



EKLAVYA

UNIVERSITY

ज्ञानप्राप्तये लक्ष्यसन्धानम्

Hospital management
MBA Third Semester
Syllabus
School of Management

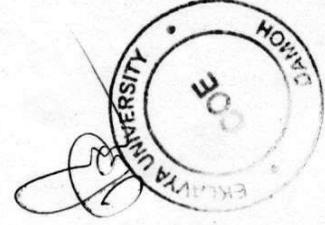
EKLAVYA UNIVERSITY, DAMOH (M.P.)
Scheme of Examination (HOSPITAL MANAGEMENT)
MBA III Semester

[For batch admitted in Academic Session 2022-2023]
Subject wise distribution of marks and corresponding credits

| S.No. | Subject Code | Subject Name | Maximum Marks Alloted | | | | Total Marks | Contact Periods Per Week | | | Total Credits |
|-------|--------------|--|-----------------------|------------|------------------------------|------------|-------------|--------------------------|----------|-----------|---------------|
| | | | Theory Slot | | Practical Slot | | | L | T | P | |
| | | | End Sem | Mid sem | Quiz/ Assignment/ Attendance | End Sem | | | | | |
| 1 | MHOSP22S301 | Healthcare Environment & Management | 60 | 30 | 10 | 100 | 3 | 1 | 0 | 4 | |
| 2 | MHOSP22S302 | Hospital Architecture, Planning and Maintenance | 60 | 30 | 10 | 100 | 3 | 1 | 0 | 4 | |
| 3 | MHOSP22S303 | Health care Laws, Ethics and Medical Terminology | 60 | 30 | 10 | 100 | 3 | 1 | 0 | 4 | |
| 4 | MHOSP22S304 | Hospital Operations Management | 60 | 30 | 10 | 100 | 4 | 0 | 0 | 4 | |
| 5 | MHOSP22S305 | Patient care Management | 60 | 30 | 10 | 100 | 4 | 0 | 0 | 4 | |
| | | Total | 300 | 150 | 50 | 500 | 17 | 3 | 0 | 20 | |

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School of Management
Eklavya University Damoh(M.P.)

Prof. Dr. M. K. Jain

Dr. M. K. Jain

Dr. M. K. Jain

(HOSPITAL MANAGEMENT) Third Semester

| S. No. | Course Code | Title | Max. Marks | Credits | Distribution of Credits | | | |
|--------|-------------|---------------------------------------|------------|---------|-------------------------|---|---|---|
| | | | | | L | T | P | C |
| 1. | MHOSP22S301 | HEALTHCARE ENVIRONMENT AND MANAGEMENT | 100 | 4 | 3 | 1 | 0 | 4 |

Course Objectives:

- To familiarise with the healthcare environment.
- To understand the concepts of management with relevance to hospitals.

Expected Course Outcome:

- Demonstrate knowledge of today's healthcare system including delivery, finances, quality, regulatory policies and practices and compliance, organization effectiveness and clinical and support services.

Student Learning Outcomes (SLO):

On completion of this course, the students will be able to

- Understand the basic concepts and principles of healthcare management and analyze the internal and external environment.
- Students will possess the knowledge and ability to apply current business and financial principles, including theory and techniques, to the health care environment.
- Students will understand the regulatory environment and apply skills that improve patient safety and the quality of care.

| Units | Contents | Periods |
|------------|---|----------|
| UNIT - I | Introduction - Theoretical frame work - Environment - Internal and External - Environmental Scanning - Economic Environment - Competitive Environment - Natural Environment - Political & Legal Environment - Socio Cultural Environment - International and Technological Environment. | 12 Hours |
| UNIT - II | A Conceptual Approach to Understanding the Health Care Systems - Evolution - Institutional Setting - Out Patient services - Medical Services - Surgical Services - Operating department - Pediatric services - Dental services - Psychiatric services - Casualty & Emergency services - Hospital Laboratory services - Anesthesia services - Obstetrics and Gynecology services - Neuro - Surgery service - Neurology services. | 12 Hours |
| UNIT - III | Overview of Health Care Sector in India - Primary care - Secondary care - Tertiary care - Rural Medical care - urban medical care - curative care - Preventive care - General & special Hospitals - Understanding the Hospital Management - Role of Medical, Nursing Staff, Paramedical and Supporting Staff - Health Policy - Population Policy - Drug Policy - Medical Education Policy. | 12 Hours |
| UNIT - IV | Health Care Regulation - WHO, International Health regulations, IMA, MCI, State Medical Council Bodies, Health universities and Teaching Hospitals and other Health care Delivery Systems. | 12 Hours |
| UNIT - V | Epidemiology - Aims - Principles - Descriptive, Analytical and Experimental Epidemiology - Methods - Uses. | 12 Hours |

