

## Adesh University, Bathinda

### Course Structure for the Master of Hospital Management and Hospital Administration (MHA)

Course No.	Course Title	Course Type	L+T+P	Total Credits
<b>Semester-I</b>				
MHA-501	The Concept of Health and disease	Foundation course	3+0+0	3
MHA-502	Healthcare services	Foundation course	2+0+0	2
MHA-503	Hospital based healthcare & its changing scenario	Foundation course	2+0+0	2
MHA-504	Hospitality and Health Education	Core course	2+0+0	2
MHA-505	Communication skills	Foundation course	2+0+0	2
MHA-506	Information Technology in Hospital	Interdisciplinary course	3+0+0	3
MHA-507	Principles of Management	Core course	3+0+0	3
MHA-508	Organizational Behavior (O.B.)	Core course	2+0+0	2
MHA-509	Business Statistics	Interdisciplinary course	2+0+0	2
MHA-510	Hospital Management Practice-I	Core course	0+0+2	2
<b>Total Credits</b>			<b>21+0+2</b>	<b>23</b>
<b>Semester-II</b>				
MHA-511	Marketing Management and Consumer Behavior	Core course	2+0+0	4
MHA-512	Hospital support services	Core course	2+0+0	2
MHA-513	Material Management	Core course	2+0+0	2
MHA-514	Human Resource Management	Core course	2+0+0	2
MHA-515	Hospital Infection control and Waste Management	Interdisciplinary course	2+0+0	2
MHA-516	Financial and Accounting Management	Core course	3+0+0	3
MHA-517	Ethics in Health care Business	Core course	2+0+0	2
MHA-518	Epidemiology and Biostatistics	Interdisciplinary course	2+0+0	2
MHA-519	Hospital Management Practice-II		0+0+2	2
<b>Total Credits</b>			<b>19+0+2</b>	<b>21</b>
<b>Semester-III</b>				
MHA-520	Health economics	Interdisciplinary course	2+0+0	2
MHA-521	Principles of Hospital Management	Core course	2+0+0	2
MHA-522	Legal Aspects of Healthcare services Mangement	Core course	2+0+0	2
MHA-523	Operational Research in health sciences	Interdisciplinary course	2+0+0	2
MHA-524	Nutrition and Dietetics	Core course	2+0+0	2
MHA-525	Management of drug stores and Pharmacy	Foundation course	2+0+0	2
MHA-526	Maternal Health Programme	Core course	2+0+0	2
MHA-527	Hospital Management Practice-III	Interdisciplinary course	0+0+2	2
MHA-538	Seminar	Core course	0+2+0	2
<b>Total Credits</b>			<b>14+2+2</b>	<b>18</b>
<b>Semester-IV</b>				
MHA-528	System Management & Medical transcription	Core course	2+0+0	2
MHA-529	OT & Ward Management	Core course	2+0+0	2
MHA-530	Medical equipments & Biomedical engineering	Core course	2+0+0	2
MHA-531	Management of Clinical services Management	Core course	2+0+0	4
MHA-532	Quality Management	Core course	2+0+0	2
MHA-533	Nursing Administration	Core course	2+0+0	2
MHA-534	Hospital Planning	Core course	2+0+0	2
MHA-535-536	<b>Elective courses</b>	Optional course	2+0+0	2
			2+0+0	2
MHA-537	Hospital Management Practice-IV	Core course	0+0+2	2

	Project work	Core course	0+0+8	8 (NC)
<b>Total Credits</b>			<b>18+0+10</b>	<b>28</b>
<b>Grand Total Credits</b>			<b>72+2+16</b>	<b>90</b>
<b>Elective courses</b>				
MHA-535	International Business	Elective course	2+0+0	<b>2</b>
MHA-536	Ethics in Health care Business	Elective course	2+0+0	<b>2</b>
<b>Project work:</b> Project work will begin in Third semester and will be continued in 4 <sup>th</sup> semester. At the end of semester second, students will submit their literature work in the form of a Review on the topic selected. There will be a presentation before a panel of teachers from the department.				

**\*NC-Noncredit**

## Semester-I

### **MHA-501: The Concept of Health and disease**

**Credits: 3**

<b>Unit No.</b>	<b>Content</b>	<b>Lectures</b>
1.	Anatomy and Physiology of Human Body <ul style="list-style-type: none"><li>• Cardiac System</li><li>• Respiratory System</li><li>• Digestive System</li><li>• Excretory System</li></ul>	20
2.	Pharmacy <ul style="list-style-type: none"><li>• History of Pharmacology</li><li>• Route of Drug Administration</li><li>• Rule of Drug Administration</li><li>• Daily use medicine in hospital</li></ul>	20
<b>Total</b>		<b>40</b>

#### **Suggested Books:**

<b>Sr. No.</b>	<b>Authors/ Name of Books/Publisher</b>
1.	Human Anatomy –Prof.Samar Mitra Human Anatomy-Prof. A.K. Dutta
2.	Text Book of Human Physiology –Dr. C. C Chatterjee
3.	Textbook of Pharmacology :Dr. K.D. Tripathi

### **MHA-502: Healthcare services**

**Credits: 2**

<b>Unit No.</b>	<b>Content</b>	<b>Lectures</b>
1.	Demography & Vital Statistics Demography–its concept Vital events of life & its impact on demography Significance and recording of vital statistics, Census & its impact on health policy, Health scenario of India- past, present and future	8
2.	National Health Policy & Inter sectoral Co-ordination, National Population Policy	4
3.	ICD International classification of Disease (ICD-11)	4
4.	National Health Programme-Background objectives, action plan, targets, operations	2
5.	Achievements and constraints in various National Health Programme	6
6.	Healthcare of the Community, Healthcare delivery system in India at Primary, Secondary and Tertiary care, Indigenous system of medicine in India	4
7.	Community participation in healthcare delivery system Health system in developed countries.	4
<b>Total</b>		<b>32</b>

#### **Suggested Books:**

<b>Sr. No.</b>	<b>Authors/ Name of Books/Publisher</b>
1.	Textbook of Preventive & Social Medicine- Dr. K. Park
2.	Textbook of community medicine: V. K. Mahajan
3.	Population studies – Asha Bhendre

**MHA-503: Hospital based healthcare & its changing scenario****Credits: 2**

Unit No.	Content	Lectures
1.	Overview of Hospital, Concept of Modern Hospital & Privatization in Health Sector Public Sector Hospitals and Level of care/offered facilities	10
2.	Effects of Globalization in Health care	4
3.	Concept of Corporate Hospital in developing countries Infrastructure and lay out of an ideal corporate hospital	5
4.	Functioning of modern hospitals & changing need of patients Hospitality in Hospital Care	6
5.	Invasive and non-invasive diagnostic facilities in modern hospital Care offered in Specialty and Super specialty Hospitals	7
<b>Total</b>		<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Hospital Management module II- NIHFW, New Delhi Hospital Administration–G.D. Kunders
2.	Hospital Administration - Tabish

**MHA-504: Hospitality and Health Education****Credits: 2**

Unit No.	Content	Lectures
1.	Aims & Principles of Health education Methods of Health Education	5
2.	Effects of health education, Levels & practice of health education	4
3.	Need of Health education to attain positive health, Health care reporting and role of NIC	5
4.	Treat your patients and treat also like your guest, Changing mind set of patients necessitate, Hospitality Management Aims and objectives of Hospitality	7
5.	Management (Commercial point), Methods of Hospitality, Management in a Hospital set-up	5
6.	Attractive look, Effective conversation, Multi lingual, Smart dress, Role of Hospitality Management in a Hospital set-up, Etiquette and manners	6
<b>Total</b>		<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Health Education–V.K. Mahajan
2.	Effective communication methods–Asha Kaul Hospital Administration-Tabish
3.	Hospital Administration - S. L. Goel

