

Adesh University, Bathinda

Course Structure for the Post Graduate Programme in Hospital Administration (for Executives)

Credit Hours=45, Duration 2 semester

New course structure (Total Credit Hours=45)				
Semester-I				
Course Code	Course Title	Course Type	L+T+P	Total Credits
DHA.501	Introduction to Healthcare Services	Foundation Course	2+0+0	2
DHA.512	Principles of Hospital Planning & Management	Core Course	2+0+0	2
DHA.513	Medico-legal Studies	Interdisciplinary Course	2+0+0	2
DHA.514	Management of Drug Store and Pharmacy	Core Course	2+0+0	2
DHA.515	System Management and Medical Transcription	Core Course	2+0+0	2
DHA.517	Patient Care Services	Core Course	2+0+0	2
DHA.511	Hospital Management Practice-I	Core Course	0+0+4	4
DHA.542	Disaster Management	Core Course	2+0+0	2
DHA.600	Hospital Management Project Synopsis	Elective Course	0+0+2	2
	Total	20	14+0+6	20
Semester-II				
Course Code	Course Title	Course	L+T+P	Total Credits
DHA.507	Hospital support services	Core Course	3+0+0	3
DHA.510	Bio Medical Waste Management	Interdisciplinary Course	2+0+0	2
DHA.516	Medical Equipment for Patient Care	Core Course	2+0+0	2
DHA.518	Management of Super Specialty Services	Core Course	3+0+0	3
DHA.519	Nursing Administration	Core Course	2+0+0	2
DHA.520	Hospital Management Practice-II	Core Course	0+0+4	4
DHA.599	Seminar in Hospital Management	Core Course	0+1+0	1
DHA.600	Hospital Management Project	Elective Course	0+0+8	8
HVE.501	Human values	Other essential course	2+0+0	2(NC)
	Total		13+0+12+2NC	25+ 2 NC
Project work: Project work will begin in first semester and will be continued in 2nd 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**DHA-501: Introduction to Healthcare Services****Credit: 2**

Unit No.	Content	Lectures
1.	Concept of health and disease and well being. Natural history of disease and role of hospitals to offer various levels of care, prevention of disease, Dynamics of disease transmission, Changing pattern of disease, Concept of health indicators	8
2.	Census and its impact on health policy, Health scenario of India past, present and future. Demography and Family planning Programme.	4
3.	National Health Policy, National Population Policy, National Health Programmes-background objectives, action Plan, targets, operations, achievements and constraints.	6
4.	Health care of community, Health delivery system in India at primary, secondary and tertiary care, Indigenous system of medicine in India	5
	Total	32

Suggested Books:

Sr. No.	Author/Name of Book/Publisher
1.	Textbook of Preventive& Social Medicine Dr. K. Park

DHA-512: Principles of Hospital Planning and Management**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

	Total	32
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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

DHA-513:Medico-legal 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.	Consumer Protection Act and Hospitals, I.D. Act, W.C. Act	4
6.	West Bengal Clinical Establishment Act and Rules ESI Act, Trade Union Act, Organ transplantation Act, PNDT-Act	6
7.	International health organization/NGOs Medical Ethics	5
	Total	32

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

DHA-514: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) b) Cyclic System	5
	Total	32

Suggested Books:

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

DHA-515:System Management & Medical Transcription**Credits: 2**

Unit No.	Content	Lectures
1.	Management as System. Open and close system Implication & Limitation of System approach Tools of Transcription.	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
	Total	32

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 - NIHFW, Monograph, Govt. of India

DHA 517:Patient Care Services Credits: 2

Unit No.	Content	Lectures
1.	Patient Admission/Discharge, All patients related services and assistance. Good communication, Nursing care with full devotion/commitment	6
2.	Diagnostics Services, Blood transfusion services Housekeeping services	5
3.	Cafeteria and Dietary services, Proper and respectful disposal of deceased person.	6
4.	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	8
5.	GOI & State Govt. Policy in implementation of Health insurance, Hospitals/TPA/ Insurance Company/Relationship and Problems.	7
	Total	32

