



**EKLAVYA**

UNIVERSITY

ज्ञानप्राप्तये लक्ष्यसन्धानम्

**Hospital management**  
**MBA Fourth Semester**  
**Syllabus**  
**School of Management**

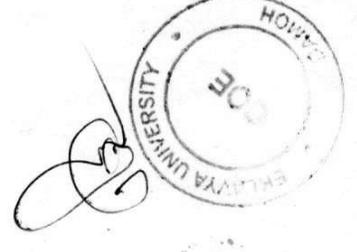
**EKLAVYA UNIVERSITY, DAMOH (M.P.)**  
**Scheme of Examination (HOSPITAL MANAGEMENT)**  
**MBA IV Semester**

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

S.No.	Subject Code	Subject Name	Maximum Marks Allotted				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	MHOSP22S401	Purchase Management & Inventory Control for Hospitals	60	30	10	100	4	0	0	4	
2	MHOSP22S402	Hospital Facilities Management	60	30	10	100	3	1	0	4	
3	MHOSP22S403	Hospital Information System	60	30	10	100	4	0	0	4	
4	MHOSP22S404	Total Quality Management	60	30	10	100	4	0	0	4	
5	MHOSP22S405	Public Health System & Outreach Programmes	60	30	10	100	3	1	0	4	
6	MHOSP22S406	Project Work (75 marks) + Viva-voce (25 marks)				100	1	0	3	4	
		<b>Total</b>	<b>300</b>	<b>150</b>	<b>50</b>	<b>600</b>	<b>19</b>	<b>2</b>	<b>3</b>	<b>24</b>	

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



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Prof. Dr. M. K. Jain

Dr. M. K. Jain

(HOSPITAL MANAGEMENT) Fourth Semester

S. No.	Course Code	Title	Max. Marks	Credits	Distribution of Credits			
					L	T	P	C
1.	MHOSP22S401	PURCHASE MANAGEMENT AND INVENTORY CONTROL IN HOSPITALS	100	4	3	1	0	4

**Course Objectives:**

- To familiarise with the concepts of procurement.
- To understand stores management and inventory control system.

**Expected Course Outcome:**

**Student Learning Outcomes (SLO):**

Units	Contents	Periods
UNIT - I	Principles of Logistic Management: Definition of Logistics Management – Functions of Logistics Management – Principles of Purchase Management – Tendering procedures – procurement procedure – Vendor development and rating – Methods of payment – Letter of credit – Foreign currency – payments. – Import documentation.	12 Hours
UNIT - II	Inventory control: Definition – objectives of Inventory Control – Types of Inventory cost – Types of Inventory Control – Pareto's law – ABC / VED / SDE Analysis – Lead Time – Buffer stock – Reorder level – Economic Order Quantity (EOQ) – Types of Inventory Control systems.	12 Hours
UNIT - III	Stores Management- location and layout – Standardization, Codification and Classification of materials – Material accounting and physical distribution – Store documentation – condemnation and disposal of scrap, surplus and obsolete materials – Types of stores in a Hospital.	12 Hours
UNIT - IV	Equipment Planning and Procurement: Steps in equipment selection – Utilization index – Factors leading to poor utilization of equipment- planning and procurement of spares / accessories / consumables.	12 Hours
UNIT - V	Recent trends in Materials Management: Types of Materials used and stored in a Hospital – Computerization of Materials function – MIS Reports – Concept and frame work of supply chain management - concept of Just in time and Central purchasing.	12 Hours

**REFERENCES:**

- Mr. K S Menon, STORES MANAGEMENT 2ed., Macmillan India Ltd.,  
Mr. Rupnarayan Bose, AN INTRODUCTION TO DOCUMENTARY CREDITS,  
Macmillan India Ltd  
Mr. B S Sahay, SUPPLY CHAIN MANAGEMENT, Macmillan India Ltd  
Mr. Gopalakrishnan & Sunderasan, MATERIALS MANAGEMENT.

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**HOSPITAL MANAGEMENT) Fourth Semester**

S. No.	Course Code	Title	Max. Marks	Credits	Distribution of Credits			
					L	T	P	C
2.	MHOSP22S402	HOSPITAL FACILITIES MANAGEMENT	100	3	3.	1	0	3

**Course Objectives:**

- To get familiarised with support service systems.
- To get acquainted with hazards and its management in hospital environment.