**MHA-505: Communication Skills****Credits: 2**

Unit No.	Content	Lectures
1.	IEC activities in health sector Basic concepts & principles of good communication Special characteristics of health communication	6
2.	Types & process of communication Barriers of communication & how to overcome Communication with the media/press	8
3.	Interaction and communication with patient, at reception, hospital services (Blood bank, Lab Services, radiology services), Indoor patient and on the time of discharge follow up. Breaking and Bad News to the patients and relatives and handling of	12

	grievances patient and their relatives, Communication and instruction with doctor and management, para medics and sport services	
4.	Counseling in health care & its different methods Management and co-ordination of IEC activities	6
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Effective Business Communication Health Education–V.K. Mahajan
2.	Effective communication methods–Asha Kaul Hospital Administration-Tabish

**MHA-506: Information Technology in Hospital**

**Credits: 3**

Unit No.	Content	Lectures
1.	Basic concepts about computer Hardware & Software, Application of Computer in hospitals	6
2.	Health Information system, Importance of Health Information System Introduction to ERP system, MIS, HMIS	5
3.	MS Office (MS Excel, MS Word, Power Point)	6
4.	To study the need of management and information together forming a system integration of different aspects of MIS and preparation of information system manual	5
5.	Why to have HMIS in Hospital set up Health information System	6
6.	Hospital information System, Management information System	7
7.	MIS as a tool to managerial control	5
	<b>Total</b>	<b>40</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	An introduction to computers Peter Norton - Tata McGraw Hill
2.	Computers today S. K. Basandra – Galgolia Books
3.	Introduction to Computers – C. Xavier – New Age publishers
4.	Management Information System- Srivastava
5.	HIMS-NIHFW Monograph, Govt. of India

**MHA-507: Principles of Management**

**Credits: 3**

Unit No.	Content	Lectures
1.	Management : Meaning Scope and Importance, Functions of Management	4
2.	Planning Organizing, Staffing, Directing, Coordinating, Reporting, Budgeting	7
3.	Managerial Control and Techniques, Span of Control, Delegation of Authority : Principles, Process and Problems	7
4.	Delegation Vs Decentralization, Morale meaning and importance	5
5.	Strategic Management Process, Situational analysis in health sector	6
6.	Strategy formulation and strategy implementation, Forecasting methods, stakeholder analysis	6
7.	Monitoring techniques, evaluation procedures and tools	5
	<b>Total</b>	<b>40</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Principles of Management-L.M. Prasad-S. Chand
2.	Essential Management - Koontz-Tata McGraw Hill
3.	Management-Peter Drucker

4.	Principles of management – L.M. Prasad
5.	Essential Management in Global Perspective – Koontz

**MHA-508: Organizational Behaviour (O.B.)**
**Credits: 2**

Unit No.	Content	Lectures
1.	Organizational Structure: Formal and Informal Organization Structure in hospital	10
2.	Organization Behavior : Concept, Scope, Significance, Trends, Model	6
3.	Leadership: Nature and Styles, Developing Quality and Techniques	6
4.	Individual Behavior : Conceptual framework for Understanding the Individual Behavior as an input-output system, Biological Foundations of Behavior, Sensation Cognitive Process Beliefs.	7
5.	<b>Group:</b> Definition, classification, Why do people join Group, Usefulness of Groups in Organizations, Nature and Significance of Informal Groups. Groups Dynamics Methods of Group Analysis, Group Behavior Model, Contingency Variables that effect Group Behavior, Group Cohesiveness	
6.	Group Decision Making : Nature, Process , Styles, How do Groups make Decisions, Advantages and Disadvantages, Strategies of Improving Group Decisions.	
7.	Motivation, Values: Importance, Sources of Value System, Type of Values.	
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Organization Behavior– S.P. Robbins Prentice Hall
2.	Organizational Behavior – Fred Luthans – McGraw Hill
3.	Organizational Behavior – M. L. Prasad – S. Chand

**MHA-509: Business Statistics**
**Credits: 2**

Unit No.	Content	Lectures
1.	Introduction & Importance of research Characteristic, Ethical issue in Research	6
2.	Selection and statement of Problem, ROL, Hospital Utilization Statistics	6
3.	Sampling, Various Technique and variable	6
4.	Conducting a survey, Steps in conducting a survey, Interview Technique, Observation Techniques	7
5.	Statistical Test of Signification correlation, Reliability, validity parametric and non Parametric statistics	7
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Statistics for management–R.I. Levin and D. Rubin–Prentice Hall Basic
2.	Statistics – Goon, Gupta and Dasgupta–World Press
3.	Business Statistics–S. P. Gupta - S. Chand

Sr. no	Content	Duration 2 hours everyday	Remarks/ Responsibility
1	<b><u>EDP/ IT Department</u></b> <ol style="list-style-type: none"> <li>lay out of EDP /IT Department</li> <li>Different Sections for Data entry</li> <li>Data Collection</li> <li>Data analysis</li> <li>Dissemination of information</li> <li>Storing and preservation of information/record</li> <li>Optimum utilization of LAN/ WAN /Man System</li> <li>Different modules used in E D P through ERP system like:</li> <li>Registration, OPD, Admission, Discharge, Billing</li> <li>Emergency, Laboratory, Nursing Station</li> <li>Operation Theatre, Stores, Pharmacy, Pay-roll</li> <li>Management Information System</li> <li>Maintenance of computer including its accessories</li> <li>Updating of module on need based</li> <li>Application of antivirus system</li> </ol>	2 week	M.S.(Med.)and officer in charge
2	<b><u>Reception:-</u></b> <ol style="list-style-type: none"> <li>Receiving patients and providing information about facilities</li> <li>Providing Information of schedule of OPD and IPD</li> <li>Procedures of Fixing appointment with doctors</li> <li>Arrangement of direct for emergency cases</li> <li>Public Address System</li> <li>Supervising Internal transportation system</li> <li>No. of Receptionist and other personnel required to handle the desk</li> </ol>	2 week	M.S. (Med.)
3	<b><u>Registration</u></b> <ol style="list-style-type: none"> <li>Infrastructure- Lay out, Physical facilities</li> <li>Patient registration</li> <li>System collection of hospital charges</li> <li>Procedure of directing patient to respective doctor/ to specialized OPD</li> <li>Assisting in sending patient to the respective departments</li> <li>System of Computer based functional activity registration</li> </ol>	2 week	M.S. (Med.)
4	<b><u>Admission:-</u></b> <ol style="list-style-type: none"> <li>Documentation of registration for Admission of patients</li> <li>Preparation of files with relevant Papers</li> <li>Observing the process of receiving advance payment during admission either by cash or credit card.</li> <li>Formalities of procedures for ensuring availability of payee's fund</li> <li>Distribution of visiting card, literatures, brochure etc. to the client</li> <li>Transfer of Patient to ward</li> <li>Ambulance management and billing</li> <li>Deployment of no of Receptionist- cum- office Assistant</li> <li>Foreign Exchange facilities</li> </ol>	2 week	M.S. (Med.)
5	<b><u>Billing and Discharge</u></b> Involvement in the process of: <ol style="list-style-type: none"> <li>Assimilation information through LAN from the different departments</li> <li>Checking of data in the computer,</li> <li>Observation of different billing system like;               <ol style="list-style-type: none"> <li>Cash Billing – As per hospital's prevailing rate schedule</li> <li>TPA Billing – As per hospital's prevailing rate schedule</li> <li>Copt. Billing – Tailor-made billing as per agreement</li> </ol> </li> <li>Handing over the bill to the patient party</li> </ol>	2 week	M.S. (Med.)

