

*Placed at the meeting of
Academic Council
held on 26.03.2018*

APPENDIX - CN

MADURAI KAMARAJ UNIVERSITY

(University with Potential for Excellence)

B.Sc. Hospital Management (Semester)

REVISED SYLLABUS (CBCS)

(With effect from the academic year 2018-2019 onwards)

REGULATIONS AND SCHEME OF EXAMINATIONS

1. INTRODUCTION OF THE PROGRAMME

The Bachelor of Science (Hospital Management) programme is being offered by this university to provide developmental avenue for acquiring qualifications to upgrade and refine their skills, capabilities, and orientation in Hospital Industry. Also it aims to impart lifelong learning opportunities to the learners in the specific domains like Health, Front Office, and professional competence. The Programmes offered by the university are useful and geared to fulfill identified gaps in the corporate and business world.

2. ELIGIBILITY FOR ADMISSION:

Candidates seeking admission to the Bachelor of Science (Hospital Management) degree course must have passed the Higher Secondary Examination of the Government of Tamilnadu or as its equivalent examination.

2.1. Duration of the Programme : 3 Years

2.2. Medium of Instructions : English

3. OBJECTIVES OF THE PROGRAMME:

The objective of the Bachelor of Science (Hospital Management) degree program is to prepare the higher secondary students of above average attainments for a course that will equip them with specific knowledge and skills for junior and middle positions of responsibilities in Hospital Industry, after an initial spell of practical experience in their career. It is therefore, advisable to organize the instruction on the lines of professional courses. Participative methods of instruction should be adopted. Class work may be supplemented with internship report for enhancing their research interests.

4. OUTCOME OF THE PROGRAMME

At the end of the three year Bachelors in Science (Hospital Management) program, students would gain a thorough grounding in the fundamentals of hospital management. The industry and career oriented curriculum offers a number of specializations and practical exposures

which would equip the student to face the contemporary challenges in the field. The holistic outlook of the program with a number of value based and personality development courses ensures that students are groomed into up-to-date, assertive and effective hospital professionals with strong leadership skills and social consciousness.

5. WORKLOAD AND SCHEME OF EXAMINATION

B.Sc. (HOSPITAL MANAGEMENT) Degree Course

SEMESTER I						
S.No.	Subjects	No. of Hours	No. of Credits	Internal Marks	External Marks	Total
1.	Part I Tamil/Alternate Subject	6	3	25	75	100
2.	Part II English	6	3	25	75	100
	Part III Core Subjects					
3.	Introduction to Hospital Services	5	5	25	75	100
	Part III Allied Subject 1					
4.	Management for Hospital Services	5	4	25	75	100
	Part IV Skill Based Subject					
5.	Hospital Maintenance	2	2	25	75	100
6.	Practical- Hospital Equipments Maintenance	2	2	40	60	100
7.	Health Insurance	2	2	25	75	100
	Part IV Non Major Electives					
8.	Hospital Services	2	2	25	75	100
	TOTAL	30	23	215	585	800
SEMESTER II						
S.No.	Subjects	No. of Hours	No. of Credits	Internal Marks	External Marks	Total
1.	Part I Tamil/Alternate Subject	6	3	25	75	100
2.	Part II English	6	3	25	75	100
	Part III Core Subjects					
3.	Economics For Hospital Management	3	3	25	75	100
4.	Practical- Blood Bank Services	2	2	40	60	100
	Part III Allied Subject 2					
5.	Bio-Statistics	5	5	25	75	100
	Part IV Skill Based Subject					
6.	Hospital House keeping	2	2	25	75	100
7.	Practical- Hospital House keeping	2	2	40	60	100
8.	Drug Material Management	2	2	25	75	100
	Part IV Non Major Electives					
9.	Personal Hygiene	2	2	25	75	100
	TOTAL	30	24	255	645	900

SEMESTER III						
S.No.	Subjects	No. of Hours	No. of Credits	Internal Marks	External Marks	Total
1.	Part I Tamil/Alternate Subject	6	3	25	75	100
2.	Part II English	6	3	25	75	100
	Part III Core Subjects					
3.	Organizational Behaviour	5	5	25	75	100
4.	Health Concept	5	5	25	75	100
5.	Hospital Information System	5	5	25	75	100
	Part III Allied Subject 3.					
6.	Bio-Medical Waste Management	3	3	25	75	100
	TOTAL	30	24	175	525	700
SEMESTER IV						
S.No.	Subjects	No. of Hours	No. of Credits	Internal Marks	External Marks	Total
1.	Part I Tamil/Alternate Subject	6	3	25	75	100
2.	Part II English	6	3	25	75	100
	Part III Core Subjects					
3.	Accounting for Hospitals	5	5	25	75	100
4.	Health Laws and Industrial Relations	5	5	25	75	100
	Part III Allied 4 & 5					
5.	Hospital Front Office Operations	3	3	25	75	100
6.	Practical – Hospital Front Office Operations	2	2	40	60	100
	Part III Allied 6					
7.	Infection Control	3	2	25	75	100
	Part V					
8.	Extension Activities		1	25	75	100
	TOTAL	30	24	215	585	800

SEMESTER V						
S.No.	Subjects	No. of Hours	No. of Credits	Internal Marks	External Marks	Total
	Part III Core Subjects					
1.	Hospital Internship Training Report and Viva-Voce		14	40	40 20	100
	Part IV Mandatory Subject 1					
2.	Environmental Studies		2	25	75	100
	TOTAL		16	65	135	200
SEMESTER VI						
S.No.	Subjects	No. of Hours	No. of Credits	Internal Marks	External Marks	Total
	Part III Core Subjects					
1.	Ward Management	5	5	25	75	100
2.	Practical – Out Patient Services	2	2	40	60	100
3.	Patient Care Services	5	5	25	75	100
4.	Total Quality for Hospitals	5	5	25	75	100
5.	Strategic Management for Hospitals	6	5	25	75	100
	Part III Allied Subject 7 & 8					
6.	Disaster Management	4	3	25	75	100
7.	Practical – Emergency Services	2	2	40	60	100
	Part IV Mandatory Subject 2					
8.	Value Education	2	2	25	75	100
	TOTAL	30	29	230	570	800
	GRAND TOTAL	180	140	1155	3045	4200

6. SCHEME FOR EVALUATION

Internal marks:

For Theory Courses:

The pattern for internal valuation is as follows:

1. two tests – 10 marks each: average 10 marks
2. Group Discussion / Seminar / Quiz – 5 marks
3. 2 assignments; 5 mark each: average 5 marks
4. Peer teaching: 5 marks
5. 3rd test may be allowed for absentees of any one of the two tests.
6. If the college opts quiz, 2 Quizzes should be conducted and average has to be considered.

For Practical Courses:

10 practical works may be conducted and valued for 10 marks each. Best 4 marks may be considered and totaled for a maximum of 40 marks.

Criteria for passing in External:

1. A minimum of 27 Marks should be secured in external valuation out of 75
2. The sum of both external and internal should be a minimum of 40 out of 100 for a pass
3. The Grading system for passing will be given by university as per the norms instead of marks.

