matron's Report	
• Medical Officer's Report	
• Casualty Report, Medico-Legal Cases	
• Report from ICU / ICCU	
• Security Report	
• Maintenance Department Report	
• OT List	
04. Patient's Complaints.	2
05. Medical Certificates.	2
06. Hospital Committees.	2
• Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow up Actions.	
07. Patient Satisfaction Survey.	2
• Interviews, Questionnaires, Observations, Group Discussions, Patient Opinion Polls, Report Writing.	
08. Duty Roster of various categories of Staff.	2
09. Availability of Materials	2
• Critical Items, Stock Level, Procurement Methods.	
10. Administration of Patient Related Schemes.	2

<ul style="list-style-type: none"> • Medical Insurance (Cashless Benefit), CGHS, ECHS, CSMA, TPA, ESI. 	
11. Front Office : Duties & Responsibilities .	2
12. Duties & Responsibilities of the Hospital Administrator/CEO.	2
<ul style="list-style-type: none"> • In Profit Making Hospitals • In Non-Profit Making Hospitals 	
13. Disaster Management/Disaster Plan.	2
14. Marketing of Hospital.	2
<ul style="list-style-type: none"> • Telephone Courtesy, Guest Lectures, Orgnaisation of Camps, Seminars, Workshops, Continuous Medical Education, Public Participation. 	
15. Hospital Security.	2
<ul style="list-style-type: none"> • Staff, Patients, New born babies, Female staff/Patients, Stores. 	
16. Application of Hospital Information System (HIS) & Management Information System (MIS)	4
17. Negotiation Skills.	2
<ul style="list-style-type: none"> • Purchase of Stores / Equipment, Union Matters, Collective Bargaining. 	
18. Hospital Waste Management.	2
19. Methods of Infection Control.	2
20. Fire Fighting.	2
21. Dealing with Crisis Situation.	2
<ul style="list-style-type: none"> • Mob violence, Bomb threat, Terrorist strike, Mass casualties, Political agitation, Prisoners. 	
22. Standard Operating Procedures (SOPs).	<u>2</u>
Total Hours	<u>40</u>

Course – 105

Books Recommended :

01. Sana's Guidelines for Hospital Infection Control – By Mohd. S. Khan – Jaypee Brothers, New Delhi.
02. Hospital Waste Management & it's Monitoring – By Madhuri Sharma – Jaypee Brothers, New Delhi.
03. Medical Stores Management – By Shakti Gupta & Sunil Kant - Jaypee Brothers, New Delhi.
04. Medical Records, Organisation & Management – By G.P. Mogli – Jaypee Brothers, New Delhi.
05. Emergency Medical Services & Disaster Management – By D.K. Dave & Shakti Gupta – Jaypee Brothers, New Delhi.
06. Hospital Waste Management – By A.G. Chandorkar – Paras Medical Publisher.
07. Hospital Infection Control – By S.A. Tabish – Academa, New Delhi.

COURSE – 106

Evaluation Pattern of Course 106

Journal related to Hospital Training

Journal should contain details of main departments of Hospitals, along with its location, space requirements, equipment needs, manpower, functions, etc.

30 Marks – For Classroom performance, attendance & tutorials.

70 Marks – For the Viva Voce.

At the end of the Semester-I a **Viva Voce** shall be conducted by the Institute. During Viva Voce examination Questions pertaining to subjects taught in the Semester-I will also be included. Examiners will assess students for 100 marks.

SEMESTER II

COURSE – 201

Human Resource Management

	Hours
01. Functions of Human Resource Management	4
• The Managerial Perspective	
• Objectives of Personnel Department	
• Human Resource Development (HRD).	
02. Position of the Personnel Department.	4
• Organisation of the Personnel Department	
• Line – Staff Relationship.	
03. Manpower Planning & Development.	2
• Manpower Needs.	
04. Job Analysis, Job Description & Specifications for Hospital Staff.	2
05. Selection & Recruitment.	2
• Orientation.	
06. Manpower Developing & Training.	2
• Counselling	
07. Career Planning. Promotion Policies.	2
• Separation	
• Employee Turnover.	
08. Wage Administration, Salary Administration.	2
09. Employee Benefits & Social Security.	2
10. Performance Appraisals : Techniques & Practices.	2
11. Industrial Relations.	4