REFERENCES

- Seth, M.L. MACROECONOMICS, Lakshminarayana Agrawal, Edu.Pub.Agra.1996
- Peter, Z & Fredrick, B. HEALTH ECONOMICS, Oxford Pub., New York, 1997
- Shanmugansundaram, Y., HEALTH ECONOMICS, Oxford Pub. New York, 1997

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(HOSPITAL MANAGEMENT) Third Semester

| S. No. | Course Code | Title | Max. Marks | Credits | Distribution of Credits | | | |
|--------|-------------|---|------------|---------|-------------------------|---|---|---|
| | | | | | L | T | P | C |
| 2. | MHOSP2S302 | HOSPITAL ARCHITECTURE, PLANNING AND MAINTENANCE | 100 | 4 | 3 | 1 | 0 | 4 |

Course Objectives:

- To understand the necessity of architecture and planning in Hospitals.
- To get familiarised with the designing and maintenance of hospital systems.

Expected Course Outcome:

- Identify the source of a quantifiable problem, recognise the issues involved and produce an appropriate action plan.
- Distinguish between different mathematical techniques and applications.
- Translate a problem into a simple mathematical model to allow easier understanding and to aid problem solving.
- Extrapolate from data the important trends in order to forecast as accurately as possible.
- Employ appropriate mathematical tools to solve problems.

Student Learning Outcomes (SLO):

On completion of this course, the students will be able to

- Understand various quantitative & statistical methods.
- Understand data and draw inference from data.
- Calculate and interpret statistical values by using statistical tool (correlation & regression).
- Demonstrate an ability to apply various statistical tool to solve business problem.

| Units | Contents | Periods |
|------------|--|----------|
| UNIT – I | Hospital as a system: Definition of hospital – classification of hospitals – changing role of hospitals – role of hospital administrator – hospital as a system – hospital & community. | 12 Hours |
| UNIT – II | Planning: Principles of planning – regionalization - hospital planning team – planning process –size of the hospital – site selection – hospital architect – architect report – equipping a hospital –interiors & graphics – construction & commissioning – planning for preventing injuries –electrical safety. | 12 Hours |
| UNIT – III | Technical analysis: Assessment of the demand and need for hospital services – factors influencing hospital utilization – bed planning – land requirements – project cost – space requirements –hospital drawings & documents-preparing project report. | 12 Hours |
| UNIT – IV | Hospital standards and design: Building requirement – Entrance & Ambulatory Zone –Diagnostic Zone – Intermediate Zone – Critical zone – Service Zone – Administrative zone –List of Utilities – Communication facility – Biomedical equipment - Voluntary & Mandatory standards – General standards – Mechanical standards – Electrical standards – standard for centralized medical gas system – standards for biomedical waste. | 12 Hours |
| UNIT – V | Facilities planning: Transport – Communication – Food services – Mortuary – Information system – Minor facilities – others. | 12 Hours |

Books Recommended:

- Gupta, S.P., Statistical Methods, Sultan Chand & Sons, New Delhi.
- Gupta, S.C., Practical Statistics, Sultan Chand & Sons, New Delhi.
- Sharma J.K. : Business Statistics, Pearson, New Delhi

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(HOSPITAL MANAGEMENT) Third Semester

| S. No. | Course Code | Title | Max. Marks | Credits | Distribution of Credits | | | |
|--------|-------------|--|------------|---------|-------------------------|---|---|---|
| | | | | | i | T | P | C |
| 3. | MHOSP22S303 | HEALTH CARE LAWS, ETHICS AND MEDICAL TERMINOLOGY | 100 | 4 | 3 | 1 | 0 | 4 |

Course Objectives:

- To get acquainted with the legal provision and issues related to health care.
- To familiarise with the medical terminologies.
- To understand the ethical issues in health care system.