	5. Providing Birth Certificate, Amputated Certificate, Death Certificate, Referral Letter, as and when required 6. Providing discharge certificate in original along with all relevant documents for cash payee patient and photo copy of discharge certificate to the corporate and TPA patients 7. Deployment of no. of Receptionist-cum-Office Assistant, 8. Facilities – Computer, Swapping Machine, Note Counting Machine, Communication facility.		
6	<b>OPD Services</b> 1. Layout of Reception Desk in OPD, 2. Registration and department wise OPD Card segregation, 3. Location of the concerned Department, 4. Reception of patients, 5. Physical facilities in OPDs, 6. Close supervision of Doctor's Chamber for the followings: Availability of a) Prescription Pad b) Stethoscope c) View Box d) Bed Trolley e) Weigh Machine f) Torch Light g) Gloves h) Liquid soap and towel 7. Records maintenance of OPD 8. Supervision of patient waiting area and its seating arrangement 9. Adequate communication with other departments/units/wards etc 10. Public Addressing System 11. Deployment of Staff like Jr. Doctor, Para Medical Staff, Receptionist, Assistant etc.	2 week	M.S.(Med.)and officer in charge
7	<b><u>Public Relations office</u></b> <b><u>(a) Genral</u></b> Helping patients regarding the followings: 1. information – Over phone / e-mail / letter / fax / across the table 2. Dispatch reports for outstation patients, 3. Providing different types of brochure, 4. Liaison between doctor and patient, 5. Appointment for doctors, 6. Estimation of treatment expenditure, 7. Billing status of IPD patient, 8. Visiting indoor patients to enquire about their facilities 9. Availability of Public Relations Officer everyday including Sundays and holidays <b><u>(b) Corporate-</u></b> 1. Coordination of admission of company patients and patient having medical insurance for cashless treatment, 2. Ensuring validity of ID card and referral letter, 3. Filling up the pre-authorization letter and facsimile the patient case history, investigation report, clinical notes etc. to the concerned TPA for verification and approval 4. Provide different additional queries regarding the health status and treatment procedure of the patients to concerned TPA 5. Informing the admission counter about the status of the patient awaiting admission 6. Close liaison with concerned department or doctor of Corporate Houses 7. Coordination with Billing and other Depts. for collection of paper documentation	2 week	M.S.(Med.)and officer in charge



8	<b><u>Pharmacy Services:</u></b> Involvement in <ol style="list-style-type: none"> <li>1. Space requirement as per act</li> <li>2. Lay out</li> <li>3. Storage facility Equipments</li> <li>4. Organizational structure (role and function) <ol style="list-style-type: none"> <li>a) In-charge</li> <li>b) Pharmacist and Chemist</li> <li>c) Sales Technician</li> <li>d) Cash Counter</li> <li>e) Computer Operator/Office Assistant</li> <li>f) Attendant</li> </ol> </li> <li>5. Purchase of drugs – disposables, consumables etc.</li> <li>6. Purchase of food items, Quality control</li> <li>7. Proper storage of drugs, Sales policy</li> <li>8. Record maintenance, Preparation of Accounts</li> <li>9. Pharmacy Audit</li> </ol>	2 week	M.S.(Med.)and officer in charge
9.	<b><u>Stores:</u></b> Different stores like Medical Stores, Linen Stores, Housekeeping Store, Maintenance Store, Printing & Stationary Store etc, <ol style="list-style-type: none"> <li>1. Space requirement,</li> <li>2. Lay out (as per category of store),</li> <li>3. Storage facility, proper set up for particular type of medical and non-medical items,</li> <li>4. Issuance policy,</li> <li>5. Safety measure,</li> <li>6. Practical application of EOQ</li> <li>7. Minimum stock level,</li> <li>8. Deployment of staff like; <ol style="list-style-type: none"> <li>a) In-charge,</li> <li>b) Store keeper,</li> <li>c) Record maintenance clerk,</li> <li>d) Attendant/Delivery person,</li> <li>e) Security etc.</li> </ol> </li> <li>9. Proper storage procedures</li> <li>10. Indents</li> <li>11. Issue of item as per indent</li> <li>12. Record keeping of issued materials as well as balance stock</li> <li>13. Delivery system</li> <li>14. Physical verification of stored items periodically</li> </ol>	2 week	M.S.(Med.)and officer in charge
10.	<b><u>House Keeping:</u></b> Observation of <ol style="list-style-type: none"> <li>1. All departments, wards and adjacent areas within the hospital premises</li> <li>2. Cleaning process – Moping, Sweeping, Washing, Shampooing (Carpet), Brooming,</li> <li>3. Process of selection of detergents and disinfectants</li> <li>4. Disposal of waste materials,</li> <li>5. Sources of waste in different areas of hospital,</li> <li>6. Categories of waste identification in the hospital,</li> <li>7. Waste segregation according to Biomedical Waste Management &amp; Handling Rules</li> <li>8. Application of colour code, including poly pack, bin etc.,</li> <li>9. Waste transportation process,</li> <li>10. Internal waste storage system, Disposal process of biomedical waste (solid &amp; liquid),</li> <li>11. Management of infected healthcare worker</li> <li>12. Use of Personnel Protective Equipment (PPE),</li> </ol>	2 week	M.S.(Med.)and officer in charge

	13. Supervision / leadership style 14. Staff training for precaution taken, 15. Pest control system, 16. Record maintenance, 17. Waste Tracking, 18. Equipment for wet and dry scrubbing machine 19. Usage of vacuum cleaner 20. Garbage Trolley 21. Roll of – <ul style="list-style-type: none"> <li>i) Operation Manager,</li> <li>ii) Housekeeping Manager,</li> <li>iii) Supervisor (round the clock) in different shift,</li> <li>iv) Sweeper,</li> <li>v) Ward boy</li> </ul>		
--	---	--	--

## Semester-II

### **MHA-511: Marketing and Consumer Behavior**

**Credits: 4**

<b>Unit No.</b>	<b>Content</b>	<b>Lectures</b>
1.	Introduction to Marketing : Core Concepts, Marketing and selling, marketing research Process	6
2.	Marketing Mix, competitors Analysis, Marketing Planning Process & Strategic Planning	10
3.	Consumer Behavior in Healthcare Services: Customer Expectation of Service, Customer Perceptions of Service.	9
4.	Factors Influencing Service User's Buying Behavior, Buying Process in Healthcare Services	8
5.	Marketing Information System, TPA, Branding, Advertisement	3
6	Marketing Research Process, Types of Marketing Research, Communication methods in Marketing Research	5
7	Marketing Information System, Market Segmentation and Targeting	4
8	Branding of Hospital Services, Brand Loyalty, Brand Associations, Brand Personality , Brand Positioning, brand Equality, Fundamentals of selling, Sales Force Organization & Management	7
9	Advertising, Objectives, Adverting Budget, Media, Advertisement design & development, Measuring Advertisement Effectiveness, Integrated Services Marketing Communications, Services Marketing Triangle	8
	<b>Total</b>	<b>60</b>

#### **Suggested Books:**

<b>Sr. No.</b>	<b>Authors/ Name of Books/Publisher</b>
1.	Marketing Management-Kotler
2.	Services Marketing Management-Kotler & Keller
3.	Services Marketing-Kotler & Keller
4.	Advertising Management-S. Krishnan
5.	Marketing Management-Kotler
6.	Services Marketing-Kotler & Keller

### **MHA-512: Hospital Support Services**

**Credits: 2**

<b>Unit No.</b>	<b>Content</b>	<b>Lectures</b>
1.	To consider various aspects of planning, operating and evaluation of different utility services in hospitals	6
2.	Methods of Sterilization CSSD, Nosocomial infection and hospital acquired infection control committee, Laundry services	6
3.	Security Services (General & Others like fire, gas etc.), Transportation Services (External & Internal)	7
4.	Ambulatory Care, Hospital Stores	5
5.	Mortuary (Preservation, transportation & religious formalities), Kitchen services	3
6.	House Keeping, Maintenance	5
	<b>Total</b>	<b>32</b>

#### **Suggested Books:**

<b>Sr. No.</b>	<b>Authors/ Name of Books/Publisher</b>
1.	Principles of Hospital Administration-S.A. Tabish
2.	Hospital Administration-S.L. Goel