**Expected Course Outcome:**

**Student Learning Outcomes (SLO):**

Units	Contents	Periods
<b>UNIT – I</b>	Nutrition and Dietary services – Pharmacy services – Medical Records services.	12 Hours
<b>UNIT – II</b>	Facilities Engineering – Maintenance of Civil Assets – Electrical supply and Water supply – Medical gas pipeline – Plumbing and Sanitation – Air conditioning system – Hot water and Steam supply – Communication Systems – Biomedical engineering departments in modern hospitals.	12 Hours
<b>UNIT – III</b>	Laundry services – House keeping services – CSSD-Energy conservation methods – AMC.	12 Hours
<b>UNIT – IV</b>	Ambulance services – Mortuary services – Hospital security services.	12 Hours
<b>UNIT – V</b>	Disaster management – Fire hazards – Engineering Hazards – Radiological hazards.-Outsourcing of Support services –Waste disposal and management - few case studies..	12 Hours

**REFERENCES:**

G.D.Kunders, HOSPITAL AND FACILITIES PLANNING AND DESIGN  
 Jacob Kline, HAND BOOK OF BIO-MEDICAL ENGINEERING  
 Webster J.G and Albert M. Coe, CLINICAL ENGINEERING PRINCIPLES AND PRACTICES  
 Antony Kelly, MAINTENANCE PLANNING AND CONTROL

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**HOSPITAL MANAGEMENT) Fourth Semester**

S. No.	Course Code	Title	Max. Marks	Credits	Distribution of Credits			
					L	T	P	C
3.	MHOSP22S403	Hospital Information Systems	100	4	3	1	0	4

**Course Objectives:**

- To understand the role of IT in hospital management.
- To familiarise with the latest developments in technology with relevance to hospitals.

**Expected Course Outcome:**

**Student Learning Outcomes (SLO):**

Units	Contents	Periods
UNIT - I	The Information Explosion: Information is important – Impact on society – Impact on teaching and learning – Impact on Government – Impact on Healthcare – The future of healthcare technology – The future healthcare record – Preparing for the future – Summary. The world of Informatics.	12 Hours
UNIT - II	The Electronic health record: Functions of the health record – Changing functions of the patients record – Advantages of the paper record – Disadvantages of the paper record – Optically scanned records – The electronic health record – Automating the paper record – Advantages of the EHR – Disadvantages of the EHR – Bedside or point-of-care systems – Human factors and the EHR – Roadblocks and challenges to EHR implementation – The future	12 Hours
UNIT - III	Securing the Information: Privacy and confidentiality and Law – Who owns the data? – Security – Computer crime – Role of healthcare professionals – Summary. Information Systems cycle: The information systems cycle – Analysis – Design phase – Development – Implementation – Why some projects fails?	12 Hours
UNIT - IV	Electronic Communications: A bit of history – Hardware and software for connecting – Methods of accessing information – World Wide Web (WEB) – Communication Technologies	12 Hours
UNIT - V	Telehealth – Historical perspective on telehealth – Types of Technology – Clinical initiatives – Administrative initiatives – Advantages and Barriers of telehealth – Future trends – Summary – The future of Informatics: Globalization of Information Technology – Electronic communication – Knowledge management – Genomics – Advances in public health – Speech recognition – Wireless computing – Security – Telehealth – Informatics Education – Barriers to Information Technology implementation	12 Hours

**REFERENCES:**

Kathleen M., INFORMATICS FOR HEALTHCARE PROFESSIONAL  
 James O'Brien, Tate McGraw Hill, MANAGEMENT INFORMATION SYSTEM  
 Peter Norton, INTRODUCTION TO COMPUTER, Tata McGraw Hill

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**HOSPITAL MANAGEMENT) Fourth Semester**

S. No.	Course Code	Title	Max. Marks	Credits	Distribution of Credits			
					L	T	P	C
4.	MHOSP22S404	<b>TOTAL QUALITY MANAGEMENT</b>	100	4	4	0	0	4

**Course Objectives:**

- To introduce with the TQM Concepts.
- To understand the importance of quality in hospital management.

