

**REVISED SYLLABUS FOR APPROVAL
POST GRADUATE DIPLOMA IN HOSPITAL MANAGEMENT
(PGDHM)**

Academic Year : 2012-Onwards

Eligibility for Admission:

The Eligibility rules for the above Post Graduate Course shall be as under:

Bachelor's Degree in any Faculty of any Statutory University or Equivalent **Diploma awarded** by the Board of Technical Education of any State/Central Government-

- **Post SSC**- 3 years Diploma with 2 years experience after passing the Diploma.
- **Post HSC**- 2 years Diploma with one year experience after passing the Diploma.
- **General Nursing & Midwifery (GNM)**- 3^{1/2} years course after HSC conducted by Nursing Council of any State with one year experience after passing GNM course.

Objectives of the Course :

- To train Medical & Non-Medical Graduates in the specialty of Hospital Administration to meet the growing demand of Hospital Administrators at the middle level of management.
- To enable such persons to take up consultancy in Hospital Planning
- To enable them to take up higher courses of learning/ specialization in the field of Hospital Management in due course of time.

Structure of the Course:

The course will have Two Semesters. Each Semester will consist of 6 papers. Each paper carries 100 marks. The outline of the course is given below:

SEMESTER – I

COURSE CODE	SUBJECT TITLE	EXAMINATION	MARKS 30+70=100
101	Principles and Practices of Management & Organizational Behavior	Internal + External	100
102	Managerial Accounting & Financial Management	Internal + External	100
103	Hospital Planning and Project Management	Internal + External	100
104	Medical Terminology & Procedures	Internal + External	100
105	Hospital Administration	Internal + External	100
106	Viva Voce on Journal Related to Hospital Training	Internal	100

SEMESTER – II

COURSE CODE	SUBJECT TITLE	EXAMINATION	MARKS 30+70=100
201	Human Resource Management	Internal + External	100
202	Laws Related To Hospital Medical Services	Internal + External	100
203	Material Management & Inventory Control	Internal + External	100
204	Management of Healthcare and Hospital Services	Internal + External	100
205	Project Report & Viva Voce based on Project Report	Internal + External	100
206	Computer Fundamentals & Software Related To Hospitals	Internal	100

ASSESSMENT:

1. The papers marked as “External” are meant for External evaluation by the University & carry 100 marks. Out of which **(70) marks are reserved for University evaluation & (30) marks are reserved for Internal evaluation** based upon the Written Examination. The Internal evaluation will be carried out by the individual Institute for which proper records will be maintained.
2. Marks for the Internal Evaluation must be communicated by the Institute to the University before the commencement of relevant Semester Examination.
3. Evaluation Pattern of Course Codes 106 & 206:
30marks for classroom performance, class attendance & tutorials
70 marks for end Semester examinations conducted by respective Institute.

STANDARD OF PASSING:

1. The minimum standard of passing will be 40% marks in each paper separately, for internal as well as external heads.
2. **BACKLOG:** The student will be allowed to carry a maximum backlog of 4 (four) heads of passing.

GRADES:

S. No.	Marks Range (%)	Class/Grade
1	70-100	First Class with Distinction
2	60-69	First Class
3	55-59	Higher Second Class
4	50-54	Second Class
5	40-49	Pass Class
6	Below 40	Fail

INTERNSHIP:

On successful completion & passing of Semester-I & Semester-II examinations, students will have to complete Internship Training in Hospitals, for a period of not less than **60 working days**, as a part of the course. Hospitals will be allotted by the Director/Principal of the Institute/College. Diploma will be awarded only after the completion of Internship. The Institute will collect the required Internship Completion Certificate from the concerned Hospital. The Institute will submit this Certificate to the University.

In order to enhance the employability and quality of the students, it is expected that the Institutes organize various seminars on current issues related to hospital management. It is also expected that certain cases related to hospital administration and management will be discussed.