3.	Hospital Administration-Francis
4.	Hospital Administration-McGibony

### **MHA-513: Material Management**

**Credits: 2**

<b>Unit No.</b>	<b>Content</b>	<b>Lectures</b>
1.	Introduction, economy of material management	6
2.	Principles of material management	6
3.	Elements material management.	5
4.	Inventory Control	4
5.	Tender system	4
6.	Terminology ( Lead time, Buffer Stock, Record Level, economic order quality	7
<b>Total</b>		<b>32</b>

#### **Suggested Books:**

<b>Sr. No.</b>	<b>Authors/ Name of Books/Publisher</b>
1.	Materials Management – Gopalakrishnan
2.	Materials Management – Sundaram
3.	Inventory Control - A.C. Dutta

### **MHA-514: Human Resource Management**

**Credits: 2**

<b>Unit No.</b>	<b>Content</b>	<b>Lectures</b>
1.	Concepts & Evolution of personnel Management in Hospital Public Relation, Methodology & tools of Personnel Management, Office rules & regulation & discipline, Performance appraisal	6
2.	Rules & Regulation as applicable to Hospital employees	4
3.	Hospital need assessment: Creation of new post & abolition of existing post Job description and full utilization of manpower, Cost effectiveness, leave policy for employees	5
4.	Selection & Recruitment procedure, Wage & Salary. Qualification, Experience, Pay fixation, E.B., Performance Indicator Tools	6
5.	Manpower Audit in Hospital Care Industry, Training Need Assessment & in-service training Code of Conduct and disciplinary proceeding	5
6.	Eligibility criteria for employment of staff at various level/post and belonging to different states/ country, Accreditation requirement for MCI, NAAC and other regulatory bodies. Overview role and functioning of MCI, NAAC and other regulatory bodies.	6
<b>Total</b>		<b>32</b>

#### **Suggested Books:**

<b>Sr. No.</b>	<b>Authors/ Name of Books/Publisher</b>
1.	Human Resources Management - L. M. Prasad
2.	Personnel Management - P. C. Tripathy
3.	Personnel Management-Mamoria
4.	CDA Rules - Navi Publications
5.	Law of Employment and Services in India - Kamal Law Book House
6.	Fundamental Rules-Navi Publications
7.	Supplementary Rules- Navi publications

**MHA-515: Hospital infection Control and Waste Management****Credits: 2**

Unit No.	Content	Lectures
1.	BMW, Introduction to Biomedical Waste, Management, Sources, Different categories, Hazard, Handling, Segregation, Transcription, disposal, various disposal techniques, various schedule from under BMW-2016, various from under BMW- 2016, BMW management committee of AIMS, Hospital working, various authorities managing BMW management ( State, National)	8
2.	Hospital infection Control, Nosocomial infection,	5
3.	Hospital infection various committee in hospital	4
4.	Concept design, working of STP and ETP in hospital	4
5.	Environment al choices for hospital	4
6.	Pollution control, polices of hospital, consent to establish, consent to operate	7
<b>Total</b>		<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Principles of Hospital Management - S.A. Tabish
2.	Hospital Management - S. L. Goel
3.	Hospital Administration - Francis
4.	Bio-Medical Waste Act & Rules Govt. of India
5.	Current Issues In BMW Waste Handling-ISHA, Bangalore

**MHA-516:- Accounting and Financial Management****Credits: 3**

Unit No.	Content	Lectures
1.	Basics of financial management , Elements of Cost	6
2.	Issue and scope of financial management	3
3.	Cash flow and fund flow	10
4.	Golden rules of financial management	2
5.	Cost control and cost Reduction	3
6.	Financial Statement and its analysis	4
7.	BEA Recourses Mobilization profitability analysis	6
8.	Receivable Management	7
9.	Working Capital	6
<b>Total</b>		<b>45</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Financial Management – T.K. Maheshwari
2.	Business Finance –Dey & Dutta
3.	Principles of Accounting – Sandeep Sharma
4.	Financial Management - Prakashan

**MHA-517: Ethics in Health Care Business****Credits: 2**

Unit No.	Content	Lectures
1.	Ethical principles, civic rights, consumer protection act, CPA, Guideline of the CPA, Patient complaints powers & Procedures of the district forum, state and national commission.	10
2.	Law and establishment of hospitals- private / public hospitals, legal requirements under medical council Acts.	9
3.	Medical ethics basic issues, importance, process of developing and	6

	implementing ethics and values in an institution- codes of conduct, MCI regulation- professional conduct, etiquette and ethics	
4.	Patient Medical Records- Policies & producers for maintaining medical records, e-records aspects of medical records, its safety, preservation and storage	7
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Steven,D.Edward, Nursing Ethics, A principle Based Approach , Macmillan Press Ltd. London, 1996
2.	Indian Medical council act.

**MHA-518: Epidemiology and Biostatistics**

**Credits: 2**

Unit No.	Content	Lectures
1.	Principles of Epidemiology	2
2.	Natural History of disease/level of prevention & intervention	2
3.	Incidence & prevalence	2
4.	Methods of epidemiological studies ( case control, cross-sectional, cohort, experimental	8
5.	Immunization schedule	2
6.	Disease monitoring & surveillance	2
7.	Outbreak investigation of disease/epidemic	2
8.	Epidemiology of communicable disease (ARI,ADD,HIV,Malaria, TB, leprosy)	8
9.	Epidemiology of NCD (DM, HTN, Obesity, Cancer)	2
10.	Screening of disease	2
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Textbook of Preventive & Social Medicine- Dr. K. Park Textbook of community medicine: V.K. Mahajan

1.	<p><b><u>House Keeping</u></b></p> <p>Observation of</p> <ol style="list-style-type: none"> <li>1. All department, wards and adjacent areas within the hospital premises</li> <li>2. Cleaning process- Moping, sweeping, washing, Shampooing (carpet) Booming</li> <li>3. Process of selection of detergents and disinfectants</li> <li>4. Disposal of waste materials</li> <li>5. Sources of waste in different areas of hospital</li> <li>6. Categories of waste identification in the hospital</li> <li>7. Waste segregation according to Biomedical Waste Management &amp; Handling Rules</li> <li>8. Application of color code, including poly pack, bin etc.</li> <li>9. Waste transportation process.</li> <li>10. Internal waste storage system</li> <li>11. Disposal process of biomedical waste ( solid &amp; liquid)</li> <li>12. Management of infected healthcare worker</li> <li>13. Use of personal Protective Equipment (PPE)</li> <li>14. Supervision/ leadership style</li> <li>15. Staff Training for precaution taken</li> <li>16. Pest control system</li> <li>17. Record maintenance</li> <li>18. Waste tracking</li> <li>19. Equipment for wet and dry scrubbing machine</li> <li>20. Usage of vacuum cleaner</li> <li>21. Garbage Trolley</li> <li>22. Roll of             <ol style="list-style-type: none"> <li>I) Operation Manager</li> <li>II) Housekeeping Manger</li> <li>III) Supervisor (round the clock) in different shift</li> <li>IV) Sweeper</li> <li>V) Ward boy</li> </ol> </li> </ol>	12 days	M.S. (Med.) Officer in charge
2.	<p><b><u>Laundry &amp; Linen Services:</u></b></p> <ol style="list-style-type: none"> <li>1. Location and Work flow,</li> <li>2. Physical facilities of Laundry             <ol style="list-style-type: none"> <li>a)Receiving, Storing, Sorting, washing area,</li> <li>b) Central Disinfection Area,</li> <li>c) Cleaned Linen processing room,</li> <li>d) Laundry Manager's Office,</li> <li>e) Staff Room,</li> <li>f) Sewing and inspection area,</li> <li>g) Supply storage room,</li> <li>h) Solution Preparation area,</li> <li>i) Cleaned Linen issue area,</li> <li>j) Natural ventilation and light,</li> <li>k)Free Linen movement area),</li> </ol> </li> <li>4. Other facilities             <ol style="list-style-type: none"> <li>a) Adequate Water supply,</li> <li>b)Drainage system,</li> <li>c)Adjacent power supply,</li> <li>d) Steam,</li> <li>e)Compressed air,</li> </ol> </li> <li>5. Arrangement of equipments,</li> <li>6. Soiled linen receiving from ward, OT, other areas,</li> <li>7.Process of sorting and cleaning, washing, drying, ironing,</li> </ol>	12 days	M.S. (Med.) Officer in charge