Suggested Books:

Sr. No.	Authors/ Name of Books/Publisher
1.	Hospital Administration-Tabish

2.	Hospital Administration-Goel
3.	Hospital Administration McGibony
4.	Insurance Management-Dave
5.	National Insurance-Monographs on Insurance Management IRDA Guidelines on Health Insurance - Govt. of India

DHA-542: 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
	Total	32

Suggested Books:

Sr. No.	Authors/ Name of Books/Publisher
1.	Textbook of Preventive& Social Medicine Dr. K. Park
2.	Hospital Administration-DC Joshi, Mamta Joshi

DHA-511: Hospital Management Practice-I Credits: 04

Sr. No.	Content
1.	<p><u>EDP / IT Department:</u></p> <p>Participation in the process of Lay out of EDP/IT Department (Server Room, EDP Lab., Manager's Office, Hardware Engineer, Software Engineer/Programmer, Data Entry Operator),</p> <p>Sections for data entry, Data collection, Data analysis, Dissemination of information, Storing and preservation of information/record, Optimum utilization of LAN/WAN/MAN system, Modules used in EDP through ERP system like; (Registration, OPD, Admission, Discharge, Billing, Emergency, Laboratory, Nursing Station, Operation Theatre, Stores, Pharmacy, Pay-roll, Modules of Oracle and Envision system, Management Information System), Maintenance of Computer including its accessories, Updating of modules on need based, Application of antivirus system</p>
2.	<p><u>Reception:</u></p> <p>Participation in the process of Receiving patients and providing information, Providing information of availability of doctors, Fixing appointment with doctors, Arrangement of direct admission for urgent cases, Public Address System, Supervising internal transportation system, No. of Receptionist required to handle the Desk</p>
3.	<p><u>Registration:</u>Infrastructure – Lay out, Physical facilities, Patient registration, Assisting in collection of hospital charges, Transmitting information to respective doctor, Assisting in sending patient to the respective departments, Computer based functional activity by Receptionist</p>
4.	<p><u>Admission:</u> Documentation of registration for Admission of patients, Preparation of files with relevant papers, Observing the process of receiving advance payment during admission either by cash or credit card, Formalities of procedures for ensuring availability of payee's fund, Distribution of visiting card, literatures, brochure etc. to the client, Transfer of Patient to ward, Ambulance management and billing, Deployment of no. of Receptionist-cum-Office Assistant, Foreign Exchange facilities</p>
5.	<p><u>Billing & Discharge:</u> Involvement in the process of Assimilation of information through LAN from the different departments, Checking of data in the computer, Observation of different billing system like; (Cash Billing – As per hospital's prevailing rate schedule; TPA Billing – As per hospital's prevailing rate schedule; Copt. Billing – Tailor-made billing as per agreement), Handing over the bill to the patient party, Providing Birth Certificate, Amputated Certificate, Death Certificate, Referral Letter, as and when required, 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, Deployment of no. of Receptionist-cum-Office Assistant, Facilities – Computer,</p>