**POST GRADUATE DIPLOMA IN HOSPITAL MANAGEMENT
FOR 2012-2015**

INDEX

COURSE CODE	SR NO.	COURSES	PAGE NO
<u>SEMESTER - I</u>			
101	1	Principles and Practices of Management & Organizational Behavior	01
102	2	Managerial Accounting & Financial Management	04
103	3	Hospital Planning and Project Management	06
104	4	Medical Terminology & Procedures	08
105	5	Hospital Administration	11
106	6	Viva Voce on Journal Related to Hospital Training	14
<u>SEMESTER - II</u>			
201	7	Human Resource Management	15
202	8	Laws Related to Hospital & Medical Services	17
203	9	Material Management & Inventory Control	20
204	10	Management of Healthcare and Hospital Services	23
205	11	Project Report & Viva Voce based on Project Report	26
206	12	Computer Fundamentals & Software Related to Hospital Management	27

REVISED SYLLABUS OF
POST GRADUATE DIPLOMA IN HOSPITAL MANAGEMENT
ACADEMIC YEAR 2012 - 2015 ONWARDS

SEMESTER I

COURSE – 101

Principles and Practices of Management and Organizational Behavior	
	Hours
01. Basic concepts of Management	4
<ul style="list-style-type: none">• Definition• Evolution of Management Thought• Functions of Management• F.W. Taylor and Henry Fayol's contributions	
02. Planning	4
<ul style="list-style-type: none">• Nature and Purpose• Setting Objectives• Management by Objectives• Steps and Hierarchy of Plans.	
03. Organizing	4
<ul style="list-style-type: none">• Nature and Purpose• Departmentation• Line and Staff Authority• Decentralization and Centralization• Authority• Responsibility• Accountability and Power.	
04. Directing	4
<ul style="list-style-type: none">• Communication – Process of Communication Hierarchy• Maslow's Need of Hierarchy and Herzberg two factor theory• Leading – Trait Theory, Blake and Montain's Managerial Grid,• Hersey Blanchard's Situational Leadership.	

05. Controlling and Coordinating	4
• Process of Controlling	
• Work Study	
• Operations Research	
06. Decision making	4
• Nature & purpose	
• Principles	
07. Organizational Behavior	4
• Definition	
• Importance	
• Historical Background	
• Fundamental Concepts of OB	
• 21 st Century Corporates	
• Different models of OB i.e. autocratic, custodial, supportive, collegial & SOBC	
08. Personality & Attitudes	4
▪ Meaning of Personality	
▪ Development of Personality	
▪ Nature & dimensions of attitude	
▪ Job Satisfaction	
▪ Organizational Commitment	
09. Motivation	4
• Motives - Characteristics	
• Classification of Motives	
• Primary Motives and Secondary Motives	
• Morale - Definition & relationship with productivity	
• Morale Indicators: Theories of Work motivation	
• Maslow's Theory of Need Hierarchy	
• Herzberg's Theory of Job Loading	
10. Group Dynamics & Teams	4
• Theories of Group Formation	
• Formal Organization & Informal	
• Groups & their interaction	
• Importance of teams	
• Formation of teams	
• Team Work	

Total Hours **40**

Course – 101

Books Recommended:

01. Essentials of Management – By Harold Koontz & Heinz Weihrich – 7th Ed. – Tata McGraw Hill.
02. Essentials of Management – By Joseph L. Massie – Prentice Hall India.
03. Management of Organization Behavior –By Paul Hersey & Blanchard – Prentice Hall India.
04. Organizational Behavior – By John W. Newstrom – Tata McGraw Hill.
05. Organizational Behavior – By Fred Luthans – McGraw Hill Intl.
06. Management Information System – By Dr. P.C. Pardeshi & Others.
07. Management: Tasks, Responsibilities & Practices – By Peter Drucker – Allied Publisher.
08. Practice of Management – By Peter Drucker – Allied Publisher.