	8.Collection and storing process of cleaned linen, 9.Sorting of discarded linen and sending them to the Store, 10.Process of linen distribution, 11.Maintenance of hygiene, 12.Infection control process, 13.Process of staff training, 14.Process of co-ordination among the related departments, 15.Manpower for Laundry- a) Laundry Manager, b)Supervisor, c)Supporting staff		
3.	<b>Security Services:</b> <ol style="list-style-type: none"> <li>1. Security room and posts,</li> <li>2. Security services in the hospital ,</li> <li>3. Role of Security during patient visiting hours,</li> <li>4. Traffic control inside the hospital,</li> <li>5. Maintenance of fire precautions,</li> <li>6. Process of medico legal activities</li> </ol>	12 days	M.S. (Med.) Officer in charge
4.	<b><u>Transportation Services:-</u></b> <ol style="list-style-type: none"> <li>1. Different internal and external transport,</li> <li>2. Different ambulances-</li> <li>3. Ambulances enmarked for communicable disease,</li> <li>4. Facilities given in the emergency ambulance,</li> <li>5. Maintenance of ambulance</li> <li>6. Maintenance of internal transportation</li> </ol>	12 days	M.S. (Med.) Officer in charge
5.	<b><u>Central Sterile Supply Department (CSSD):</u></b> <ol style="list-style-type: none"> <li>1. Location</li> <li>2. Name and function of equipments</li> <li>3. Items processed by Central Sterile Supply Department</li> <li>4. Sterilization techniques               <ol style="list-style-type: none"> <li>a) Heat and Gas</li> <li>b) Liquid and Ionizing radiation</li> <li>c) ETO</li> </ol> </li> <li>5. Work flow</li> <li>6. Clean zone, dirty zone</li> <li>7. Pooling of materials, equipments</li> <li>8. Function of different equipments used for sterilization</li> <li>9. Process of receiving and distribution of materials</li> <li>10. Technique of Gauge folding</li> <li>11. Cleaning, drying and packing of sterilized materials</li> <li>12. Segregation of Dirty zone and clean zone</li> <li>13. Process of receiving and distribution of materials</li> <li>14. Quality control checking of sterilization in collaboration with Microbiology Lab.</li> <li>15. Organization</li> <li>16. CSSD Committee</li> </ol>	12 days	M.S. (Med.) Officer in charge
6.	<b><u>Maintenance Department:-</u></b> <ol style="list-style-type: none"> <li>1. Location of different maintenance department</li> <li>2. Lay out</li> <li>3. Power Generation and supply</li> <li>4. Water Treatment plant and distribution system</li> <li>5. Demineralization Plant with R.O facility for Dialysis unit</li> <li>6. Oxygen Plant</li> <li>7. Effluent Treatment Plant</li> <li>8. Air condition and distribution system</li> <li>9. Maintenance of the medical equipments, Calibration</li> </ol>	12 days	M.S. (Med.) Officer in



	10. Maintenance of total hospital building –civil, electrical and mechanical 11. Organization <ol style="list-style-type: none"> <li>Chief Engineer</li> <li>Engineer ( Civil, Electrical, Mechanical)</li> <li>Supervisor ( Civil, Electrical, Mechanical)</li> <li>Technician</li> <li>Helper</li> <li>Office Assistant</li> </ol>		charge
7.	<u><b>Bio-Medical Department: -</b></u> <ol style="list-style-type: none"> <li>Biomedical equipment and their function</li> <li>Observation of Bio- Medical Equipments</li> <li>Knowing the name of the Bio- Medical Equipments</li> <li>Importance and fundamental functions of bio-Medical Equipments</li> <li>Maintenance procedures of Bio- Medical Equipments</li> <li>Need assessment and procurement procedure</li> <li>Periodical audit of Bio Medical Equipment</li> <li>AMC of Bio Medical Equipments</li> </ol>	12 days	M.S. (Med.) Officer in charge
8.	<u><b>Imaging Services and Diagnostic Imaging:</b></u> <ol style="list-style-type: none"> <li>Layout of X-ray rooms</li> <li>Various type of Imaging machines and its usage</li> <li>Maintenance of imaging machines</li> <li>Protective gears</li> <li>Precaution taken for Hazardous radio activity</li> <li>Licenses required</li> <li>General and special investigations</li> <li>Layout of Reception area</li> <li>Dress Changing area of patient</li> <li>Film processing room</li> <li>Analysis of development film and preparation of report</li> <li>Storing of developed film</li> <li>Delivery of film to patient/ward</li> <li>Roll of Radiologist, Technicians and office Assistant of Various Types of machines like; CT MRI PET USG with color Doppler' Mammography</li> <li>Advantages/ disadvantages of different types of machine</li> <li>Basic functioning and maintenance</li> <li>Special licensing requirement</li> <li>Special structural requirements</li> <li>Staffing and manpower planning</li> <li>Cost analysis and profitability</li> <li>Operation and maintenance</li> </ol>	12 days	M.S. (Med.) Officer in charge

**Semester-III****MHA-520: Health Economics****Credits: 2**

Unit No.	Content	Lectures
1.	Basics of health economics	6
2.	Micro- and macro-economics	6
3.	Demand of Medical Care	6
4.	Supply of Medical Care	4
5.	Theory of Production	6
6.	Theory Pricing	4
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Economics - Samuelson Economics - Lipsey
2.	Managerial Economics - S. Mukherjee

**MHA-521: Principles of Hospital Management****Credits: 2**

Unit No.	Content	Lectures
1.	Concept of Health Care Industry & its ever –changing Character	8
2.	Understanding functioning of Corporate multi-specialty hospital	7
3.	Managerial activities for effective hospital functioning	4
4.	Duties and responsibilities of Hospital Managers, Qualities of effective Managers, Various committees in Hospital.	8
5.	Effective inter and intra department co-ordination	5
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Hospital Administration--Tabish
2.	Hospital Administration—S.L. Goel
3.	Hospital Administration –Sakaharkar

**MHA-522: Legal Aspects of Healthcare services Management****Credits: 2**

Unit No.	Content	Lectures
1.	Rules and Regulations of international health policy	4
2.	Medico- legal Problems in relation to health administration law of Contracts, Specific Performance	6
3.	Law applicable to Hospital employees	3
4.	Medical jurisprudence and functioning of hospitals	4
5.	Clinical Establishment Act and Rules ESI Act, Organ transplantation Act, PCPNDT-Act, W.C. Act	9
6.	International Health Organization/ NGOs Medical Ethics	6
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Law of consumer- Universal Publications
2.	Law and Medical Profession- Eastern law book Co.
3.	Related Acts –Kamal Law book House

**MHA-523: Operational Research in Health Sciences****Credits: 2**

Unit No.	Content	Lectures
1.	Introduction of Operational Research and techniques	7
2.	Linear Programming	6
3.	Queuing theory, Assignment Modal	6
4.	PERT, CPM	4
5.	Management by objective	5
6.	Management by result	4
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Operational Research – L.M parsad
2.	Operational Research-P.C. Tripathy
3.	Management by objectives – Drucker