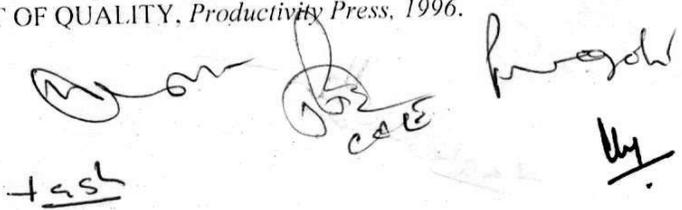
**Expected Course Outcome:**

**Student Learning Outcomes (SLO):**

Units	Contents	Periods
<b>UNIT – I</b>	Quality mission, policy and objectives; concepts, evolution and determinants of quality; interpretation and process of quality audits; cost of quality and economics of quality. Concepts of quality improvement, quality assurance, business score card. Contribution of quality gurus: Shewhart, Juran, Figenbaum, Ishikawa, Deming and Taguchi; SPC, SQC, CWQC, TPM, TQC.	12 Hours
<b>UNIT – II</b>	Definition, underlying concepts, implementation and measurement of TQM, internal customer supplier relationship, QFD, Quality Circles, Quality improvement teams, team work and motivation in TQM implementation, training and education, role of communication in implementing TQM, policy deployment.	12 Hours
<b>UNIT – III</b>	Processes in service organization and their control, simple seven tools of quality control; check sheet, Histogram, Scatter diagram, Process Mapping, Cause and Effect diagram, Pareto analysis, control charts and Advanced tools of quality -SQC; control charts for variables- X, X bar, and R charts and control charts for attribute esp, Np, and c charts. Acceptance sampling plan and occurrence.	12 Hours
<b>UNIT – IV</b>	Facets of quality, quality planning, quality improvement methods, Kaizen, quality audits, dicmeal audit, accreditation, nursing care standards, Six Sigma, JIT and NABL Introduction to ISO2000, ISO 14000, and ISO 18000. Documentation of quality systems, quality manual, procedure manuals, work instruction manuals and records for ISO 2000. Bench marking and Business Process Reengineering: definition, methodology and design, evaluation and analysis.	12 Hours
<b>UNIT – V</b>	<b>Current trends in TQM-</b> Quality in healthcare, Accreditation -with special emphasis on NABH Accreditation,	12 Hours

**REFERENCES:**

- Bester field H. Dale**, TOTAL QUALITY MANAGEMENT, *Pearson New Delhi*, 2005.  
**Sridhar Bhat**, TOTAL QUALITY MANAGEMENT, *Himalaya House pub., Mumbai*, 2002  
**Sundara Raju S.M.**, TOTAL QUALITY MANAGEMENT: A PRIMER, *Tata McGraw Hill*,  
**Srinivasan, N.S. AND V. NARAYANA**, MANAGING QUALIY- CONCEPTS AND TASKS, *New Age International*, 1996.  
**Kume, H.**, MANAGEMENT OF QUALITY, *Productivity Press*, 1996.


  
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**HOSPITAL MANAGEMENT) Fourth Semester**

S. No.	Course Code	Title	Max. Marks	Credits	Distribution of Credits			
					L	T	P	C
5.	MHOSP22S405	<b>PUBLIC HEALTH SYSTEM AND OUTREACH PROGRAMMES</b>	100	4	3	1	0	4

**Course Objectives:**

- To understand the basic concepts and methods of epidemiology.
- To get familiarised with the Emergency Epidemic Management System.

**Expected Course Outcome:**

**Student Learning Outcomes (SLO):**

Units	Contents	Periods
UNIT - I	Basic concepts and methods of Epidemiology and application to the variety of disease problems - Health for all and primary Health care - Clinical trails community trails - ethical considerations - inference from epidemiological studies.	12 Hours
UNIT - II	National Health Programmes related to Communicable diseases- Malaria, Filarial, Tuberculosis, Leprosy, AIDS, and STD National Health Programmes related to Non Communicable diseases - Cancer, Blindness, Diabetes, and Mental Health- Reproductive and child health programme (RCH)-Health related national programmes -Integrated Child development scheme, water supply and sanitation, minimum needs programme.	12 Hours
UNIT - III	Alcoholism and drug dependency: Alcohol and alcoholism - opiod drug use - cocaine and other commonly abused drugs - nicotine addiction - setting up de-addiction and rehabilitation centers.	12 Hours
UNIT - IV	Environmental and Occupational hazards - Hazards of environment and work place - Sterilizations - Autoclaves - Waste disposal management (Solids and Liquids) - Incinerators.	12 Hours
UNIT - V	Emergency Epidemic Management System - Safety systems - Immunization and Isolation systems - Communication systems - Public Health Service Systems - Health and Population policy and Strategies - District Health Organization - Regionalization of health care.	12 Hours

**REFERENCE BOOKS:**

- Gilienfeld, FOUNDATION OF EPIDEMIOLOGY  
 Brilliant Lawrence, SMALLPOX ERADICATION IN INDIA  
 Ronald Gold et.al., PRE-TEST SELF ASSESSMENT AND REVIEW  
 PRINCIPLES OF INTERNAL MEDICINE HARRISONS Volume2

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