	Swapping Machine, Note Counting Machine, Communication facility
6.	<u>OPD Services:</u> Layout of Reception Desk in OPD, Registration and department wise OPD Card segregation, Location of the concerned Department, Reception of patients, Physical facilities in OPDs, Close supervision of Doctor's Chamber for the followings (Availability of Prescription Pad, Stethoscope, View Box, Bed Trolley, Weigh Machine, Torch Light, Gloves, Liquid soap and towel), Records maintenance of OPD, Supervision of patient waiting area and its seating arrangement, Adequate communication with other departments/units/wards etc., Public Addressing System, Deployment of Staff like Jr. Doctor, Para Medical Staff, Receptionist, Assistant etc.
7.	<p><u>Public Relations Office: General-</u> Helping patients regarding the followings:</p> <p>Information – Over phone / e-mail / letter / fax / across the table, Dispatch reports for outstation patients, Providing different types of brochure, Liaison between doctor and patient, Appointment for doctors, Estimation of treatment expenditure, Billing status of IPD patient, Visiting indoor patients to enquire about their facilities, Availability of Public Relations Officer everyday including Sundays and holidays</p> <p><u>Corporate-</u>Coordination of admission of company patients and patient having medical insurance for cashless treatment, Ensuring validity of ID card and referral letter, 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, Provide different additional queries regarding the health status and treatment procedure of the patients to concerned TPA, Informing the admission counter about the status of the patient awaiting admission, Close liaison with concerned department or doctor of Corporate Houses, Coordination with Billing and other Depts. for collection of paper documentation</p>
8.	<u>Pharmacy Services:</u> Involvement in Space requirement as per act, Lay out, Storage facility – different set up for different type of drugs, Equipments, Organizational structure (role and function)-In-charge, Pharmacist and Chemist, Sales Technician, Cash Counter, Computer Operator/Office Assistant, Attendant, Purchase of drugs – disposables, consumables etc., Purchase of food items, Quality control, Proper storage of drugs, Sales policy, Record maintenance, Preparation of Accounts, Pharmacy Audit
9.	<u>Stores:</u> Observation and participation in different stores like Medical Stores, Linen Stores, Housekeeping Store, Maintenance Store, Printing & Stationary Store etc, Space requirement, Lay out (as per category of store), Storage facility, proper set up for particular type of medical and non-medical items, Issuance policy, Safety measure, Practical application of EOQ, Minimum stock level, Deployment of staff like; (In-charge, Store keeper, Record maintenance clerk, Attendant/Delivery person, Security etc.) Proper storage procedures, Indents, Issue of item as per indent, Record keeping of issued materials as well as balance stock, Delivery system, Physical verification of stored items periodically
10.	<u>House Keeping:</u> Observation of All departments, wards and adjacent areas within the hospital premises, Cleaning process – Moping, Sweeping, Washing, Shampooing (Carpet),

	Brooming, Process of selection of detergents and disinfectants, Disposal of waste materials, Sources of waste in different areas of hospital, Categories of waste identification in the hospital, Waste segregation according to Biomedical Waste Management & Handling Rules, Application of colour code, including poly pack, bin etc., Waste transportation process, Internal waste storage system, Disposal process of biomedical waste (solid & liquid), Management of infected healthcare worker, Use of Personnel Protective Equipment (PPE), Supervision / leadership style, Staff training for precaution taken, Pest control system, Record maintenance, Waste Tracking, Equipment for wet and dry scrubbing machine, Usage of vacuum cleaner, Garbage Trolley, Roll of –(Operation Manager, Housekeeping Manager, Supervisor (round the clock) in different shift, Sweeper, Ward boy).
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Semester –II

DHA-507:Hospital Support Services

Credits: 3

Unit No.	Content	Lectures
1.	To consider various aspects of planning, operating and evaluation of different utility services in hospitals	7
2.	Methods of Sterilization CSSD, Nosocomial infection and hospital acquired infection control committee, Laundry services	7
3.	Security Services (General & Others like fire, gas etc.), Transportation Services (External & Internal)	7
4.	Ambulatory Care, Hospital Stores	6
5.	Mortuary (Preservation, transportation & religious formalities), Kitchen services	6
6.	House Keeping, Maintenance	7
	Total	40

Suggested Books:

Sr. No.	Authors/ Name of Books/Publisher
1.	Principles of Hospital Administration-S.A. Tabish

2.	Hospital Administration-S.L. Goel
3.	Hospital Administration-Francis
4.	Hospital Administration-McGibony

DHA-510: Biomedical Waste Management

Credits: 2

Unit No.	Content	Lectures
1.	Definition of Biomedical Waste, significance of nosocomial infections	5
2.	BMW – Segregation, collection, transportation, disposal, Liquid BMW, Radioactive waste, Metals/Chemicals/Drug waste	8
3.	BMW Management & methods of disinfection, Modern technology for handling BMW	7
4.	Monitoring & controlling of cross infection (Protective devices)	8
5.	BMW from Administrative point (Budget, Health check-up, Insurance)	4
	Total	32