7. EXAMINATION PATTERN

B.Sc. (Hospital Management) Degree Course (Including Part I and Part II Papers)

Each Semester =15 Weeks

Each Paper 5 units

Question Paper Pattern	Total Marks=75 Marks
Section A	
10 Multiple Choice Questions, 2 Questions from each	10x1=10 Marks
Section B	
5 Questions from each unit 'Either' 'Or' type	5x7=35 Marks
Section C	

Answer any three Questions out of Five Questions, one question from each unit

3x10=30 Marks

8. QUESTION PAPER MODEL

Time:3 Hours

Max.marks:75

Section A: (10x1=10 Marks)

Question No. 1 to 10 (Multiple choices)

1. Two questions from each unit.
2. Four choices in each question.
3. No 'none of these' choice.

Section B: (5x7=35 Marks)

Answer all questions choosing either (a) or (b)

Answers not exceeding two pages.

(One question from each unit) 11 (a) or 11 (b)

12 (a) or 12 (b)

13 (a) or 13 (b)

14 (a) or 14 (b)

15 (a) or 15 (b)

Section C: (3 x 10 = 30 Marks)

Answers not exceeding four pages

Answer any three out of five (one question from each unit)

Questions 16 – 20

9. SYLLABUS

SEMESTER I – PART I – CORE COURSE – 1

PAPER – 1 – TAMIL/ALTERNATE SUBJECT

Common Syllabus prescribed by Madurai Kamaraj University

SEMESTER I – PART II – CORE COURSE – 1

PAPER – 2 – ENGLISH

Common Syllabus prescribed by Madurai Kamaraj University

SEMESTER I – PART III – CORE COURSE – 1

PAPER – 3 – INTRODUCTION TO HOSPITAL SERVICES

Objective: *To enable the students to understand the fundamental principles of management analyse the role of hospital service.*

Outcome: *On completion of the paper, the student will have developed and shall express understanding of hospital structures, role of hospital service and roles of teams.*

Unit I: Concepts of Hospital - Changing concepts of Hospital - Philosophies of Hospital

Unit II: Definition of Hospital - Types of Hospital - Role perception of Hospital - Hospital as a system

Unit III: Role of Hospital - Levels of care - Health care, delivery system and Hospital - Changing roles of Hospital

Unit IV: Factors Influencing Hospital utilization - Hospital Environment - Hospital Physical facilities - Hospital Design - Types of services

Unit V: Health team and role of – Doctors – Nurses – Pharmacists - Ancillary Health personnel

Note: Unit V is earmarked for Peer-Student Teaching.

Reference:

1) Francis cm et al, (2004), “Hospital administration 3rd edition, Jayper Publishers (p) Ltd., New Delhi

2) Sakharkar B.M. (1998), “Principles of Hospital Administration and Planning” Jayper Publication (P) Ltd., New Delhi

SEMESTER I – PART III– ALLIED COURSE – 1

PAPER – 4 –MANAGEMENT FOR HOSPITAL SERVICES

Objective: *To enable the students to understand the fundamental principles of management, analyze the role of planning and decision making in business, comprehend the various principles and structures in organizing, keep abreast the concepts of staffing and directing in management, and apply the principles and techniques of controlling in business situations*

Outcome: *On completion of the paper, the student will have developed and shall express planning, organizing, directing and controlling skills in hospital management situations.*

Unit I: Management: Nature and definition–Function of management –Management: Art, Science and profession. Admission Vs Management. Functional Areas of Management–Managerial skills, Technical skills, Human and Conceptual skills, Levels of Management: Top–level, Middle level and lower level.

Unit II: Evolution of Management: F.W. Taylor and scientific management, Contribution of Fayol, Planning–Definition, Importance and Characteristics. Planning process–Types of plans–Merits and limitations of planning–Decision making – meaning, process and types.

Unit III: Organizing: Meaning, Definition and principles, organization structure and charts-Features of good organization: Line, Functional, line and staff, committee–Merits and Demerits of line and line staff, Departmentation – process and methods. Delegation of authority Definition Need and principles. Centralization and Decentralization-Merits and Demerits.

Unit IV: Staffing: Meaning –Recruitment –Selection –Directing-meaning, Importance, Principles.

Unit V: Control: Meaning, Nature, Importance and Principles, Steps and Techniques, Requirement of an Effective control system.

Note: Unit V is earmarked for Peer-Student Teaching.

Text Book:

Gupta, C.B., 2014, Management Theory and Practice, Fourteenth Edition, Sultan Chand & Sons, New Delhi.

SEMESTER I – PART III– SKILL BASED COURSE – 1

PAPER – 5 – HOSPITAL MAINTENANCE

Objective: *To gain knowledge on the operations and maintenance aspects with reference to minimum utilization of resources in hospitals*

Outcome: *On completion of the paper, the student will be able to recollect the key concepts of hospital maintenance, and display technical analytical skills through understanding hospital standards and design.*

UNIT I: Hospital as a system: definition of hospital-classification of hospital-changing role of hospitals-role of hospital administrator-hospital as a system-hospital and community

UNITII: Planning-principles of planning- regionalization-hospital planning team-planning process-size of hospital-site selection-hospital architect-architect report-equipping hospital-interiors and graphics - construction and commissioning-planning for preventing injuries-electrical safety

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 and documents-preparing project report

UNIT IV: Hospital standards and design: building requirement-entrance and ambulatory zone-diagnostic zone-intermediate zone-critical zone-service zone-administrative zone-list of utilities-communication facility-biomedical equipment voluntary and mandatory standards-general standards-medical standards-electrical standards-standard for centralized medical gas system-standards for biomedical waste

UNIT V: Facilities planning: transport-communication-food services-mortuary-information system-minor facilities-others

Note: Unit V is earmarked for Peer-Student Teaching.

REFERENCE BOOKS

1. G.D.Kunders. Designing For Total Quality In Health Care
2. Gupta S.K.Sunilkant Chandra Shekhar.R.Satpathy.Modern Trends In Planning And Designing Of Hospitals
3. Syed Amin Tabish. Hospital And Nursing Homes Planning, Organizations And Management
4. G.D.Kunders. Hospitals, Facilities Planning And Management

SEMESTER I – PART III– SKILL BASED COURSE – 2

PAPER – 6 – PRACTICAL - HOSPITAL EQUIPMENT MAINTENANCE

Objective: *To impart knowledge on hospital equipment and maintenance of equipment.*

Outcome: *On completion of the paper, the student will be able to recollect the key concepts of hospital equipment maintenance, and display technical skills through understanding hospital standards and design.*

UNIT I: The operating suite: equipment of operating room - housekeeping of operating suite sterilizers - making and sterilizing dressings and linen supplies

UNIT II: Sterilization and care of utensils and instruments: ligatures and sutures - suture needles - drainage materials preparation of Vaseline gauze

UNIT III: Drainage materials (continued) preparation of paraffin gauze, preparation of iodoform packing, personnel of operating room - technique of scrubbing up, putting on gloves, etc.-technique before, during, and after operations.

UNIT IV: Instrument set-ups for various operations-instrument set-ups for operation nose, throat, and ear-functions of central dressing and supply room - surgical dressing carts and trays-standard trays for hospital procedures

UNIT V: Standard solutions for intravenous use - preparation of intravenous trays-routine service of central supply room - accessory supplies available in central supply rooms.

Note: Unit V is earmarked for Peer-Student Teaching.

REFERENCE BOOKS

- 1) Eldrige L. Eliason. Surgical Nursing
- 2) L. Kraeer Ferguson. Surgical Nursing
- 3) Mohamed Maqbool. ENT Disease, JP Brothers

SEMESTER I – PART III – SKILL BASED COURSE – 3

PAPER – 7 – HEALTH INSURANCE

Objective: *To impart knowledge on various health insurance in health care applicable to patients and staff in hospital industry.*

Outcome: *On completion of the paper, the student will be able to recollect the key concepts of health insurance, and display analytical skills through understanding rules, regulations and legislations in hospital context.*

UNIT I: Introduction to Insurance and its fundamental principle –concept of insurance, fundamental principles of insurance, under writing, Important aspect of insurance: actuary, under writing, claim administration, marketing, legal and compliance, agents, insurance broker, consultants, banking outlets.