Expected Course Outcome:

Student Learning Outcomes (SLO):

| Units | Contents | Periods |
|------------|--|----------|
| UNIT – I | Laws relating to Hospital formation: Promotion-Forming society-The Companies Act-Law of Partnership-A Sample Constitution for the Hospital-The Tamil Nadu Clinics Act – Medical Ethics. | 12 Hours |
| UNIT – II | Laws relating Purchases and funding: Law of contracts-Law of Insurance-Export Import Policy-FEMA-Exemption of Income Tax for Donations-Tax Obligations: Filing Returns and Deductions at Source. Laws pertaining to Health: Central Births and Deaths Registration Act, 1969- Recent amendments – Medical Termination of Pregnancy Act, 1971 – Infant Milk Substitutes, Feeding Bottles and Infant Food Act, 1992. | 12 Hours |
| UNIT – III | Laws pertaining to Hospitals: Transplantation of Human Organs Act, 1994 – Prenatal Diagnostic Techniques (Regulation and Prevention of Misuse) Act, 1994 – Medical Negligence– Medico Legal Case – Dying Declaration-MCI act on medical education. The Biomedical Waste (Management and Handling) Rules-Radiation Safety System. | 12 Hours |
| UNIT – IV | Medical Terminology- Glossary of medical terms: major Diseases and medical specialties-Roots, Prefixes, Suffixes, Abbreviations and symbols-Common roots: element referring to, usage and definition-Common prefixes and suffixes-Common abbreviations: departments, time, general healthcare, routes of medication and laboratory-Symbols. | 12 Hours |
| UNIT – V | Illness- Classification and description of diseases-Infection Control- Medical asepsis, Nosocomial infection and communicable diseases, Reservoir, carrier and mode of transmission- Overview of Hospital Services -Intensive care unit – Coronary care Unit – Burns, paraplegic & Malignant disease treatment – Hospital welfare services – Hospital standing services – Indian red cross society – Nursing services- Pharmacy – Medical Stores – Housekeeping – Ward Management – Central sterile supply department-Medical Records – Fatal documents – Medical Registers – Statutory records. | 12 Hours |

REFERENCES:

BM Sakharkar, PRINCIPLES OF HOSPITAL ADMINISTRATION AND PLANNING – Jaypee brothers Publications.

Francis CM, Mario C de Souza ; HOSPITAL ADMINISTRATION – Jaypee brothers Medical Publishers

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(HOSPITAL MANAGEMENT) Third Semester

| S. No. | Course Code | Title | Max. Marks | Credits | Distribution of Credits | | | |
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| | | | | | L | T | P | C |
| 4. | MHOSP23304 | HOSPITAL OPERATIONS MANAGEMENT | 100 | 4 | 4 | 0 | 0 | 4 |

Course Objectives:

- To identify the important functions and its management in Hospitals.
- To familiarise with the supporting services and procurement management of Hospitals.

Expected Course Outcome:

Student Learning Outcomes (SLO):

| Units | Contents | Periods |
|------------|---|----------|
| UNIT – I | Front Office - Admission – Billing – Medical Records – Ambulatory Care- Death in Hospital –Brought-in Dead - Maintenance and Repairs Bio Medical Equipment | 12 Hours |
| UNIT –II | Clinical Services - Clinical Departments – Out patient department (OPD) – Introduction –Location – Types of patients in OPD – Facilities – Flow pattern of patients – Training and Coordination; Radiology – Location – Layout – X-Ray rooms – Types of X-Ray machines – Staff - USG – CT – MRI – ECG. | 12 Hours |
| UNIT – III | Supporting Services – House Keeping –Linen and Laundry, - Food Services - Central Sterile Supply Department (CSSD). | 12 Hours |
| UNIT – IV | Facility Location and Layout importance of location, factors, general steps in location selection - Types of lay outs – product, process, service facility layout- Work standards, techniques of work measurement-Work sampling, calibration of hospital equipments. Productivity measures, value addition, capacity utilization, productivity – capital operations, HR incentives calculation, applications in hospital. | 12 Hours |
| UNIT – V | Purchasing strategy process – organizing the purchasing function – financial aspects of purchasing – tactical and operational applications in purchasing. Inventory Management: valuation and accounting for inventory – physical location and control of inventory – planning and replenishment concepts – protecting inventory; Value Management, Value engineering, value analysis. | 12 Hours |