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

DHA-516: Medical Equipments for patient care 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
		32

Suggested Books:

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

DHA--518: Management of Super Specialty services**Credits: 3**

Unit No.	Content	Lectures
1.	Out Patient Services -Overview of the department, day care, accident and emergency services, physical medicine and rehabilitation, occupational therapy unit, physiotherapy department	8
2.	In Patient Services -Ward design (general & specialized), critical care services – ICU, CCU, NICU, , medical services, surgical services – operation theater, nuclear medicine, burn unit, nursing services and administration	8
3.	Speciality Services -Pardiatrics,OBG& GYN, ENT, Ophthalmology, Orthopedic, Psychiatry, Anaesthesia, Dental	8
4.	Super-speciality Services -Cardiology, Thoracic Surgery, Neurology, Neurosurgery, Nephrology- Dialysis Unit, Transplantation Services	8
5.	Support Services -Diagnostic-Radiology & Imaging Services,Hospital Laboratory etc,Blood Bank & Transfusion	8

	Services,AmbulanceServices, Pharmacy,CSSD,Oxygen Manifold/Concentrator,DietaryService,Hospital Laundry and Linen,Medical Social Worker,Marketing and Public Relations,Finance and Administrative Departments, Outsourcing.	
	Total	40

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

DHA-519: 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
	Total	32

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

Unit No.	Content	Lectures
1.	Introduction to Value Education: Understanding the need, basic guidelines, content and process for Value Education, Self-exploration—its content and process; 'Natural Acceptance' and Experiential Validation—as the mechanism for self exploration.	1
2.	Continuous Happiness and Prosperity: A look at basic human aspirations, Right understanding, Relationship and Physical Facilities — the basic requirements for fulfillment of aspirations of every human being, Understanding Happiness and Prosperity come — A critical appraisal of the current scenario, Method to fulfill the above human aspirations: Understanding and living in harmony at various levels.	2
3.	Harmony in the Human Being: Understanding human being as a coexistence of the sentient 'I' and the material 'Body', Understanding the needs of Self ('I') and 'Body' Sukh and Suvidha. Body as an instrument of 'I': Being the doer, seer and enjoyer, understanding the characteristics and activities of 'I' and harmony in 'I', understanding the harmony of 'I' with the Body: Sanyam and Svasthya; correct appraisal of physical needs, meaning of prosperity in detail, programs to ensure Sanyam and Svasthya	2
4.	Harmony in the Family and Society: Understanding harmony in the Family — the basic unit of human interaction, Understanding values in human-human relationship; meaning of Nyaya and program for its fulfillment to ensure Ubhaya —tripti; Trust; vrs-vasa) and Respect (Sammana) as the foundational values of relationship. Understanding the meaning of VISVASA; Difference between intention and competence, Understanding the meaning of Sammana, Difference between respect and differentiation; the other salient values in relationship.	2
5.	Harmony in the society: Understanding the harmony in the society (society being an extension of family): Samadhana, Samriddhi, Abhaya. Sah-astirva as comprehensive Human Goals, Visualizing a universal harmonious order in society — Undivided Society (AkhandSamaj), Universal Order (SarvabhaumaVyavasthal - from family to world family.	1
6.	Harmony in the Nature (Existence): Understanding the harmony in the Nature, Interconnectedness and mutual fulfillment among the four orders of nature—recyclability and self-regulation in nature.	2
7.	Understanding Sah-astitva: Co-existence of mutually interacting units in all-pervasive space, Holistic perception of harmony at all levels of existence.	1