<ul style="list-style-type: none"> • Unions & their role • Settlement of disputes • Industrial Dispute Act • Collective bargaining. 	2
12. Employee Communication.	2
13. Dynamics of Behaviour at Individual Level. <ul style="list-style-type: none"> • Group Dynamics. 	2
14. Issues Relating to Management of Professionals, Consultants, Specialists, Medical Officers, Nursing Staff, Other Paramedical Staff.	4
15. Development of staff. <ul style="list-style-type: none"> • In service Training, on job Training, Higher Courses, Specialised Training. 	2
16. Discipline. <ul style="list-style-type: none"> • Punctuality • Dress code • Identification • Behaviors of staff • Disciplinary action • Law of natural justice. 	2
Total Hours	<u>40</u>

Course – 201

Books Recommended :

01. Personnel Management & Industrial Relations – By Rustom S. Davar – Vikas Publishing House.
02. Human Resource Management – By Garry Dessler – Prentice Hall India.
03. Human Resource & Personnel Management – By Aswathappa – Tata McGraw Hill.
04. Human Resource Management – By Khan.

COURSE – 202

Laws Related to Hospital & Medical Services

	Hours
01. Introduction & Legal Procedures.	2
• Court, Affidavit, Evidence, Complaint, Investigation, Oath, Offence, Warrant, Summons.	
• Medico Legal Aspects of Emergency Services.	
02. Inquest.	2
• Police Inquest, Magistrate’s Inquest.	
03. Criminal Courts in India & their Powers.	2
04. General Important Legal Knowledge Pertaining to IPC, CRPC, Civil PC, Evidence Act.	2
05. Introduction to Indian Constitution.	2
• Preamble, Fundamental Rights.	
06. Rights & Responsibilities of Medical Person.	2
07. Hippocratic Oath, Declaration of Geneva.	2
08. List of Offences & Professional Misconduct of Doctors, as per Medical Council of India.	2
09. Organisational &Procedural Laws.	2
• Indian Contract Act	
• Nursing Home-Registration Act	
• Birth-Death Registration Act.	
10. Labour Laws Applicable to a Hospital.	2
• Indian Trade Union Act 1926/Industrial Dispute Act 1947.	
• The Bombay Shops & Establishment Act.	
• The Workmen’s Compensations Act.	
• The Industrial Employment (Standing Orders) Act 1946.	
• Payment of Wages Act.	
• Employee Provident Fund Act.	
• Maternity Benefit Act.	

11. Medical Establishment, Professional Negligence, Errors & Commission, Insurance Policy.	2
• General Claims Procedure.	
12. Laws Related to Medical Procedures.	4
• Medical Termination of Pregnancy Act 1971(MTP Act)	
• Prenatal Diagnostic Techniques, Regulations & Prevention of Misuse Act 1994 (PNDT Act)	
• Transplantation of human organs Act 1994.	
13. Consumer Protection Act 1986.	2
14. Medical Negligence & Compensation.	2
15. Medical Ethics/Doctor Patient Relationship.	2
16. Preventive Steps for Doctors/Hospitals to Avoid Litigation.	2
• Consent Form	
• Life Support	
• Dying Declaration	
• Death Certificate	
• High Risk	
• Post Mortem	
17. Illustrative Cases of Medical Negligence in India.	4
• Surgery	
• OBST/GYNAEC	
• Medicine	
• Pediatrics	
• Other Disciplines/Anaesthesia	
18. Legal Requirements of Licences/Certificates for a Hospital.	<u>2</u>
Total Hours	<u>40</u>

Books Recommended:

01. Parikh's Text Book of Medical Jurisprudence & Toxicology – By Dr. C.K. Parikh – CBS Publications.
02. Medical Negligence & Compensation – By Jagdish Singh – Bharat Law, Jaipur.
03. Medical Negligence & Legal Remedies – By Anoop K. Kaushal – Universal.
04. Medical Termination of Pregnancy Act.
05. Preconception & Prenatal Diagnostic Techniques (Prohibition of sex selection) Act 1994.
06. Organ Transplant Act.
07. The Consumer Protection Act 1986.
08. Indian Trade Union Act 1926.
09. Industrial Dispute Act 1946.
10. Medico-legal Aid to Hospitals & Doctors, with Consumer Protection Law – By M.S. Pandit & Shobha Pandit – Pandit Publications.
11. Opening the Domains of Laws – By Adv. Seema Bapat.
12. Modi's Book on Medico Jurisprudence & Toxicology.