UNIT II: Regulation and legislation applicable to insurance- The Insurance Act 1938, IRDA 1999, CPA, Health Insurance, claims management, claims, forms, underwriting of health insurance risks.

UNIT III: Health Insurance-Individual medi claim policy, domiciliary hospitalization, proposal questionnaire, BhavishyaArogya policy, Jan ArogyaBima Policy, Cancer Insurance, and Group Mediclaim Policy.

UNIT IV: Third party Administration- concept, process of cashless hospitalization, function of TPA, IRDA, TPA, Criteria to become TPA.

UNIT V: Health insurance- its scope and applicability, Health Insurance in Private Health Sector Health Insurance in developing and developed countries. Different Health Insurance Policies- analysis and management. Concept of combined Life Insurance and Health Insurance. GOI and Government Policy in implementation of Health insurance.

Note: Unit V is earmarked for Peer-Student Teaching.

REFERENCE BOOKS:

1. Insurance products Taxman publication
2. Dave. Insurance Management
3. National Insurance – Monographs on Insurance Management
4. IRDA Guidelines on Health Insurance – Government of India

SEMESTER I – PART IV – NON MAJOR ELECTIVE COURSE – 1

PAPER – 8 –HOSPITAL SERVICES

Objective: *To enable the students to understand the fundamental principles of hospital services and analyse the various principles and structures in hospital industry.*

Outcome: *On completion of the paper, the student will recollect meaning and types of hospitals and develop skills in identifying hospital management situations.*

Unit I: Hospital – Definition – Hospital as teaching centre – General Hospital in National Health programmes and Public Health services: Types of Services

Unit II: General Medical Services - Outpatient Services - Inpatient Services - Facilities for Research

Unit III: Special Medical Services - Accident & Emergency Services (Hand injuries, Features, Burns, poisoning Tetanus) - Pediatric Services – Functions - Antenatal Clinics – Location & Facilities - Physiotherapy & Occupational Therapy

Unit IV: Technical Medical Services – Radiodiagnosis – Radiotherapy – Laboratory - Role of RMP

Unit V: Non-Medical Services & Facilities – Stores – Catering - Records Room - Maintenance Services: Laundry, Mortuary

Note: Unit V is earmarked for Peer-Student Teaching.

REFERENCE:

1. Hospital Management – Nalini V. Dave, Deep & Deep Publications, New Delhi 1997
2. Hospital Organization & Administration – M. Sankara Rao D&D Publications, New Delhi 1995
3. Hospital Planning & Administration - R. L. Lewellyn Davies and HMC Macaulay

SEMESTER II – PART I – LANGUAGE – 2
PAPER – 1 – TAMIL/ALTERNATE SUBJECT
Common Syllabus prescribed by Madurai Kamaraj University
SEMESTER II – PART II – LANGUAGE – 2
PAPER – 2 – ENGLISH
Common Syllabus prescribed by Madurai Kamaraj University

SEMESTER II – PART III – CORE COURSE – 2
PAPER – 3 – ECONOMICS FOR HOSPITAL MANAGEMENT

Objectives: *To enable the students understand about Business Economics by learning the fundamental concept of business economics, responsibilities of business economist, law of demand and competition prevail in the market.*

Outcome: *On completion of the paper, the student will be able to recollect the meaning of various terms in Economics and infer demand analysis and demand forecasts.*

Unit I: Hospital Economics: Meaning – Nature and scope of Hospital Economics – Economics versus Hospital Economics – Fundamental Concepts – Role and responsibility of Business Economist – Objectives of a modern hospital.

Unit II: Demand Analysis: Law of demand – Demand determinants – Demand distinctions – Elasticity of demand – Measurement of price elasticity of demand – Factors determining elasticity of demand – Uses of Elasticity of demand.

Unit III: Demand Forecasting: Meaning. Objectives, importance and factors involved in forecasting. Methods of forecasting – Features of a good forecasting method.

Unit IV: Market Structure: Classification - perfect Competition, Monopoly, Duopoly, Oligopoly and Monopolistic competition.

Unit V: Profit Analysis: Nature of profit. Profit planning. Break Even Analysis – Concepts, uses and limitation. Profit forecasting.

Note: Unit V is earmarked for Peer-Student Teaching.

Text Books:

Sankaran.S, 2012, Managerial Economics, Margham Publishers, Chennai.

Reference Book:

1. Varshney,R.L and Maheswari. K.L., 2014, Managerial Economics,Sultan Chand& Sons, New Delhi.
2. YogeshMaheswari, 2013, Managerial Economics, Third Edition, PHI Learning, New Delhi.
3. DebabraDutta, 2017, Managerial Economics, PHI Learning, New Delhi.

SEMESTER II – PART III – CORE COURSE – 3
PAPER – 4 – PRACTICAL – BLOOD BANK SERVICES

Objectives: *To impart knowledge on basic services provided in the blood bank*

Outcome: *On completion of the paper, the student will be able to recollect the key concepts of blood bank, and display technical analytical skills through understanding Blood Bank standards, design and functions.*

Observation in the blood bank:

1. Location, reception, administrative office
2. Staffing-medical officer, paramedical staff, non-medical staff
3. Special arrangements for voluntary donors
4. Servicing room ,bleeding room ,storage room
5. Storage equipment
6. Regulatory requirement, medico-legal aspects. record keeping
7. Blood safety procedures, safety devices
8. Receive and delivery of blood
9. Triple screening and check method
10. Physical facilities, waiting facilities, laboratory facilities, other facilities
11. Liquid waste management
12. Procedure for discarding

SEMESTER II – PART III – ALLIED COURSE – 2
PAPER – 5 – BIO-STATISTICS

Objective: *To inculcate in the students a basic knowledge of Statistics and its application in the field of Hospital Industry.*

Outcome: *On completion of the paper, the student will be able to recollect the meaning of various terms and formulae pertaining to central tendencies, dispersions, relationships, and projections and demonstrate skills in solving simple problems in Bio-Statistics.*

Unit I: Introduction to statistics - Definition - Nature & uses of statistics in business - Limitations of statistics - Methods of collection of data - Classification and tabulation - Types of classification - Formulation of frequency distribution - Tabulation –Types - Diagrammatic & graphical representation - Bar charts - Pie diagrams - Line graphs - Histogram - Frequency polygon - Ogives - Limitations of diagrams & graphs.

Unit II: Measures of central value - Arithmetic mean - Median - Mode - Geometric mean - Harmonic mean - Relationships among the average - Limitations of average.

Unit III: Measures of Dispersion - Meaning & Purpose of dispersion - Absolute & relative measure of variations - Range - Quartile deviation - Mean Deviation - Standard Deviation - Coefficient of variation.

Unit IV: Correlation analysis - Definition - Types of Correlation - Methods of studying Correlation - Scatter diagram - Karl Pearson's coefficient - Concurrent deviation - Methods of least squares - Rank correlation - Regression analysis - Definition - Use - Regression equations.

UNIT V: Index Numbers: Concepts and Applications – Uses of Index Numbers- Methods of construction of Index Numbers- Unweighted-Weighted-Laspeyre's, Bowley's, Fisher's and Marshall Edgeworth Index numbers (Price Index only) -Tests for Perfection-The chain Index numbers- Limitations of Index Numbers.