8.	Implications of the Holistic Understanding — A Look at Professional Ethics : Natural acceptance of human values, Definitiveness of Ethical Human Conduct, Basis for Humanistic Education, Humanistic Constitution and Universal Human Order, Competence in Professional Ethics. Ability to utilize the professional competence for augmenting universal human order, Ability to identify the scope and characteristics of people-friendly and eco-friendly production systems, technologies and management models, Case studies of typical holistic technologies, management models and production systems.	2
9.	Strategy for transition <i>from</i> the present state to Universal Human Order: (a) At the level of individual: as socially and ecologically responsible engineers, technologists and managers, (b) At the level of society as mutually enriching institutions and organizations.	2
10.	Introduction to Medical Ethics (Deontology): (a) Relationship of health workers with their patients, relatives of patients and their co-workers. (b) History of Deontology (c) Principles and practice of Deontology.	1
	Total	16
Practice session	Topic	Number of sessions
PS 1.	Module 1: Introduction to Value Education: Introduce yourself in detail. What are the goals in your life? How do you set your goals in your life? How do you differentiate between right and wrong? What have been your salient achievements and shortcomings in your life? Observe and analyze them.	1
PS 2.	Now-a-days, there is a tendency of talk about many techno-genic maladies such as energy and material resource depletion environmental pollution, global warming, ozone depletion, deforestation, soil degradation, etc. — all these seem to be man-made problems, threatening the survival of life on Earth — What is the root cause of these maladies & what is the way out in your opinion? On the other hand, there is rapidly growing danger because of nuclear proliferation, arms race, terrorism, criminalization of politics, large scale corruption. scams, breakdown of relationships, generation gap,depression& suicidal attempts etc. - what do you think, is the root cause of these threats to human happiness and peace - what could be the way out in your opinion?	1

PS 3.	<p>1. Observe that each one of us has the faculty of 'Natural Acceptance'. based on which one can verify what is right or not right for him. (As such we are not properly trained to listen to our 'Natural Acceptance' and many a time it is also clouded by our strong pre-conditionings and sensory attractions).</p> <p>Explore the following:</p> <p>(i) What is 'Naturally Acceptable' to you in relationship—the feeling of respect & disrespect for yourself and for others?</p> <p>(ii) What is 'Naturally Acceptable' to you - to nurture or to exploit others?</p> <p>Is your living in accordance with your natural acceptance or different from it?</p> <p>2. Out of the three basic requirements for fulfillment of your aspirations-right understanding, relationship and physical facilities- observe how the problems in your family are related to each. Also observe how much time & effort you devote for each in your daily routine.</p>	2
PS 4.	<p>Module 2: Harmony in the Human Being: List down all your important desires. Observe whether the desire is related to Self ('I') or the Body. If it appears to be related to both, visualize which part of it is related to Self ('I') and which part is related to Body.</p>	1
PS 5.	<p>1. (a) Observe that any physical facility' you use, follows the given sequence with time: Necessary and tasteful unnecessary but still tasteful unnecessary and tasteless —> intolerable.</p> <p>(b) In contrast, observe that any feeling in you is either naturally acceptable or not acceptable at all. If naturally acceptable, you want it continuously and if not acceptable, you do not want it any moment</p> <p>2. List down all your important activities. Observe whether the activity is of 'I' , or of Body or with the participation of both 'I' and Body.</p> <p>3. Observe the activities within 'I'. Identify the object of your attention for different moments (over a period of say 5 to 10 minutes) and draw a line diagram connecting these points. Try to observe the link between any two nodes.</p>	1
PS 6	<p>1. Chalk out some programs towards -insuring your harmony with the body - in terms of nurturing, protection and right utilisation of the body.</p> <p>2. Find out the plants and shrubs growing in and around your campus, which can be useful in curing common diseases.</p>	1
PS 7	<p>Module 3: Harmony in the Family and Society</p> <p>Form small groups in the class and make them carry out a dialogue focusing on the following eight questions related to 'TRUST':</p> <p>1a. Do I want to make myself happy?</p> <p>2a. Do I want to make the other happy?</p> <p>3a. Does the other want to make himself /herself happy?</p>	1