**MHA-524: Nutrition & Dietetics****Credits: 2**

Unit No.	Content	Lectures
1.	Food & Nutrition. Role of Antioxidants	6
2.	Overview of Metabolism & Balance Diet for patients	2
3.	Diet for Patient – Selection of food, Cooking methods, Tasty Food, Food to be avoid / Added in diet, Need of complementary food.	6
4.	Steps to prevent food adulteration and Food Adulteration Act.	6
5.	Overview of Clinical Dietetics, Quality control of Food Hygiene and special precautions in Hospital Kitchen, Management of Hospital diet/Catering service	6
6.	Role of dietitian in hospital diet service	6
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Text Book of Social and Preventive Medicine–K Park
2.	Preventive and Social Medicine – Prabhakar Rao
2.	Operational Research-P.C. Tripathy
3.	Management by objectives- Drucker

**MHA-525: Management of drug stores and Pharmacy****Credits: 2**

Unit No.	Content	Lectures
1.	Drug Management ; Present scenario	4
2.	Hospital Pharmacy Licenses, Drug Licenses, Narcotics drugs	5
3.	Purchase of drugs and other consumable materials, Drug Storage Pharmacy Billing, Computerized drug management system	7
4.	Rational use of drugs and Prescription, Audit Spurious drugs, Banned drugs	5
5.	Procedure of Drug Indenting, On time Drug dispensing, Inventory Control – ABC, VED, SDE, FSN Analysis	6
6.	Methods of ordering – a) Two bin system (Lead Time, Buffer stock, Reorder Level)	5

	b) Cyclic System	
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Materials Management - Gopalakrishnan
2.	Matgerials Management - A. C. Dutta

**MHA-526: Maternal Health Programme**

**Credits: 2**

Unit No.	Content	Lectures
1.	Importance of Mother and Child health care Social obstetrics & Preventive obstetrics Social & Preventive Pediatrics, MCH Problems	10
2.	Basic Antenatal, natal and Post natal care	2
3.	Basic Neonatal care	2
4.	Growth & development of infant and child	2
5.	Breast feeding and infant feeding practices	2
6.	Delivery of MCH services-RCH programme	2
7.	Various scheme under RCH	2
8.	Indicator of MCH care	2
9.	Record maintenance under RCH programme and HMIS	4
10.	Operational Research in MCH/ Development proposals	4
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Population Studies - Asha Bhendre
2.	Elementary Statistics - Goon, Gupta, Dasgupta
3.	BioStatistics - Mahajan
4.	Research Methorology in Social Sciences-P.C.
5.	Tripathy Preventive & Social Medicine – Rabhaka Rao

1.	<b><u>Pharmacy Services:</u></b> Involvement in <ol style="list-style-type: none"> <li>1. Space requirement as per act</li> <li>2. Lay out</li> <li>3. Storage facility Equipments</li> <li>4. Organizational structure (role and function)             <ol style="list-style-type: none"> <li>a) In-charge</li> <li>b) Pharmacist and Chemist</li> <li>c) Sales Technician</li> <li>d) Cash Counter</li> <li>e) Computer Operator/Office Assistant</li> <li>f) Attendant</li> </ol> </li> <li>5. Purchase of drugs – disposables, consumables etc.</li> <li>6. Purchase of food items, Quality control</li> <li>7. Proper storage of drugs, Sales policy</li> <li>8. Record maintenance, Preparation of Accounts</li> <li>9. Pharmacy Audit</li> </ol>	12 days	M.S.(Med.)and officer in charge
2.	<b><u>Personnel /H. R. Department</u></b> <ol style="list-style-type: none"> <li>1) Present employee Status</li> <li>2) Selection and recruitment procedure</li> <li>3) Employees appraisal system</li> <li>4) Retirement and retirement benefit system</li> <li>5) H.R. Audit</li> <li>6) Wage Administration</li> </ol>	12 days	M.S.(Med.)and officer in charge
3.	<b><u>Kitchen &amp; Dietary Services</u></b> <ol style="list-style-type: none"> <li>1) Overview of kitchen lay out and its adjacent areas</li> <li>2) Physical facilities             <ol style="list-style-type: none"> <li>a) Receiving area, Washing areas, Preparation area</li> <li>b) Cooking area</li> <li>c) Storing area, Food Distribution area</li> <li>d) Garbage disposal area</li> </ol> </li> <li>3) Work flow</li> <li>4) Patient visit and observation of the diet Chart preparation</li> <li>5) Observation and process of :-             <ol style="list-style-type: none"> <li>1. Coordination with Dietician before preparing process of food for patient</li> <li>2. Receiving and storage of perishable and non perishable                 <ol style="list-style-type: none"> <li>a. Process of calculation the quantity of perishable &amp; non perishable items to be cooked</li> <li>b. Washing, cutting, Preparation and cooking process</li> <li>c. Storage of cooked food and precaution to be taken</li> <li>d. Delivery process of hot food ( Hot Trolley ) to patient according to diet chart</li> <li>e. Process of distribution of food in the cafeteria and dinning hall</li> <li>f. Maintenance of hygiene by kitchen staff</li> <li>g. Safety measures</li> <li>h. Receiving of soiled utensils and left over food.</li> <li>i. Collection of utensils and washing process</li> <li>j. Garbage disposal system</li> <li>k. Pest control system</li> <li>l. Periodical</li> </ol> </li> </ol> </li> </ol>	12 days	M.S.(Med.)and officer in charge
4.	<b><u>Stores:</u></b> Different stores like Medical Stores, Linen Stores, Housekeeping Store, Maintenance Store, Printing & Stationary Store etc,		

	<ol style="list-style-type: none"> <li>1. Space requirement,</li> <li>2. Lay out (as per category of store),</li> <li>3. Storage facility, proper set up for particular type of medical and non-medical items,</li> <li>4. Issuance policy,</li> <li>5. Safety measure,</li> <li>6. Practical application of EOQ</li> <li>7. Minimum stock level,</li> <li>8. Deployment of staff like; <ol style="list-style-type: none"> <li>f) In-charge,</li> <li>g) Store keeper,</li> <li>h) Record maintenance clerk,</li> <li>i) Attendant/Delivery person,</li> <li>j) Security etc.</li> </ol> </li> <li>9. Proper storage procedures</li> <li>10. Indents</li> <li>11. Issue of item as per indent</li> <li>12. Record keeping of issued materials as well as balance stock</li> <li>13. Delivery system</li> <li>14. Physical verification of stored items periodically</li> </ol>	12 days	M.S.(Med.)and officer in charge
5.	<p><b><u>Laboratory Services:-</u></b></p> <p>Observation of:-</p> <ol style="list-style-type: none"> <li>1) Location</li> <li>2) Structural facility</li> <li>3) Administrative Area</li> <li>4) Laboratory equipment</li> <li>5) Lighting in laboratory</li> <li>6) Laboratory furniture</li> <li>7) Special mechanical and electrical equipments</li> <li>8) Various functional units <ol style="list-style-type: none"> <li>a. Clinical pathology</li> <li>b. Hematology</li> <li>c. Bio Chemistry</li> <li>d. Histology</li> <li>e. Bacteriology and Serology</li> </ol> </li> <li>9) Auxiliary service area</li> <li>10) Collection of samples and delivery of reports</li> <li>11) Requirements for various quality accreditation systems- NABL</li> <li>12) Organization</li> </ol>	12 days	M.S.(Med.)and officer in charge
6.	<p><b><u>Dental Services:-</u></b></p> <ol style="list-style-type: none"> <li>1. Location</li> <li>2. Laboratory</li> <li>3. Recovery Room</li> <li>4. Waiting Room</li> <li>5. Storage</li> <li>6. Administrative Office</li> <li>7. Floors/Walls/Ceiling</li> <li>8. Lighting</li> <li>9. Plumbing</li> <li>10. Ventilation</li> <li>11. Equipment and maintenance of equipment</li> </ol>	12 days	M.S.(Med.)and officer in charge
7.	<p><b><u>Blood Bank:</u></b></p> <ol style="list-style-type: none"> <li>1. Location,</li> <li>2. Reception,</li> <li>3. Special arrangements for voluntary doners,</li> <li>4. Administrative Office,</li> <li>5. Record Keeping,</li> </ol>		