REFERENCES

Madhuri Sharma, ESSENTIALS FOR HOSPITAL SUPPORT SERVICES AND PHYSICAL INFRASTRUCTURE.

Sakharkar BM, PRINCIPLES OF HOSPITALS ADMINISTRATION AND PLANNING, Jaypee

Francis CM, Mario C de Souza, HOSPITAL ADMINISTRATION, New Delhi, 2000

Prabhu KM, Sood SK, HOSPITAL LABORATORY SERVICES ORGANIZATION AND MANAGEMENT, Journal of Academy of Hospital Administration, 2(@) 1990

Handwritten signatures and initials:
A signature on the left, a signature in the middle with "COB" written below it, and the word "Project" written above a signature on the right. Below the "Project" signature, the word "Task" is written.

(HOSPITAL MANAGEMENT) Third Semester

| S. No. | Course Code | Title | Max. Marks | Credits | Distribution of Credits | | | |
|--------|-------------|-------------------------|------------|---------|-------------------------|---|---|---|
| | | | | | L | T | P | C |
| 5. | MHOSP22S305 | PATIENT CARE MANAGEMENT | 100 | 4 | 4 | 0 | 0 | 4 |

Course Objectives:

- To understand the importance of patient care management.
- To be acquainted with the disaster and safety & Security Management in Hospitals.

Expected Course Outcome:

Student Learning Outcomes (SLO):

| Units | Contents | Periods |
|------------|--|----------|
| UNIT – I | Patient centric management-Concept of patient care, Patient-centric management, Organization of hospital departments, Roles of departments/managers in enhancing care, Patient counseling & Practical examples of patient centric management in hospitals-Patient safety and patient risk management. | 12 Hours |
| UNIT –II | Quality in patient care management-Defining quality, Systems approach towards quality, Towards a quality framework, Key theories and concepts. Models for quality improvement & Variations in practice. | 12 Hours |
| UNIT – III | Patient classification systems and the role of casemix-Why do we need to classify patients, Types of patient classification systems, ICD 9 (CM, PM), Casemix classification systems, DRG, HBG, ARDRG, Casemix innovations and Patient empowering classification systems. | 12 Hours |
| UNIT – IV | Medical ethics & auditory procedures-Ethical principles, Civic rights, Consumer Protection Act, Patient complaints powers & procedures of the district forum, State and National commission, Patient appeals, Autopsy, Tort liability, Vicarious liability. Medical negligence, Central & state laws, Use of investigational drugs, Introduction/need & procedures for medical audit, Audit administration & Regulating committees-Confidentiality and professional secrecy, ethics of trust and ethics of rights – autonomy and informed consent, under trading of patient rights – universal accessibility – equity and social justice, human dignity. | 12 Hours |
| UNIT – V | Disaster preparedness-Policies & procedures for general safety, fire safety procedure for evacuation, disaster plan and crisis management . Policies & procedures for maintaining medical records, e-records, legal aspects of medical records, its safety, preservation and storage. | 12 Hours |

REFERENCES:

Goel S L & Kumar R. HOSPITAL CORE SERVICES: HOSPITAL ADMINISTRATION OF THE 21ST CENTURY 2004 ed., Deep Deep Publications Pvt Ltd: New Delhi
Gupta S & Kant S. Hospital & Health Care Administration: Appraisal and Referral Treatise 1998 ed., Jaypee, New Delhi

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