	<p>4a. Does the other want to make me happy? What is the answer?</p> <p>Intention (Natural Acceptance)</p> <p>1b. Am I able to always make myself happy? 2b. Am I able to always make the other happy? 3b. Is the other able to always make himself/herself happy? 4b. Is the other able to always make me happy? What is the answer?</p> <p>Competence</p> <p>Let each student answer the questions for himself and everyone else. Discuss the difference between intention and competence. Observe whether you evaluate yourself and others on the basis of intention/ competence.</p>	
PS 8.	<ol style="list-style-type: none"> 1. Observe, on how many occasions, you are able to respect your related ones (by doing the right evaluation) and on how many occasions you are disrespecting by way of under-evaluation, over-evaluation or otherwise evaluation. 2. Also, observe whether your feeling of respect is based on treating the other as you would treat yourself or on differentiations based on body, physical facilities or beliefs. 	1
PS 9.	<ol style="list-style-type: none"> 1. Write a narration in the form of a story, poem, skit or essay to clarify a salient Human Value to the children. 2. Recollect and narrate an incident in your life where you were able to exhibit willful adherence to values in a difficult situation. 	1
PS 10.	<p>Module 4: Harmony in the Nature (Existence)</p> <p>List down some common units (things) of Nature which you come across in your daily life and classify them in the four orders of Nature. Analyse and explain the aspect of mutual fulfillment of each unit with other orders.</p>	1
PS 11.	<p>Make a chart to show the whole existence as co-existence. With the help of this chart try to identify the role and the scope of some of the courses of your study. Also indicate the areas which are being either over-emphasized or ignored in the present context.</p>	1
PS 12.	<p>Module 5: Implications of the Holistic Understanding — a Look at Professional Ethics: Identify any two important problems being faced by the society today and analyze the root cause of these problems. Can these be solved on the basis of natural acceptance of human values. If so, how should one proceed in this direction from the present situation?</p>	1
PS 13.	<p>Suggest ways in which you can use your knowledge of Science/Technology/Management etc. for moving towards a universal human order.</p>	1

	Propose a broad outline for Humanistic Constitution at the level of Nation.	
PS 14.	<p>The course is going to be over view. It is time to evaluate what difference in your thinking has it made. Summarize the core message of this course grasped by you. How has this affected you in terms of;</p> <ol style="list-style-type: none"> Thought Behavior Work and Realization <p>What practical steps are you able to visualize for the transition of the society from its present state.</p>	2

DHA-520:Hospital Management Practice-II

Credits: 04

Sr. No.	Content
1.	<p><u>Laboratory Services:</u> Observation of Location, Structural facility, Administrative Area, Laboratory equipment, Lighting in laboratory, Laboratory furniture, Special mechanical and electrical equipments, Various functional units-(Clinical pathology, Hematology, Bio Chemistry, Histology, Bacteriology and Serology, Auxiliary service area), Collection of samples and delivery of reports, Requirements for various quality accreditation systems, Organization-(Sr. Microbiologist, Microbiologist, Lab. In-charge, Technician, Research Fellow, Computer Operator, Attendant)</p>
2.	<p><u>Imaging Services:</u> Observation of Layout of X-ray rooms, Various types of imaging machines and its usages, Maintenance of imaging machines, Protective gears, Precaution taken for Hazardous radio activity, Licenses required, General and special investigations, Layout of Reception area, Dress changing area of patient, Film processing room, Analysis of developed film and preparation of report, Storing of developed film, Delivery of film to patient/ward, Roll of Radiologist, Technicians, and Office Assistant of Radiology Dept.</p>
3.	<p><u>Personnel / H. R.Department:</u> Observation of Present employee status, Selection and recruitment procedure, Employee appraisal system, Employee training and development system, Retirement and retirement benefit system, H. R. Audit, Wage Administration</p>
4.	<p><u>Laundry & Linen Services:</u> Observation of Location, Work flow, Physical facilities of Laundry-(Receiving, Storing, Sorting, washing area, Central Disinfection Area, Cleaned Linen processing room, Laundry Manager's Office, Staff Room, Sewing and inspection area, Supply storage room, Solution Preparation area, Cleaned Linen issue area, Natural ventilation and light, Free Linen movement area), Other facilities Adequate Water supply, Drainage system, Adjacent power supply, Steam, Compressed air, Arrangement of equipments, Soiled linen receiving from ward, OT, other areas, Process of sorting and cleaning, washing, drying, ironing, Collection and storing process of cleaned linen, Sorting of discarded linen and sending them to the Store, Process of linen distribution, Maintenance of hygiene, Infection control process, Process of staff training, Process of co-ordination among the related departments, Manpower for Laundry-Laundry Manager, Supervisor, Supporting staff</p>