Material Management & Inventory Control

	Hours
01. Principles of Materials Management.	2
• Definition	
• Scope & Functions	
• Objectives	
02. Materials Planning.	2
• Classification of Materials	
1. Consumable	
2. Non consumable	
• Working out quantities required, forecasting	
• Budgeting.	
03. Purchase Management.	2
• Objectives	
• Purchase system	
1. Centralised	
2. Decentralised	
3. Local purchase	
• Legal aspects of purchasing.	
• Out Sourcing of Services	
04. Purchase Procedures.	6
• Selection of Suppliers	
• Tendering procedures	
• Analysing bids	
• Price negotiations	
• Issue of purchase orders	
• Rate Contracts	
• Follow up action	
05. Receipt of Materials.	4
• Inspection of materials	
• Preparation of defect/Discrepancy Report	
• Disposal of rejected items	
• Stocking of accepted items	
• Accounting of materials.	

Course – 203

Recommended Books :

01. Handbook of Materials Management – By P. Gopalkrishnan – Prentice Hall India.
02. Purchasing & Materials Management – By P. Gopalkrishnan – Tata McGraw Hill.
03. Materials & Logistic Management – By Prof. L.C. Jhamb – Everest Publications.
04. Introduction to Materials Management – By Tony Arnold – Peerson.
05. Stores, Management & Logistics – By – P. Gopalkrishnan – Sultanchand & Co., New Delhi.

COURSE – 204

Health Care & Administration of Clinical & Non-clinical Services

	Hours
01. Health Administration in India.	2
02. Health Care Delivery System.	2
03. National Health Policy.	2
04. National Health Programmes.	4
• Tuberculosis's control Programme, Dots	
• Programme for control of Blindness	
• Family welfare programme	
• AIDS control programme, role & functions of National AIDS Control Organisation (NACO).	
05. Epidemiological Triad, Levels of Disease Prevention.	2
06. Research Methodology.	2
07. Radiology Services.	2
08. Pathology & Clinical Laboratory.	2
09. Central Sterile Supply Department.	2
10. Laundry & Linen Services.	2
11. House Keeping Services.	2
• Disposal of Biomedical Waste	
12. Kitchen Canteen Services.	2
13. Medical Records Department.	2
14. Engineering Services.	2
• Maintenance of Building, Campus & Utilities	
• Biomedical services	
• Fire safety.	

15. Quality Management in Health Care.	4
• Quality control	
• ISO, ISO standards	
• Hospital Accreditation	
1. Role of Quality Council of India (QCI)	
2. National Accreditation Board of Hospitals (NABH).	
16. Marketing.	2
17. Billing, Claming, Insurance Companies/Employers.	2
18. Public Relations.	<u>2</u>
Total Hours	<u>40</u>

Course – 204

Books Recommended :

01. Park’s Text Book of Preventive & Social Medicine –By K. Park - Banarasidas Bhanot, Jabalpur.
02. Essential of Hospital Support Services & Physical Infrastructure – By Madhuri Sharma – Jaypee Brothers, New Delhi.
03. Hospital Services Management – By S.K. Parthsarathi – K.J. Hospital, Madras.
04. Medical Records Organisation & Management – By G.P. Mogli – Jaypee Brothers, New Delhi.
05. Management Information System – By Waman s. Javdekar – McGraw Hill.
06. Hotel, Hostel & House Keeping – Joan C. Branson, Margaret & Lennox – Book Power.
07. Total Quality Management – By V.V. Gopal – ICFAI University Press.
08. Marketing – Rogera Kerin & Steven W. Hartcey – McGraw Hill.
09. Methods of Bio-statistics – By Rao.

COURSE – 205

Project Report

Evaluation Pattern -

Every student will complete a Project Report under the guidance of a Senior Faculty who will act as the Guide. The Project is expected to be studied in one of the Hospitals allotted by the Institute.