Note: 80% of the Questions must be problems and 20% must be theory.

Note: Unit V is earmarked for Peer-Student Teaching.

Text Books:

S.P. Gupta, Dr. M.P.Gupta, 2017, Business Statistics–Eighteenth Edition –Sultan Chand and sons, NewDelhi.

Reference Books:

1. Gupta, B.N., 2015, Business Statistics, First Revised Edition, SBPD, New Delhi.
2. Sinha, V.C. & Gupta, A., 2015, Business Statistics, First Edition, SBPD, New Delhi.
3. Pillai, R.S.N. & Bagavathi, V., 2010, Statistics – Theory & Practice, Fourth Revised Edition, S.Chand & Co., New Delhi.

SEMESTER II – PART IV – SKILL BASED COURSE – 4

PAPER – 6 – HOSPITAL HOUSE KEEPING

Objective: *To familiarize the concept of housekeeping, its importance and role in hospitals*

Outcome: *On completion of the paper, the student will be able to recollect the key concepts of hospital house-keeping, and display technical skills through understanding hospital house-keeping standards and design.*

UNIT I: Role and importance of housekeeping in hospitals. Objectives. Cleanliness and hygiene: meaning – disinfection - methods of disinfection. Properties and uses of disinfectants. Procedures for controlling the spread of infection. Personal hygiene and its importance.

UNIT II: Cleaning: definition. Basic cleaning methods: dusting, sweeping, mopping etc. equipment required for cleaning. Procedures for cleaning a patient's room-ceiling floor, wall, bathroom, dustbin etc. cleaning a room vacated by an infected patient. Cleaning a room in which a patient has died. Cleaning of hospitals kitchens, dining areas and public areas.

UNIT III: Infection control: objectives and importance. Disinfection and sterilization. Housekeeping and infection control-infection control in linen department, isolation ward

and operation theater; pest control-pests-definition. Common pests found in hospitals-areas of infection. Pest control methods-prevention, eradication and sanitation.

UNIT IV: Linen management: selection of linen, selection of right cleaning agents for hospital linen. Setting up of linen department and its layout. Procedures of cleaning linen with different types of stains. Dry cleaning. Formats used and stock maintenance; waste management-definition. Types of waste. Waste management process-collection, storage, transportation and disposal (of all types of waste)

UNIT V: Drinking water supply system: importance of clean drinking water. Maintenance of drinking water. Cleaning of drinking water tank, water filters, pipes and water cooler. Chlorination; safety and security-definition. Accident prevention. Handling emergency situations like fire hazards. Fire prevention methods and devices. Protection of patients and assets of hospitals. General safety precautions to be followed in hospitals.

Note: Unit V is earmarked for Peer-Student Teaching.

REFERENCE BOOKS

1. G.Raghubalan and SmriteeRaghubalan-Hotel Housekeeping Operationsand Management. Oxford Publishers. New Delhi. 2nd Edition.
2. Branson and Lennox- Hotel, Hotel and Hospital Housekeeping. ELBS Publications. London
3. Housekeeping in Eye Care Services- A Practical Guide.

SEMESTER II – PART IV – SKILL BASED COURSE – 5 PAPER – 7 – PRACTICAL - HOSPITAL HOUSE KEEPING

Objectives: *To gain skills in basic housekeeping operations in hospitals*

Outcome: *On completion of the paper, the student will be able to recollect the key concepts of hospital house-keeping, and display technical skills through gaining exposure to hospital house-keeping standards and design.*

1. Various methods of cleaning
 - a) Dusting
 - b) Sweeping
 - c) Mopping
 - d) Scrubbing
 - e) Polishing
2. Cleaning of carpets
3. Different types of cleaning agents
4. Different types of disinfectants
5. Usage of vacuum cleaner
6. Formats cards cords maintained in linen room
7. Observation of waste disposal in hospitals
8. Garbage trolley

REFERENCE BOOKS:

1. Raghubalan and Smritee Raghubalan-Hotel Housekeeping Operations and Management. Oxford Publishers. New Delhi. 2nd Edition.
2. Branson and Lennox- Hotel, Hotel and Hospital Housekeeping. ELBS Publications. London
3. Housekeeping in Eye Care Services- A Practical Guide.

SEMESTER II – PART IV – SKILL BASED COURSE – 6

PAPER – 8 – DRUG MATERIAL MANAGEMENT

Objective: *To impart knowledge on managing a medical store and pharmacy in a hospital for smooth flow of drugs and allied requirements in patient care with minimum cost*

Outcome: *On completion of the paper, the student will be able to recollect the key concepts of Drug Management, and gain understanding of Drug standards and maintenance.*

UNIT I: Introduction: functions of the pharmaceutical store - drugs and therapeutic committee -hospital store organization - different types of stores in hospital materials movement in store

UNIT II: Inventory management: purchase – size of inventory – turnover - storage facility - stock location system issues - wards

UNIT III: Classification of drugs and legal aspect: ABC, VED, HML, XYZ, FSN, Hospital pharmacy licenses - drug-licenses - narcotics drugs.

UNIT IV: Staffing, dispensing and billing: staffing: reporting – pharmacy billing: computerized drug management system. Rational use of drugs and prescription audit - spurious drugs. Banned drugs: procedure of drug indenting, on time drug dispensing-methods of ordering: a two bin system-cyclic system.

UNIT V: Inventory control: concept of inventory control - inventory control technique - selective inventory control techniques, ABC analysis, VED, SDE, FSN, HML, XYZ, GOLF, and economic order quantity.

Note: Unit V is earmarked for Peer-Student Teaching.

REFERENCE BOOKS

1. Gopalkrishnan. Materials management
2. A.C.Dutta and Trimester V. Materials Management

SEMESTER II – PART IV – NON MAJOR ELECTIVE COURSE – 2

PAPER – 9 – PERSONAL HYGIENE

Objective: *To create awareness about health care and the various health programmes.*

Outcome: *On completion of the paper, the student will be able to recollect the meaning of various terms pertaining to health and hygiene and practice personal hygiene.*

Unit I: Health Education: Definition – Importance - Principles of Health education – content of health education.

Unit II: Personal health – Factors contributing to relationship between health and disease – healthy habits, Oral Hygiene

Unit III: Physical health – Care of skin, ear, eyes, teeth, hands and feet, recreation and posture, menstrual hygiene, care of the sick and disabled, care of old people (geriatrics)

Unit IV: Mental health – Definition – Causes and Types - Characteristics of a mentally healthy person – Factors contributing to mental health.

Unit V: Environmental health – Relation of environment to health - health hazards – purification of water - efficient disposal (different methods like bore - hole latrine) - Solid waste disposal and control - food and milk sanitation – pest and rodent control

Note: Unit V is earmarked for Peer-Student Teaching.