5.	<u>Kitchen & Dietary Services:</u> Overview of kitchen lay out and its adjacent areas, Physical facilities-(Receiving area, Washing area, Preparation area, Cooking area, Storing area, Food Distribution area, Garbage disposal area, Office of Kitchen Manager, Office Kitchen Staff), Work Flow, Patient visit and observation of the diet chart preparation, Observation and process of- (Coordination with Dietitian before preparing process of food for patient, Receiving and storage of perishable and non-perishable food, Process of calculation the quantity of perishable & non-perishable items to be cooked, Washing, cutting, preparation and cooking process, Storage of cooked food and precaution to be taken, Delivery process of hot food (Hot Trolley) to patient according to diet chart, Process of distribution of food in the cafeteria and dining hall, Maintenance of hygiene by kitchen staff, Safety measure, Receiving of soiled utensils and left over food, Collection of utensils and washing process, Garbage disposal system, Maintenance of Accounts, Pest control system, Process of supervision and leadership style, Educational programme, research, dietary counseling etc., Periodical audit), Organization- Qualified Kitchen Manager, Dietitian, Head Cook, Cook, Stuart, Masalchi, Helping Staff
6.	<u>Marketing:</u> Observation / involvement in Office Lay out, Different types of advertisement for projection, Fixture required for marketing (Banner, Leaflet, Hoarding, CD/VCD/DVD), Media Management (Print, Electronic), Event Management (Camp, Seminar, CME), Institutional/ Corporate marketing, Direct marketing, Channel/Franchise marketing, Data analysis, Patient feed back, Organization-(Head of Marketing, Departmental Manager, Regional and Territory Manager, Marketing Executive, Office Assistant).
7.	<u>Computerization of Medical Record:</u> Observation/involvement in all elements of physical records maintenance plus Alphanumeric data, Machine generated data, Image data, Interpretation of data, Derived data, Storage process of electronic data, Data classification, ICD – 10 System and its use in electronic records maintenance system.
8.	<u>Security Services:</u> Observation of Security room and posts, Security services in the hospital, Role of Security during patient visiting hours, Traffic control inside the hospital, Maintenance of fire precautions, Process of medico legal activities
9.	<u>Transportation Services:</u> Observation of internal and external transport, Different ambulances-(Ambulances earmarked for communicable disease, Facilities given in the emergency ambulance, Maintenance of ambulance), Maintenance of internal transportation
10.	<u>Wards:</u> Observation of Ward Composition-Beds Patient Ratio, Lay out, Types of ward, Physical facilities-(Nursing Station, Doctor's room, Dirty utility room, Dress Changing room, Sanitary facilities, Dressing room for minor treatment, Isolation room, Ward Pantry, Day room, Barrier Nursing, Other facilities-(Ward side Laboratory, Linen Store, Drug Store etc.) Other Equipment facilities-(Electronic Monitoring Devices, Ventilation Devices – Natural & Mechanical, Ward Lighting, Calling Bell, Fire Alarm System), Organization, Resident Medical Officer, Nursing Superintendent, Floor Co-coordinator, Nursing In-charge, Nursing Personnel, Nursing Trainee, Ward Boy, Communication facilities, Methods of patients' record keeping in wards/technical/medical details, Admission and Discharge procedures, Billing system/generation of bills based on bed head ticket entry, Cleanliness, Duty arrangement of various medical and para medical staff