COURSE – 102

Managerial Accounting & Financial Management for Hospitals

	Hours
01. Introduction	2
• Origin of Accounting & its importance	
• Different disciplines in Accounting	
• Difference between Accounts, Costing, Finance, Taxation, Audit, etc	
02. Double Entry System of Accounts	4
• Transactions – Debit & Credit	
• Classification of Accounts	
• Rules of Accounts	
• Convention, concepts & norms of Accounts	
• Advantages of Double Entry System of Accounts	
03. Journal	6
• Types of Journals/Subsidiary Books	
• Passing of Journal Entries	
• Writing of narrations	
04. Ledger	2
• Posting in Ledger	
• Balancing of Ledger Accounts	
05. Preparation of Trial Balance	2
• Correction of mistakes in Trial Balance	
• Difficulties in locating the mistakes & its consequences	
06. Depreciation	2
• Why depreciation?	
• Mode of Depreciations	
07. Preparation of Final Accounts	6
• Profit making Hospitals	
• Non-Profit making Hospitals	

08. Working Capital Management	4
• Needs of Working Capital	
• Estimation of Working Capital requirement	
• Different sources of funds	
• Norms to be considered for Bank Loans	
09. Changes in Financial Statements	4
• Ratio Analysis	
• Limitation of Ratio Analysis	
10. Budgetary Control	4
• Difference between Budget, Estimate & Projection	
• Types of Budget – with special reference to Functional Budget	
• How to monitor a Budget	
11. Elements of Cost of a Product/Service	4
• Direct & Indirect Cost	
• Allocation of Overhead Cost	
• Analysis of Marginal Costing & Unit Costing	
Total Hours	<u>40</u>

Course – 102

Books Recommended:

01. Useful Reading for Hospital Management – By Col. Khare & Others.
02. Basic Accounts & Finance for Non-Accounts – By Prof. D.K.Chatterjee
- Himalaya Publishing House.
03. Handbook on Accounting for Hospital Management– By Prof. D. K.
Chatterjee - Himalaya Publishing House.
04. Financial Management – By Prasanna Chandra – Tata McGraw Hill.
05. Modern Accounting – By Hanif & Mukharjee.
06. Cost Accounting Methods & Problems – By B. K. Bhor.
07. Principles & Practices of Cost Accounting – By N. K. Prasad.

COURSE – 103

Hospital Planning and Project Management

01. Types of Hospital Organization & Statutory Requirements for Planning.	2
02. Steps in Hospital Planning:	8
• Need Assessment	
• Feasibility Study	
• Appointment of Planning Teams/Consultants	
• Appointment of Architect	
• Size of the Hospital	
• Design of the Hospital	
• Selection of the Contractor	
• Project Management	
• Gantt charts	
• PERT	
• CPM	
03. Preparation of Architect's Brief.	2
04. Selection of the Size, Preparation of the Master plan.	2
05. Layout, Grouping, Zoning & Phasing of Activities.	2
06. Circulation & Movements of Patients, Staff, Visitors.	2
07. Landscaping in hospitals/ Parking arrangements	2
08. Planning for	6
• Out Patient	
• Accident/Emergency	
• Indoor accommodation	
• Ward design – Bed wise planning	
• Special requirements of certain departments such as ICU, OT, Pediatric, Maternity ward and Labor room	
09. Planning for Water supply, Electricity, Drainage & Sewage disposal.	2
10. Planning for Equipments	2

11. Licences required for registration of hospital	2
12. Acquisition and Merger of existing hospital by another group	1
13. Commissioning a new hospital	1
14. Research Methodology	6
• Planning a research project and selecting a research problem	
• Data from texts, internet and field	
• Sampling	
• The questionnaire and interview	
• Observations and case studies	
• Measurement and analysis of data	
• Reporting and write up	
Total Hours	<u>40</u>

Course – 103

Books Recommended:

01. Hospital Planning & Administration – WHO Monograph Series 54 – By R. Llewelyn, Davis & H.M.C. Macaulay – Indian Edition – Jaypee Brothers, New Delhi.
02. Hospital & Nursing Homes : Planning, Organisation, & Management – By Syed Amin Tabish – Jaypee Brothers, New Delhi.
03. Principles of Hospital Administration & Planning – By B.M. Sakharkar – Jaypee Brothers.
04. Hospital Administration – By C.M. Francis & Marioc Desouza – Jaypee Brothers, New Delhi.
05. Hospital Administration & Planning – By A.G. Chandorkar – Paras Medical Publisher.
06. Hospitals Planning, Design & Management – By Kundurs & Gopinath.
07. Healthcare System & Management – By S.L. Goel – Deep & Deep Publisher.
08. Management of Hospital – By S.L. Goel & R. Kumar – Deep & Deep Publisher.

COURSE – 104

Medical Terminology & Procedures

	Hours
01. Fundamentals of Medical Terminology	2
• Word Roots	
• Prefix	
• Suffix	
• Abbreviations & Symbols	
02. Introduction to Anatomy & Physiology	
• Organs & Systems	8
1. Gastro Intestinal	
2. Respiratory	
3. Circulatory	
4. Renal	
5. Reproductive	
6. Nervous	
7. Endocrine	
8. Musculoskeletal	
03. Common Diseases & Procedures - Gastro Intestinal	4
• Cholecystitis and Cholelithiasis	
• Appendicitis	
• Intestinal Obstruction	
• Hernia	
• Peritonitis	
• Gastroscopy	
• Colonoscopy	
• Laparoscopy	
• Laparotomy	
04. Common Diseases & Procedures – Respiratory	4
• Tuberculosis	
• Bronchial Asthma	
• Respiratory Failure	
• Pulmonary Embolism	
• Pneumonia	
• Bronchoscopy	
• Pulmonary Function Tests	
• Cardio-Pulmonary Resuscitation (CPR)	

05. Circulatory 4
- Hypertension
 - Coronary Artery Disease
 - Cardiac Arrest
 - Shock
 - Deep Vein Thrombosis (DVT)
 - ECG
 - 2D Echo Cardiogram
 - Coronary Angiography and Angioplasty
 - Cardiac Catheterization
 - Stress Test (TMT)
 - Pacemaker
06. Renal 4
- Urinary Tract Infection
 - Renal Failure
 - Renal / Bladder Stones
 - Intravenous Pyelography
 - Cystoscopy
 - Urinalysis
 - Hemodialysis
 - Peritoneal Dialysis
07. Reproductive 4
- Female
 - Menstrual Disorders
 - Fibroids
 - Malignancy – Breast cancer and self-examination
 - Infertility and IVF
 - Mammography
 - Ultra Sound
 - Laparoscopy
 - Tubectomy
 - D & C
 - Male
 - Prostate Enlargement
 - Hydrocele
 - Transurethral Resection of Prostate (TURP)

08. Nervous	4
• Stroke (Cerebrovascular accident – CVA)	
• Brain Tumor	
• Brain Injuries	
• Spinal Cord Injuries	
• Lumbar Puncture	
• Myelography	
• CT Scan	
• MRI	
• EEG	
• EMG	
09. Endocrine	2
• Thyroid disorders	
• Diabetes mellitus	
1. Musculoskeletal	2
• Osteoporosis	
• Fractures and treatments	
• Implants	
11. Oncology	2
• Investigations	
• FNAC	
• Histopathology and frozen section	
• Application of nuclear medicine in oncology	

Total Hours 40

Course – 104

Books Recommended:

01. Principles of Anatomy & Physiology – By Gerard J. Tortora
02. Anatomy & Physiology in Health & Illness – By Anne Waugh – Churchill Livingstone.
03. Anatomy & Physiology for Nurses – By Evelyn Pearce – Indian Edition – Jaypee Brothers, New Delhi.
04. Dorland’s Pocket Medical Dictionary.
05. Taber’s Cyclopedic Medical Dictionary – Fadvavis Philadelphin
06. Medical Manual of Anatomy – By Sampath Madhyastha – CBS Publication.