REFERENCE BOOKS:

1. J.H. Helberg, Community Health
2. David morley and others, Practicing Health for All
3. Gill Watt, Health Policy
4. W.B. Saunders, Epidemiology, Biostatistics and Preventive medicine, 1996
5. J.E.Park & K. Park, Preventive And Social Medicine, Brown And Io.1978

SEMESTER III – PART I – LANGUAGE – 3

PAPER – 1 – TAMIL/ALTERNATE SUBJECT

Common Syllabus prescribed by Madurai Kamaraj University

SEMESTER III – PART II – LANGUAGE – 3

PAPER – 2 – ENGLISH

Common Syllabus prescribed by Madurai Kamaraj University

SEMESTER III – PART III – CORE COURSE – 4

PAPER – 3 – ORGANISAIOTNAL BEHAVIOUR

Objectives: *To sensitize the students on the behavior of individuals and groups in organizations in terms of the key factors that influence organizational behavior and to analyze organizational behavioral issues in the context of organizational behavior theories, models and concepts.*

Outcome: *On completion of the paper, the student will be able to recollect the meaning of various terms pertaining to Individual, Group and Organizational Behaviour and demonstrate skills in demonstrating effective behavior in organizational context.*

UNIT I: Introduction to Organizational Behavior: Definition, Importance, features, Scope – various approaches to study of OB – Process of Behaviour - Different models of OB - autocratic, custodial, supportive, collegial.

UNIT II: Group Dynamics – Definition – types of groups - theories of group formation - Formal and Informal Groups – problems of informal groups – group norms – Group cohesiveness – five stages of group development – meaning and nature of group decision making – types – steps – styles – techniques – advantages and disadvantages in group decision making.

UNIT III: Motivation: Definition, Importance, Motives – Characteristics, Classification of motives - Primary & Secondary motives – nature of motivation – importance of motivation – techniques to increase motivation - Theories of Motivation - Maslow's Theory of need hierarchy - Herzberg's theory – Alderfer's ERG theory. Morale - Definition - factors improving and affecting morale - morale and its relationship with productivity - Morale Indicators.

UNIT IV: Stress management: Definition - Causes – nature of stress – Sources of stress – Consequences of stress – Managing stress - coping strategies for stress – Individual and organizational approaches.

UNIT V: Organizational change – Meaning, forces for changes – types of changes – managing planned change - planning, assessing and implementing the change – causes of resistance to change – overcoming resistance to change – Organizational development – meaning – characteristics – need – benefits – limitations – steps in OD.

Note: Unit V is earmarked for Peer-Student Teaching.

Text Books:

Khanka, S.S., 2013, Organisational Behaviour, Fourth Edition, S.Chand, New Delhi.

Reference Books:

1. Prasad, L.M., 2014, Organisational Behaviour, Fifth Edition, Sultan & Chand, New Delhi.
2. Luthans, F., 2014 Organisational Behaviour – An Evidence Based Approach, Twelfth Edition, Tata McGraw Hill. New Delhi.
3. Aswathappa K., 2012, Organisational Behaviour, Tenth Edition, Himalaya Publishing House, New Delhi.

SEMESTER III – PART III – CORE COURSE – 5

PAPER – 4 – HEALTH CONCEPT

Objective: *To provide a basic insight into the main features of Indian health care delivery system*

Outcome: *On completion of the paper, the student will be able to recollect the meaning of various terms pertaining to Health and demonstrate skills in utilizing information regarding Health effectively.*

UNIT I: Health and disease: concept - definitions and dimensions of health – wellbeing - determinants of health - evolution of medicine - public health - health indicator - health service philosophies - disease and causation - natural history of disease - disease control and prevention-changing patterns of disease-disease classification and international health (WHO, WB, UN)

UNIT II: Basic concepts of anatomy: basic concepts of human physiology

UNIT III: General pathology: introduction to pathology - concepts of pathogenesis of common diseases - basic concepts of interpretation of investigations reports

UNIT IV: Introduction to pharmacology: commonly used medicine in a hospital-narcotic analgesics - narcotic antagonists - drug addiction - use and abuse of drugs

UNIT V: Dispensing of Medicine: Drugs Store - Drug Stock/Purchase of Medicine – Oxygen - I/V fluid - chemicals

Note: Unit V is earmarked for Peer-Student Teaching.

REFERENCE BOOKS

1. Park k: 2005. Text book of preventive and social medicine. BanarsidasBhanot publishers:Jabalpur.18th edition
2. T.kue young. population health
3. Mahesh Ananth. In Defense of an evolutionary concept of health

SEMESTER III – PART III – CORE COURSE – 6
PAPER – 5 – HOSPITAL INFORMATION SYSTEM

Objective: *To enable the students understand the basic concepts and technologies used in the field of information systems; develop an understanding of how various information systems work together to accomplish the information objectives of an organization.*

Outcome: *On completion of the paper, the student will be able to recollect the meaning of various terms pertaining to Information and demonstrate skills in utilizing information effectively.*

Unit I: Introduction: Definition of key terms – Management, Information, System – Nature and Scope of MIS - Kinds of System; Systems Approach – Classification of MIS - Structure of MIS.

Unit II: Data Base Management: Meaning Of Data-Base; Electronic Data-Base; DBMS – Objectives- Expert’s Systems- Decision Support Systems-Transaction Processing Systems.

Unit III: System Development life cycles: Investigation, Analysis, Design, Construction, Testing, Implementation, and Maintenance. Ethics in IT.

Unit IV: MIS in functional areas of Management: MIS for Marketing, Human Resource, Operations, Finance, General Management – Decision Making.

Unit V: Securing the web: Computer Crime, Hacking –Unauthorized use at work-Software privacy – Computer viruses-privacy the internet –Ethics and IT.

Note: Unit V is earmarked for Peer-Student Teaching.

Text Books:

Goyal, 2014, Management Information Systems – Managerial perspectives, 4th Edition, Macmillan India Limited. New Delhi.

Reference Books:

1. Kenneth C. Laudon, Jane P.Laudon, Azimuth, 2014, Information system, 13th Edition, Pearson.
2. Gordon B.Davis, 2015, Management Information System 13th Edition, Tata Mcgraw-hill, New Delhi.
3. Prasad, L.M. &Usha, P., 2012, Management Information Systems, Second Edition, Sultan Chand & Sons, New Delhi.

SEMESTER III – PART III – ALLIED COURSE – 3
PAPER – 6 – BIOMEDICAL WASTE MANAGEMENT

Objective: *To impart knowledge on general and hazardous waste in health care and gain knowledge on legislation and policies related to health care waste management*

Outcome: *On completion of the paper, the student will be able to recollect the meaning of various terms pertaining to Biomedical waste and demonstrate skills in utilizing information on biomedical waste management.*

UNIT I: Introduction: definition - general and hazardous health care waste - infectious waste genotoxic waste - waste sharps – solids – liquids - laboratory waste - categories categorization and composition of biomedical waste. Specification of materials. Colour coding.

UNIT II: Incineration - hospitals and health care establishments - direct and indirect hazards-person at risk

UNIT III: Infection agents on organization spread of infection - basic information about hospital acquired infection - legislation and policies on health care waste management - biomedical waste management and handling rules - CPCB guidelines (central pollution control board) safe disposal of radioactive waste.

UNIT IV: International scenario world health organization guidelines on: management of wastes from hospital waste - management of hospital wastes in - developing countries - waste processing techniques-source reduction-product recovery and recycling.

UNIT V: Basic steps in health care waste management segregation at the point of generation sharp - decontaminating/disinfections unit containers for storage - transportation autoclaving –incrimination - bio hazard symbols - microwave, hydropulping, plasma tonch - collection and handling of waste - system of e-sushrut - bio medical waste management.

Note: Unit V is earmarked for Peer-Student Teaching.