	<p>6.Servicing rooms, 7.Bleeding Room, 8.Storage Room, 9.Storage equipment, 10.Regulatory requirement, 11.Blood safety procedures, 12.Receive and delivery of blood, 13.Triple screening and check method, 14.Record keeping, 15.Medico-legal aspects, 16.Physical facilities, 17.Waiting facilities, 18.Laboratory facilities,</p> <ul style="list-style-type: none"> <li>• Selection Criteria for donation</li> <li>• Preservation</li> <li>• Component making</li> </ul> <p>19.Other facilities, 20.Issuance of Blood Donor Card, 21.Safety devices, 22.Liquid waste management, 23.Procedure for discarding, 24.Staffing</p> <p>a) BTO b) Paramedical Staff, c) Non-medical Staff d)</p>	12 days	M.S.(Med.)and officer in charge
--	--	---------	------------------------------------

### Semester-IV

#### **MHA-528: System Management & Medical Transcription**

**Credits: 2**

Unit No.	Content	Lectures
1.	Definition,	10
2.	Transcription Skill	6
3.	Ethical & Legal Responsibilities, Confidentiality Preparation of Miscellaneous Medical Reports	9
4.	General Principles for complete documentation in Medical Records	7
	<b>Total</b>	<b>32</b>

#### **Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Medical Records-Geeta Sahay
2.	Principles of Management - L.M. Prasad
3.	Laws related to Medical Profession - Kamal Book House
4.	Ethical issue related to Medical Profession - NIHF, Monograph, Govt. of India

#### **MHA-529: OT & Intensive care unit**

**Credits: 2**

Unit No.	Content	Lectures
1.	Different types of ward , Position of Nursing Station Ward facilities, duties and responsibilities of ward staff Manpower Need	12
2.	Assessment in Hospital Ward	6
3.	General concept on OT design and function of OT Advantages and importance of zoning of OT	7
4.	Advantages of Centralized OT complex	7
		<b>32</b>

#### **Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Hospital Management-Tabish
2.	Hospital Management-Goel
3.	Hospital Management McGibony

#### **MHA-530: Medical Equipments & Biomedical Engineering**

**Credits: 2**

Unit No.	Content	Lectures
1.	List of common Medical Equipments used in Hospital	5
2.	Justification of purchase proposal, Hospital Need Assessment	4
3.	Equipment selection guideline, Estimation of cost and Q.C. Planning Purchase/Installation/Commissioning of Medical Equipments Replacement of old equipments and Buy back Policy	10
4.	Estimation of Breakeven point and Profit-Projection in hospital budget Medical Equipment Maintenance (In-house and AMC)	8
5.	Local, National and International availability of Medical Equipments	5
		<b>32</b>

#### **Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Materials Management-Gopalakrishnan
2.	NIHF Monograph-Govt. of India



**MHA-531: Management of Clinical services and Health Insurance****Credits: 4**

Unit No.	Content	Lectures
1.	<b>Out Patient Services</b> -Overview of the department, day care, accident and emergency services, physical medicine and rehabilitation, occupational therapy unit, physiotherapy department	6
2.	<b>In Patient Services</b> -Ward design (general & specialized), critical care services – ICU, CCU, NICU, , medical services, surgical services – operation theater, nuclear medicine, burn unit, nursing services and administration	6
3.	<b>Speciality Services</b> -Padiatrics,OBG & GYN, ENT, Ophthalmology, Orthopedic, Psychiatry, Anaesthesia, Dental	8
4.	<b>Super-speciality Services</b> -Cardiology, Thoracic Surgery, Neurology, Neurosurgery, Nephrology- Dialysis Unit, Transplantation Services	5
5.	<b>Support Services</b> -Diagnostic-Radiology & Imaging Services,Hospital Laboratory etc,Blood Bank & Transfusion Services,Ambulance Services, Pharmacy,CSSD,Oxygen Manifold/Concentrator,Dietary Service,Hospital Laundry and Linen,Medical Social Worker,Marketing and Public Relations,Finance and Administrative Departments, Outsourcing.	7
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Srinivasan A V (2002)- Managing a modern hospital, Response Books, New Delhi
2.	Sharma, Madhuri(2003)-Essentials for Hospital Supportive Services, Jaypee Brothers, New Delhi

**MHA-532: Quality Management****Credits: 2**

Unit No.	Content	Lectures
1.	Quality Management Programme, ISO clauses, quality manual, quality of clinical services, Critical Pathways, Medical Audits, NABL, NABH, JCI, BIS	10
2.	Performance review–Assessment/Methods, Quality Management of diagnostic facilities	7
3.	Quality of assurance procedures, Deming's Principles, Juran Trilogy, Kaizen, Philip Crosby's, Principles Management of Social Services.	5
4.	Assessment of Client satisfaction	5
5.	Quality Circle of India	5
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Total Quality Management–Aswathappa– Himalaya Books House
2.	Quality Management – P.C. Tripathy
3.	Quality Management – Barnett – Pitman Publishing

**MHA-533: Nursing Administration****Credits: 2**

Unit No.	Content	Lectures
1.	Introduction to Noble Nursing Profession, Nursing organization structure	8
2.	Nurses–Doctors and Nurses–Patients' relationship Nurses: A dedicated social and professional entity	10
3.	Staffing norms in various types of hospitals and departments	5
4.	Recent trends in nursing profession and education	4

5.	Specialization in nursing practices	5
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Ward Administration and Management - N.R. Brothers
2.	Hospital Administration and Planning - Paras, Hyderabad
3.	Nursing Administration - Jhora Medical Pub, Mumbai

**MHA-534: Hospital Planning**

**Credits: 2**

Unit No.	Content	Lectures
1.	Changing health care concept in planning/designing.	3
2.	Site surveys for planning a hospital (Techno-Commercial)	4
3.	Hospital building, architectural patterns, landscaping	4
4.	Internal arrangements, sanitation, lighting, ventilation and traffic control Planning of 30,100,250 bedded hospital(general/specialty)	8
5.	Planning of 500, 750 and above bedded hospital(teaching/super-specialty/non-teaching specialty hospitals)	7
6.	Project cost and total budget : Feasibility and viability study of Hospital	3
7.	Project conceptualization, functional requirements. Implementation.	3
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Principles of Hospital Administration-Tabish
2.	Principles of Hospital Administration-M.C. Gibony
3.	NIHFW Monographs-Govt. of India, New Delhi

**MHA-535: International Business**

**Credits: 2**

Unit No.	Content	Lectures
1.	Market Structure – pricing policy – pricing under perfect competition – under pure monopoly –Economic Fluctuations and business – business cycle – business policy – inflation – monetary and fiscal policies.	10
2.	Public – Government’s role in different socio-economic systems, Budgets – Allocation of Medical field – central – state governments – structure – five year plans.	10
3.	Medical Tourism: Role of Medical Tourism, Methods to attract Foreign Medical Tourists, Facilities available for foreign patients, Role of travel Agencies, Govt. Policy on Medical Tourism.	12
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Even J. Douglas : Managerial Economics – Theory, Practice and problems, Prentice Hall of India, Dufty N.F. Managerial Economics – Wesley Publishing House, New York, 2007
2.	Verma J.C. : Managerial Economics – Concepts and Analysis for Business Decisions in Indian Environment, Lawrence Publishing House, New Delhi, 2006.