COURSE – 105

Hospital Administration

- | | |
|--|----|
| 01. History of hospital as an organization and its structure | 2 |
| 02. Departments of a Hospital | 12 |
| • Outpatient department and front office | |
| • Nursing services | |
| • Radiology and Imaging services | |
| • Pathology and Clinical Laboratory services | |
| • Operation theatre services | |
| • ICU/ CCU/ NICU/ PICU | |
| • Cardiac Catheterization services | |
| • Emergency Medical Services | |
| • Blood Bank services | |
| • Surgical and Medical wards | |
| • Obstetric and Gynecologic wards and Labor room suite | |
| • Central Sterile Supply Department | |
| • Medicolegal Services | |
| • Laundry and Linen services | |
| • Housekeeping services | |
| • Biomedical waste disposal | |
| • Kitchen and Catering services | |
| • Medical Records Department | |
| • Accounts and Billing department | |
| 03. Routine Admission/Discharge Procedures/Discharge Summary | 2 |
| 04. Hospital Utilization Statistics. | 2 |
| • Average Length of Stay (ALOS) | |
| • Bed Occupancy Rate | |
| • Turn Over Interval | |
| 05. Daily Reports / Returns. | 2 |
| • Hospital Census | |
| • Matron's Report | |
| • Medical Officer's Report | |
| • Casualty Report, Medico-Legal Cases | |
| • Report from ICU / ICCU | |
| • Security Report | |
| • Maintenance Department Report | |
| • OT List | |

06. Biostatistics	4
<ul style="list-style-type: none"> • Vital and Health statistics • Frequency distribution • Measurements of mean, median and mode • Measurements of dispersion mean and standard deviation • Testing of hypothesis • Test of significance - Normal test (t) and Chi-square test • Incidence and prevalence rates 	
07. Patient's Complaints.	} 2
08. Medical Certificates.	
09. Hospital Committees.	2
Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow up Actions.	
10. Patient Relations Management:	2
Interviews, Questionnaires, Observations, Exit Interviews, Reporting and Compliance	
11. Duties & Responsibilities of the Hospital Administrator/CEO.	2
<ul style="list-style-type: none"> • In Profit Making Hospitals • In Non-Profit Making Hospitals 	
12. Marketing of Hospital:	4
<ul style="list-style-type: none"> • Guest Lectures, Seminars, Workshops • Continuous Medical Education • Organization of Camps • Public Participation • International Marketing and medical tourism 	
13. Hospital Security.	2
<ul style="list-style-type: none"> • Staff • Patients • New born babies • Stores 	
14. Hospital Waste Management.	} 2
15. Methods of Infection Control.	
Total Hours	<u>40</u>

Course – 105

Books Recommended:

01. Sana's Guidelines for Hospital Infection Control – By Mohd. S. Khan – Jaypee Brothers, New Delhi.
02. Hospital Waste Management & it's Monitoring – By Madhuri Sharma – Jaypee Brothers, New Delhi.
03. Medical Stores Management – By Shakti Gupta & Sunil Kant - Jaypee Brothers, New Delhi.
04. Medical Records, Organisation & Management – By G.P. Mogli – Jaypee Brothers, New Delhi.
05. Guidelines on Effective Hospital Administration- Dr. P.V.Bokil
06. Emergency Medical Services & Disaster Management – By D.K. Dave & Shakti Gupta – Jaypee Brothers, New Delhi.
07. Hospital Waste Management – By A.G. Chandorkar – Paras Medical Publisher.
08. Hospital Infection Control – By S.A. Tabish – Academia, New Delhi.

COURSE – 106

Evaluation Pattern of Course 106

Journal related to Hospital Training

The Journal should contain details of main departments of Hospitals, along with its location, space requirements, equipment needs, manpower, functions, etc.