REFERENCE BOOKS:

1. Madhuri Sharma. Hospital waste management and its monitoring
2. A.G.Chandorkar. hospital waste management. Paras medical publisher

SEMESTER IV – PART I – LANGUAGE – 4
PAPER – 1 – TAMIL/ALTERNATE SUBJECT
Common Syllabus prescribed by Madurai Kamaraj University
SEMESTER IV – PART II – LANGUAGE – 4
PAPER – 2 – ENGLISH
Common Syllabus prescribed by Madurai Kamaraj University
SEMESTER IV – PART III – CORE COURSE – 7
PAPER – 3 – ACCOUNTING FOR HOSPITALS

Objectives: *To enable the students develop conceptual understanding of the basic accounts system through book-keeping mechanism and to prepare financial statement*

Outcome: *On completion of the paper, the student will be able to recollect the meaning of various accounting concepts and prepare Ledgers, Trial Balance, and Balance Sheets.*

Unit I: Book Keeping: Meaning –Systems. Accountancy: Meaning – Objectives – Importance – Advantages & Limitations. Accounting concepts and conventions. Kinds of Accounts.

Unit II: Journal: Rules for journalizing – Subsidiary Journal –Purchase book, Sales book, Returns book, Cash book and Petty cash book. Ledger – Preparation of Trial Balance.

Unit III: Final accounts (Accounts of trading concerns): Format of final accounts – Elementary problems with simple adjustments – Capital expenditure, Revenue expenditure and Deferred Revenue Expenditure – Meaning and distinction.

Unit IV: Depreciation: Meaning – Causes and need. Methods of depreciation: Straight Line Method – Written down Value Method (Simple problems only) – Depreciation fund method, Annuity method (Theory only)

Unit V: Accounts of Non-Trading concerns: Receipts and Payments Account – Income and Expenditure Account and Balance sheet.

Note: Questions must be asked 60% on problems & 40% on theory.

Note: Unit V is earmarked for Peer-Student Teaching.

Text Books:

Jain, S.P., Narang, K.L., 2014, Financial Accounting, Twelfth Edition, Kalyani Publishers, Ludhiana.

Reference Books:

1. Reddy, T.S., Murthy, A., 2012, Financial Accounting, Seventh Edition, Margham Publications, Chennai.
2. Shukla, M.C., Grewal, T.S., & Gupta, S.C., 2014, Advanced accounts Volume I, Revised Edition, S.Chand, New Delhi.
3. Maheswari, S.N., &Maheswari S.K., 2012, Financial Accounting, Fifth Edition, Vikas Publishing House Pvt Ltd., New Delhi.

SEMESTER IV– PART III – CORE COURSE – 7
PAPER – 4– HEALTH LAWS AND INDUSTRIAL RELATIONS

Objective: *To create knowledge about legal obligation and responsibility in hospital management.*

Outcome: *On completion of the paper, the student will have developed and shall express understanding of health laws, role of health laws and roles of Industrial Relations.*

Unit I: Labour laws. Industrial disputes Act, Trade union Act, factories Act, shops and Establishment act, Minimum wages act, ESI Act Provident fund act. consumer protection Act.

Unit II: Legal compliances for hospitals.

Unit III: Kind and formation of contracts. Breach of contracts , remedies and Damages, law of Torts, sales of goods Act, Negotiable instruments Act, Evidence Act.

Unit IV: Medical Licensure law, the doctor patient relationship, medical malpractices, Quality and standard of medical care, Medical negligence.

Unit V: Legal issue in death cases. Drugs and cosmetic Act, Drug control policy, Narcotic laws.

Note: Unit V is earmarked for Peer-Student Teaching.

Reference Books:

H.L.Kumar, Labour Problems and Remedies, Universal Law

Raj Kumar, Acts Applicable to Hospital in India

SEMESTER IV – PART III – ALLIED COURSE – 4
PAPER – 5 – HOSPITAL FRONT OFFICE OPERATIONS

Objective: *To enable the students to gain insights into various operations of front office in a hospital*

Outcome: *On completion of the paper, the student will have developed and shall express understanding of front office operations of hospital service.*

UNIT I: Front office-origin and development of hospitals in India-types of hospitals-types of patients-objectives and functions-layout of front office-organization chart of front office of large; medium and small hospital-essential attributes of staff-importance of receptionist-job description.

UNIT II: Reception – receiving the patient-rooming a patient-various forms and medical records used-coordination of front office with other departments-types of rooms-type of hospital beds telephone-handing of telephone-receiving and connecting calls to patients and staff-reminder calls-handling of telephone equipments-PBX, PABX, EPABX.

UNIT III: Patient registration and appointment scheduling-patient registration details, inpatient and outpatient registration, medical alerts details, appointment scheduling (patient/doctor wise), doctor's schedule summary, doctors daily schedule list, patient visit history, medical record movements, appointments for radiology tests and operation, patient visit slip, sponsorship details.

UNIT IV: Information-patient related enquiries-bed allotment-admission details, demographic details-payment details-discharge details. Doctor related enquiries-bed allotment-op clinic details-appointment schedules-operation schedules-charge details. Handling complaints-types of guest problems-solving problems follow-up-communication skills-customer care skills.

UNIT V: Out patient management-consultation duty roster, patient's appointment, appointment scheduling/rescheduling, outpatient medical observation details, investigation/treatment history. Inpatient and ward management-admission cost estimation, admission approval, admission request, doctor transfer details, nursing notes, ip medical observation, pending drug request, operation theatre scheduling, pre and postoperative doctor notes and cssd can be optionally made available.

Note: Unit V is earmarked for Peer-Student Teaching.

REFERENCE BOOKS:

1. S.K. Bhatnagar. Front Office Management, Frank Bros. And Co. 2008
2. R. Liewelyn, Davis And H.M.C. Hospital Planning And Administration, Macaulay-Indian Edition, Jaypee Brothers, New Delhi.
3. C.M. Francis And Marioc Desouza. Hospital Administration, Jaypee Brothers, New Delhi.
4. S. Srinivasan. Management Process in Health Care.
5. Goel S L And Kumar R., Hospital Core Services: Hospital Administration Of The 21st Century. Deep Publications PvtLtd:New Delhi 2004.
6. Gupta S And Kant S., Hospital And Health Care Administration: Appraisal And Referral Treatise. Jaypee, New Delhi 1998.

SEMESTER IV – PART III – ALLIED COURSE – 5

PAPER – 6 – PRACTICAL- HOSPITAL FRONT OFFICE OPERATIONS

Objective: *To enable the students to gain skills in various operations of front office in a hospital*

Outcome: *On completion of the paper, the student will have developed and shall express understanding of front office operations of hospital service.*

1. Receiving procedures
2. Registration and room allotment
3. Registers maintained
4. Telephone manners and etiquettes (handling procedures)
5. Receiving and connecting calls to patients
6. Mock practical on inquires
7. Knowledge of front office cashiering
8. Handling of various modes of payment-local currency, foreign currency, credit card, travelers cheque etc.
9. Various situational handling

REFERENCE BOOKS

1. S.K. Bhatnagar. Front Office Management, Frank Bros. And Co. 2008
2. R. Liewelyn, Davis And H.M.C. Hospital Planning And Administration, Macaulay-Indian Edition, Jaypee Brothers, New Delhi.
3. C.M. Francis And Marioc Desouza. Hospital Administration, Jaypee Brothers, New Delhi.
4. S. Srinivasan. Management Process in Health Care.
5. Goel S L And Kumar R., Hospital Core Services: Hospital Administration Of The 21st Century. Deep Publications PvtLtd:New Delhi 2004.
6. Gupta S And Kant S., Hospital And Health Care Administration: Appraisal And Referral Treatise. Jaypee, New Delhi 1998.