**MHA-536: Disaster Management**

**Credits: 2**

Unit No.	Content	Lectures
1.	Definition of disaster-To learn to identify and assess disasters in the community. To set forth policies and procedures for disaster preparedness and to prepare a disaster plan for a hospital	10

2.	Basics of disaster management and Mass casualties	5
3.	Components of disaster plan: pre-hospital and hospital Disaster alertness in Hospital	5
4.	Disaster management planning and implementation	5
5.	Severity of illness amongst disaster victims and risk assessment, Mock exercise on disaster management in Hospital	7
	<b>Total</b>	<b>32</b>

**Suggested Books:**

Sr. No.	Authors/ Name of Books/Publisher
1.	Quality Management–Janakiraman & Gopal
2.	Total Quality Management - BIS Monographs

**MHA-537: Hospital Management Practice-IV**

**Credits: 2**

1	<p><b><u>OPD Services</u></b></p> <ol style="list-style-type: none"> <li>Layout of Reception Desk in OPD,</li> <li>Registration and department wise OPD Card segregation,</li> <li>Location of the concerned Department,</li> <li>Reception of patients,</li> <li>Physical facilities in OPDs,</li> <li>Close supervision of Doctor's Chamber for the followings: Availability of               <ol style="list-style-type: none"> <li>Prescription Pad</li> <li>Stethoscope</li> <li>View Box</li> <li>Bed Trolley</li> <li>Weigh Machine</li> <li>Torch Light</li> <li>Gloves</li> <li>Liquid soap and towel</li> </ol> </li> <li>Records maintenance of OPD</li> <li>Supervision of patient waiting area and its seating arrangement</li> <li>Adequate communication with other departments/units/wards etc</li> <li>Public Addressing System</li> <li>Deployment of Staff like Jr. Doctor, Para Medical Staff, Receptionist, Assistant etc.</li> </ol>	2 week	M.S.(Med.)and officer in charge
2.	<p><b><u>Computerization of Medical Record and Medical Records:</u></b></p> <p>All elements of Physical records maintenance plus</p> <ol style="list-style-type: none"> <li>Alphanumeric data</li> <li>Machine generated data</li> <li>Image data</li> <li>Interpretation of data</li> <li>Derived data</li> <li>Storage process of electronic data</li> <li>Data classification</li> <li>ICD-10 System and its use in electronic records maintenance system</li> </ol> <p>Observation/involvement in :</p> <ol style="list-style-type: none"> <li>Assembly of records</li> </ol>		

	10) Quantitative and qualitative analysis 11) Different classification of records 12) Methods of deficiency check 13) Completion of incomplete records 14) Retrieval of medical records 15) Coding System 16) Indexing system 17) Generation of statistics and analysis 18) Reporting to various statutory authorities 19) Methods of numbering 20) Serial number, Unit number system, Serial unit numbering 21) Filing System 22) Decentralized System, Centralized system Various methods 23) Types of forms	2 week	M.S.(Med.)and officer in charge
3.	<b>Wards:-</b> 1) Ward Composition –Beds patient Ratio 2) Lay Out 3) Types of ward 4) Physical facilities a) Nursing Station b) Doctors room c) Dirty utility room d) Dress changing room e) Sanitary facilities f) Dressing room for minor treatment g) Isolation room h) Ward Pantry i) Day room j) Barrier nursing 5. other Equipment facilities a) Electronic monitoring Devices b) Ventilation Devices- Natural & Mechanical c) Ward lighting d) Calling Bell e) Fire Alarm System 6. Communication facilities 7. Methods of patients record keeping in wards/ technical/ medical details 8. Admission and Discharge procedures 9. Billing system/ generation of bills based on bed head ticket entry 10. Cleanliness. 11. Duty arrangement of various medical and Para medical staff.	2 week	M.S.(Med.)and officer in charge
4.	<b><u>Emergency: -</u></b> 1) Location of Emergency in hospital 2) Basic layout of Emergency (a) Receiving Patients (b) Patient examination zone (c) Patient investigation zone (d) Procedure room (e) Cardio Pulmonary Resuscitation Unit (f) Dead Patient barrier	2 week	M.S.(Med.)and officer in

	(g) EMO,s Office, Nursing Station 3) Infrastructural facilities (a) Office of EMO (b) Nursing Office 4) Equipments 5) Legal Procedure system 6) Emergency Operation Theatre a) Arrangement of instruments and oxygen for minor operation b) Sterilization and fumigation of O.T. Room 7) Admission procedure 8) Billing for day care procedure in Emergency Deptt 9) Staffing i) Medical ii) Para Medical 10) Security		charge
5.	<b><u>Intensive Care Unit:-</u></b> Physical structure and facilities <ul style="list-style-type: none"> <li>Organizational structure</li> <li>Bed orientation pattern</li> <li>Lighting system</li> <li>Monitoring system including connection to centralized monitoring system</li> </ul> (a) Invasive <ul style="list-style-type: none"> <li>( i) Central Venus Pressure (CVP)</li> </ul> (ii) Arterial Blood Pressure monitoring (iii) Cardiac output monitoring (iv) Pulmonary Arterial monitoring (b) Non invasive <ul style="list-style-type: none"> <li>( i) Heart rate , Blood Pressure, Respiratory rate, Intake &amp; output monitoring</li> </ul> 5) Maintenance of sterility and general cleanliness <ul style="list-style-type: none"> <li>Maintenance of sterility of the ward</li> <li>Maintenance of sterility of clothing used in ICU</li> <li>General sterility procedures before examination of the patient</li> <li>Administration of ICU</li> <li>Qualified doctor having experience in ICU ( as per WHO ration)</li> <li>Qualified nurse having experience in ICU ( as per WHO ration)</li> <li>Deployment of qualified paramedical staff ( as per WHO ration)</li> </ul> Workflow <ul style="list-style-type: none"> <li>In flow of patient</li> <li>Type of patients commonly admitted in ICU</li> <li>Pattern of treatment patient actually needs life saving support</li> <li>Outflow of patient</li> </ul>	2 week	M.S.(Med.)and officer in charge

	<p>Maintenance of uninterrupted gas and power supply system and their utilization</p> <ol style="list-style-type: none"> <li>1) Continuous wall flow oxygen, Compressed air, Suction Apparatus</li> <li>2) Uninterrupted Power Supply (UPS) line</li> </ol>		
6	<p><b><u>Operation Theatre:-</u></b></p> <ol style="list-style-type: none"> <li>1. Location</li> <li>2. Zoning of operation theatre</li> <li>3. Infrastructural facilities</li> <li>4. Centralized and decentralized Operation theatres</li> <li>5. Equipment requirement</li> <li>6. Procurement and maintenance including annual maintenance contract</li> <li>7. Functions and policies of operation theatres</li> <li>8. Manpower requirement               <ol style="list-style-type: none"> <li>a) Medical Superintendent, In charge, Anesthetist</li> <li>b) Nursing personnel, Technician, ward boy</li> </ol> </li> <li>9) Duties and responsibilities including standard operation producers</li> <li>10) Safety procedures</li> <li>11) Methods of checking operating rooms for readiness to receive patient</li> <li>12) Periodical sterilization/ fumigation</li> <li>13) Sterile supply, Equipments procurement and maintenance</li> </ol>	2 week	M.S.(Med.)and officer in charge
7	<p><b><u>Dialysis Unit:</u></b></p> <ol style="list-style-type: none"> <li>1. <b>Location</b></li> <li>2. Infrastructural facility-(Infrastructure for day care dialysis or outpatient dialysis, Infrastructure for inpatient dialysis),</li> <li>3. Various types of dialysis units,</li> <li>4. Special arrangement for maintaining sterility</li> <li>5. Ambulatory dialysis system</li> <li>6. Procurement, installation and maintenance of various types of dialysis machines, Arrangement for stand-by unit</li> </ol> <p><b><u>Burn Unit:</u></b></p> <ol style="list-style-type: none"> <li>1. Location</li> <li>2. Infrastructural facility</li> <li>3. Special equipment requirement for Burn Unit</li> <li>4. Attached Laboratory facility</li> <li>5. Communication facility</li> <li>6. Maintenance of Asepsis,</li> <li>7. Manpower requirement of               <ol style="list-style-type: none"> <li>a) Medical</li> <li>b) Para Medical</li> <li>c) General Staff.</li> </ol> </li> <li>8. Mechanism for specialized training need assessment</li> </ol>	2 week	M.S.(Med.)and officer in charge