At the end of Semester-II the student is expected to complete the Project Report of not less than 5000 words & submit a copy of the Report to the Director/Principal of the Institute/College before 31st March of the second year. The report must be based upon the first hand study of some functional area of Hospitals & its management. The Report will be internally evaluated by the Guide of the Project & the marks out of 30 will be communicated by Director to the University before the commencement of Semester-II University examination.

At the end of the Semester-II, the Viva Voce shall be conducted by the panel of two External Examiners appointed by the University. The evaluation of the Project Report by the External Examiners should be out of 70 marks. During Viva Voce, questions pertaining to subjects taught during the second Semester will be also included.

COURSE – 206

Computer Fundamentals & Software Related To Hospitals

	Hours.
01. <u>Computer basics</u> :	4
Definition of a Computer, Block Diagram of elements of digital computer-their functions, Computer Hardware & Software, Computer generations, Types of computers, Memory, CPU, I-O devices, Secondary storages, Magnetic Tape, Disk, CD-ROM. Other recent developments-Scanners, Digitizer, Plotters, Printers, Hardware and Software. Micro, Mini, Main-frame and super computers, Discussion on recent IT trends. .	
02. <u>Representation of Data:</u>	1
Decinal, Binary, Octal, Hexadecimal number systems, BCD, EBCDIC, ASCII Conversions. Simple Additions, Subtractions, Multiplications, Divisions, Data and Information.	
03. <u>Software Concepts:</u>	2
Introduction to Programming, Flowcharts and Algorithms. Types of Softwares System software's, Application software's, Firmware software's , Computer Languages like machine, Assembly, and Higher Level Languages, Stored program Concept.	
04. <u>Operating System-Introduction:</u>	4
Definition oa an Operating System, Functions of an OS, Types of an OS, Process management-FCFS, Round Robbin, Priority based. Memory management-segmentation, paging, virtual memory. I-O management-concept of I-O port. File management-FAT, file handling functions. Software and hardware interrupts.	
05. <u>File Management:</u>	2
Concept of file. File organization and accessing techniques-Indexed, Line, Rules for Naming of the files, sequential, Hashed. File handling functions, Types of computer files..	
06. <u>Broad view of Operating Systems:</u>	3
MS-DOS, UNIX, MS-WINDOWS, Difference between two OS (Single & multi-user os) Operating system applications.	
07. <u>Office Automation Software (MS-Office 2000/MS-Office 2003):</u>	8
Word processing Software MS-Word. Spreadsheet Software MS-Excel. Database Management Software MS-Access. Presentation Software MS-Powerpoint. and other applications.	

08. Introduction to Virus and Vaccines, Various types of Viruses & Vaccines and their applications, DTP, multimedia concepts and Computer applications	2
09. <u>Basic Concept of Networking and Data Communications:</u> Introduction to Networking & types of Networking. Basic communication concepts. Topologies, Protocols, Ethernet, TCP/IP etc.	2
10. <u>Introduction to Internet Technology:</u> Explanation of Internet and its applications like E-mailing, Chatting Browsing Data Uploading/ Downloading etc.	4
11. <u>Introduction to the software's related to the Hospital Management:</u> Hospital Management System, Payroll system, Accounting System, Inventory Control System & other computer applications in Hospitals.	8
Total Hours	<u>40</u>

Evaluation Pattern of Course 206

30 marks for Classroom performance, attendance & tutorials
70 marks for end Semester Examination conducted by the respective Institute.

Books Recommended :

- 01. Computers Today : by Sanders.**
- 02. Computers: by Trainor & Krasnewich (McGraw Hill).**
- 03. Fundamentals of Computing: by Tucker, Cupper,**
- 04. Operating System Concept: by Peterson Biberachaty.**
- 05. Operating System: by Millan Milenkoric.**
- 06. Fundamentals of Computers: by Rajaraman.**
- 07. Know your PC: by Peter Norton.**
- 08. Computer Networks: by Andrew S. Tenenbaum.**
- 09. Computer Network and Distributed Processing: by James martin.**
- 10. Computer Studies : by C.S.French.**