SEMESTER IV – PART III – ALLIED COURSE – 6

PAPER – 7 – INFECTION CONTROL

Objective: *To enable the students to gain skills in various infection control mechanisms and authorities in a hospital*

Outcome: *On completion of the paper, the student will have developed and shall express understanding of infection control mechanisms and operations of authorities of hospital service.*

UNIT I: Hospital Infection Control Committees – Infrastructure Facilities, & Types of Hospital Infections

UNIT II: Identification of High Risk Areas Of Infection

UNIT III: Modalities of Cross-Infection [OPD, Wards ICU, OT, Labour Wards & Kitchen]

UNIT IV: Infection Control Committee – Formation, Involving Different Departments & Hospital Supporting Systems

UNIT V: Waste Management – With Specific Emphasis on Bio-Medical Waste & Disposal of Dead Bodies

Note: Unit V is earmarked for Peer-Student Teaching.

TEXT BOOK: Mr. K. Park – Preventive & Social Medicine

SEMESTER V – PART III – CORE COURSE – 8

PAPER – 1 – HOSPITAL INTERNSHIP TRAINING REPORT AND VIVA-VOCE

Objectives: *To facilitate the students to understand the basic concept and principles of functional areas of hospital management and make use of the tools, techniques and processes.*

Outcome: *On completion of the paper, the student will be able to recollect basic concepts of hospital management and present a report of basic practices in hospital business.*

Rules Governing Internship Trainings

1. Each student should undergo **THREE MONTHS** Internship in a hospital during **June to August** and attendance certificate from the organization is to be submitted to the HOD
2. He/she shall undergo the above training in the organization approved by the department
3. He/she has to submit **TWO** copies at the report in not less than 50 typewritten pages within a month of the completion of period in the 5th semester.
4. In case of failure to submit the report within the above stipulated period the date of submission shall be extended by another 15 days. If the student fails to submit the report even within the period of extension, he/she has to undergo the training after the subsequent

vacation (end of Semester VI **June to August**) as arrear paper and submit the report within 15 days of completion of the period.

5. The training programme shall be evaluated for a total of 100 marks, out of which the training programme is to be evaluated by the training supervisor for 40 marks in the organisation and to be evaluated by the guide for 40 marks and the student has to appear viva-voce conducted by the faculty for 20 marks. The members of the viva-voce committee are HOD, guide and an external examiner. The maximum marks for pass in this paper is 50%

6. If any candidate fails to secure a pass in the training programme he/she has to undergo the training programme once again after completion of the course

7. The training report should contain the following items:

- A. Introduction
- B. Objectives of the training
- C. Organizational structure of the concern
- D. Observations about the working of the concern
- E. Identification of the problems, if any
- F. Suggestions to solve the problem
- G. Limitation of the training
- H. Conclusion

SEMESTER V – PART III – MANDATORY COURSE – 1

PAPER – 2 – ENVIRONMENTAL STUDIES

Common Syllabus prescribed by Madurai Kamaraj University

SEMESTER VI – PART III – CORE COURSE – 9

PAPER – 1 – WARD MANAGEMENT

Objective: *To highlight the various aspects of ward management*

Outcome: *On completion of the paper, the student will be able to recollect basic concepts of ward management and present skills of basic practices in ward management.*

UNIT I: Introduction: – definition, history, need for ward management – principles of ward Management, factors involved in good ward management.

UNIT II: Human resource management of wards: hierarchical structure in wards, role of medical and para medical, administrative and nursing personnel, their power and authority, job functions, job description & responsibilities; role of ward secretary as a key person in ward Management, supervisory role of hospital personnel development activities.

UNIT III: Location, types, design, physical facilities & equipment required for emergency & casualty Ward, intensive care units, post operative ward, neonatal intensive care and inpatient ward

Specialty Wards: Maternity Ward, Orthopedic Ward, Physiotherapy, Cardiac, Nephrology, Neurology, Isolation, General Medical & Surgical Wards; Autopsies And Mortuary Location Functions. Care & use of equipments; Relationship with Other Departments.

Supportive services: dietary, lab, radiology, nursing, general store, pharmacy,

Physiotherapy etc. Auxiliary service. House keeping, linen & laundry, cssd

UNIT IV: Fire lighting equipments, prevention of cross infection, emergency drug stock, and maintenance – Waste disposal (sterilization) house keeping – linen & laundry.

UNIT V: Daily ward routines, ward procedure, admission and discharge and transfers, care of critically ill patients, record maintenance – preparation of reports and presentation of reports (hospital statistics), inventory maintenance, risk management in ward, ward level intending, billing procedure.

Note: Unit V is earmarked for Peer-Student Teaching.

Reference Books:

Janet Reienstein, Carpman Myron A, and Gromt, Planning Health Facilities For Patients And Visitors, Tata MC Graw Hill

John S.Brason, Hospital And Hospital House Keeping

SEMESTER VI – PART III – CORECOURSE–10

PAPER – 2 – PRACTICAL – OUTPATIENT SERVICES

Objective: *To impart knowledge on the basic procedures followed in OPD services*

Outcome: *On completion of the paper, the student will be able to recollect basic concepts of outpatient services and present a report of basic practices in outpatient services.*

Observation of the following in the OPD of a hospital:

1. OPD-layout of reception desk in OPD, physical facilities in OPDs
2. Reception of patients
3. Registration and department wise OPD Card segregation
4. Equipments in Doctor's chamber –prescription pad, stethoscope, View Box, Bed trolley, Weigh machine, torch light Gloves ,Liquid soap and towel
5. Records maintenance of OPD
6. Supervision of patient waiting area and its seating arrangement
7. Communication with other departments /units/wards.
8. Public addressing system
9. Staff-Junior Doctor, Para Medical Staff, Receptionist, Assistants.

SEMESTER VI – PART III – CORECOURSE – 11

PAPER – 3 – PATIENT CARE SERVICES

Objective: *To understand the processes of elective patient care and to further increase the satisfaction levels of patients*

Outcome: *On completion of the paper, the student will be able to recollect basic concepts of patient care services and present a report of basic practices in patient care services.*

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 and practical examples of patient centric management in hospitals. Patient safety and patient risk management

UNIT II: quality in patient care management-definition quality, systems approach towards quality and quality frame work, key theories and concept, models for quality improvement and variations in practice.

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 innovations and patient empowering classification systems.

UNIT IV: Medical Ethics and auditory procedures-ethical principles, civic rights, consumer protection act, CPA, guideline of the CPA, patients complaints powers and procedures of the district forum, state and national commission, role of supreme court, patient appeals, autopsy, tort liability, vicarious liability, medical negligence, central and state laws, use of investigational drugs.

UNIT V: disaster preparedness – policies and procedures for general safety, fire safety procedures for evacuation disaster plan and crisis management patient medical records-policies and procedures for maintaining medical records. E-records, legal aspects of medical records, its safety, preservation and storage.

Note: Unit V is earmarked for Peer-Student Teaching.

REFERENCE BOOKS:

1. Goel S L and Kumar R. Hospital Core Services: Hospital Administration of the 21st Century. Deep Publications Pvt Ltd. New Delhi.
2. Gupta S and Kant S. Hospital and Health Care Administration: Appraisal and Referral Treatise. Jaypee: New Delhi 1998
3. Harris M G and Assoc. Managing Health Service: Concepts and Practices. MacLennan and Petty: Sydney 2003.

SEMESTER VI – PART III – CORECOURSE – 12

PAPER – 4 – TOTAL QUALITY FOR HOSPITALS

Objective: *To facilitate among the students an understanding of TQM Principles, ISO 9000 Certification and the importance of TQM functions in the global scenario.*

Outcome: *On completion of the paper, the student will be able to recollect basic concepts of Quality and Total Quality Management and demonstrate effective quality deployment skills through construction of Six-Sigma, PDCA cycle, and Statistical Quality tools.*

Unit I: Total Quality Management – Definition, characteristics, concepts, elements, pillars, principles, Barriers to TQM implementation, Benefits, Leadership, Strategic planning, Deming philosophy.

Unit II: Continuous process improvement – Introduction, Input/output process model, Jurantriology, PDSA cycle, 5W2H method, 5S House Keeping, Kaizen. Seven tools of Quality (Q-7 Tools) – Check sheets, histogram, Cause and effect diagram, Pareto diagram, Stratification analysis, Scatter diagram, Control chart.

Unit III: The Six Sigma Principle – Meaning, Need, Concept, Process and Scope. New Seven Management tools – Affinity diagram, Relationship diagram, Tree diagram, Matrix diagram, Decision tree, Arrow diagram, Matrix data analysis diagram.

Unit IV: Bench marking – Introduction, meaning, objectives, types, process, benefits and pitfalls. Quality function deployment – concept, objectives, House of quality, QFD methodology, QFD process, Benefits.

Unit V: ISO 9000 Quality Management Systems – Introduction, meaning, need, ISO 9000 series of standards, classification and comparison of standards, selection of ISO standards, Registration, Documentation, Quality Auditing. ISO 14000: Environmental Management Systems – Introduction, concept, need, ISO 14000 series of standards, terminologies, requirements and benefits.

Note: Unit V is earmarked for Peer-Student Teaching.

Text Books:

Jayakumar.V, 2008, Total Quality Management, Lakshmi Publications, Chennai.

Reference books:

1. K.Shridhara Bhat, 2016, Total Quality Management: Text &Cases, Second Revised Edition, Himalaya Publishing House, Mumbai.
2. Besterfield D. H., Besterfield C., Besterfield G. H., Hemant U., Reshmi U., 2015, Total Quality Management, Fourth Edition, Pearson, New Delhi.
3. D.D. Sharma, 2008, Total Quality Management – Principles, Practices and Cases, Sultan Chand & Sons, New Delhi.

SEMESTER VI – PART III – CORE COURSE – 13

PAPER – 5 – STRATEGIC MANAGEMENT FOR HOSPITALS

Objectives: *To provide a basic theoretical framework of the concepts of various strategies adopted by the corporate companies and issues with regard to framing evaluation of strategy and to enable the students to identify the opportunities in hospital business.*

Outcome: *On completion of the paper, the student will be able to recollect basic concepts of Strategy and Strategic Management and demonstrate effective strategy formulating skills in the hospital service.*

Unit I: Definition of Strategy – Strategic Decision Making – Approaches to strategic decision making. Strategic Management: Need – Strategic Management Planning: Process – Plans during recession, recovery, boom and depression. Stability Strategy. Expansion Strategy. Restructure Strategy. Levels of Strategy: Corporate Level – Business Level – Functional Level. Competitive Analysis – Porter’s Five Forces Mode.

Unit II: Corporate Strategy: Scope – Components – Strategy Formulation – Factors – project life cycle. Portfolio analysis: BCG Matrix – G. E matrix – Directional policy Matrix – Generic Strategic Alternatives – Horizontal, Vertical Diversification – Strategy Evaluation – Process.

Unit III: Implementation of Strategies – Elements of Strategy Implementation – Procedural Implementation – Structural Implementation – Behavioral Implementation – Leadership Implementation – Functional Strategies – Functional Plans and Policies – Integration of Functional Plans and Polices. ERP – features and applications.

Unit IV: Corporate Restructuring: Concept – Process – Mergers and acquisition – Amalgamation – Strategies for acquisition and absorption of technology – Joint venture – Corporate development – Cooperative strategies – Reasons for strategic alliances – risks and costs of strategic alliances.

Unit V: Global Strategies: Global expansion strategies – MNC mission statement – Market entry strategy. International strategy: Business level strategy – Strategic leadership – Strategic evaluation – Importance – Barriers – Evaluation criteria – Strategic Control – Operational Control – Characteristics of an effective control system – Control process.

Note: Unit V is earmarked for Peer-Student Teaching.

Text Book

Kazmi, A., 2014, Business Policy and Strategic Management, Third Edition reprint, Tata McGraw Hill, New Delhi.

Reference Books:

1. Subbarao, 2017, Business Policy and Strategic Management (Text and Cases), Himalaya Publishing House. Reprint Edition.
2. Rao, V.S.P., & Harikumar, V., 2014, Strategic management, First Edition, Excel Books, New Delhi.
3. Wheelen, T.L. & Hunger, J. D., 2012, Essentials o Strategic Management, Fourth Edition, Prentice Hall India, New Delhi.

SEMESTER VI – PART III – ALLIED COURSE – 7**PAPER – 6 – DISASTER MANAGEMENT**

Objectives: *To provide a basic theoretical framework of the concepts of various disasters and issues with regard to disaster preparedness and to enable the students to identify the opportunities in hospital service to manage disaster effects.*

Outcome: *On completion of the paper, the student will be able to recollect basic concepts of disasters and disaster preparedness and demonstrate effective strategy formulating skills to manage disaster effects.*

UNIT I: Introduction to disaster: meaning – causal factors – disaster and development – disaster management: meaning and phases: mitigation, preparedness, response, and recovery.

UNIT II: Natural disasters & mitigation strategies: earthquakes, tsunamis, volcanoes, landslides and floods.

UNIT III: Man – made disasters & mitigation strategies: deforestation, environmental pollution, epidemics, chemical and industrial accidents.

UNIT IV: Disaster preparedness: introduction – disaster preparedness planning: vulnerability assessment, planning, institutional framework, information systems, resource base, warning systems, response mechanisms, public education and training, and rehearsals.

UNIT V: Post- disaster rehabilitation: introduction to rehabilitation and reconstruction – scope of rehabilitation and reconstruction: nature of the disaster, damage scale, location, sectors affected, losses, assessment of needs, available resources, and political commitment.

Note: Unit V is earmarked for Peer-Student Teaching.

TEXT BOOK

Narayanan, B., 2014, “Disaster Management”, First Edition, A.P.H. Publishing Corporation, New Delhi.

SEMESTER VI – PART III – ALLIED COURSE – 8
PAPER – 7 – PRACTICAL: EMERGENCY SERVICES

Objective: *To impart knowledge on the basis procedures followed in providing emergency services*

Outcome: *On completion of the paper, the student will be able to recollect basic concepts of emergency services and present a report of basic practices in emergency services.*

Observation of the following in the emergency ward of a hospital:

1. Emergency ward-location, layout, infrastructure facilities, equipment
2. Receiving patients, patient examination zone, patient investigation zone, procedure room
3. Cardio pulmonary resuscitation unit
4. EMO's office, nursing office, nursing station
5. Admission procedure, billing for day care procedure in emergency department
6. Emergency operation theatre, instruments and oxygen for minor operation, sterilization and fumigation of operation theatre room
7. Legal procedure system
8. Staffing-medical, paramedical, security

SEMESTER VI – PART III – MANDATORY COURSE – 2
PAPER – 8 – VALUE EDUCATION
Common Syllabus prescribed by Madurai Kamaraj University