The following Departments should be studied:

1. O.P.D. and Front office
2. Clinical Laboratories
3. Radiology and Imaging Departments
4. Casualty/EMS
5. Stores
6. Marketing Services
7. Operation Theater
8. Critical care areas
9. CSSD
10. Wards
11. Maintenance Department
12. Physiotherapy
13. Bio-Medical Department
14. Human Resources department
15. Catering and Kitchen Services
16. Pharmacy

Strict monitoring is essential to ensure originality of the material submitted in the Journals.

01. 30 Marks – For Classroom performance, attendance & tutorials
02. 70 Marks – For the Viva Voce.

At the end of the Semester – I, a **Viva Voce** shall be conducted by the Institute. During Viva Voce examination questions pertaining to subjects taught in the Semester-I will also be included. Examiners will assess students for 100 marks.

SEMESTER II

COURSE – 201

Human Resource Management

	Hours
01. Functions of Human Resource Management	4
The Managerial Perspective Objectives of Personnel Department Human Resource Development (HRD).	
02. Position of the Personnel Department.	2
• Organisation of the Personnel Department	
• Line – Staff Relationship.	
03. Manpower Planning & Development.	2
• Manpower Needs.	
04. Job Analysis, Job Description & Specifications for Hospital Staff.	4
05. Selection & Recruitment.	2
• Orientation.	
06. Duty rosters of various categories of staff	2
07. Manpower Developing & Training.	2
• Counselling	
08. Career Planning.	2
• Promotion Policies	
• Vertical and horizontal transfers	
• Employee Turnover	
09. Wage Administration, Salary Administration.	2
10. Employee Benefits & Social Security.	2
11. Performance Appraisals: Techniques & Practices.	4

12. Industrial Relations.	4
• Unions & their role	
• Settlement of disputes	
• Industrial Dispute Act	
• Collective bargaining	
• Conflict management	
13. Dynamics of Behaviour at Individual Level.	2
• Group Dynamics.	
14. Issues Relating to Management of Professionals, Consultants, Specialists, Medical Officers, Nursing Staff, Other Paramedical Staff.	2
15. Development of staff.	2
• In service Training, on job Training, Higher Courses, Specialized Training.	
16. Discipline.	2
• Punctuality	
• Dress code	
• Identification	
• Behaviors of staff	
• Disciplinary action	
• Law of natural justice	
• Departmental enquiry	

Total Hours 40

Course – 201

Books Recommended :

01. Personnel Management & Industrial Relations – By Rustom S. Davar
 – Vikas Publishing House.
02. Human Resource Management – By Garry Dessler – Prentice Hall
 India.
03. Human Resource & Personnel Management – By Aswathappa – Tata
 McGraw Hill.
04. Human Resource Management – By Khan.

COURSE – 202

Laws Related to Hospital & Medical Services

	Hours
01. Introduction & Legal Procedures. Court, Affidavit, Evidence, Complaint, Investigation, Oath, Offence, Warrant, Summons. Medico Legal Aspects of Emergency Services.	4
02. Inquest. • Police Inquest, Magistrate's Inquest.	2
03. Criminal Courts in India & their Powers.	2
04. General Important Legal Knowledge Pertaining to IPC, CRPC, Civil PC, Evidence Act.	2
05. Rights & Responsibilities of Medical Person.	2
06. Hippocratic Oath, Declaration of Geneva.	2
07. Code of Medical Ethics	2
08. Organizational & Procedural Laws. • Indian Contract Act • Nursing Home-Registration Act • Birth-Death Registration Act.	2
09. Labour Laws Applicable to a Hospital. • Indian Trade Union Act 1926/Industrial Dispute Act 1947. • The Bombay Shops & Establishment Act. • The Workmen's Compensations Act. • The Industrial Employment (Standing Orders) Act 1946. • Payment of Wages Act. • Employee Provident • Maternity Benefit Act.	4
10. Professional Negligence, Errors & Commission	2

11. Laws Related to Medical Procedures.	4
• Medical Termination of Pregnancy Act 1971(MTP Act)	
• Prenatal Diagnostic Techniques, Regulations & Prevention of Misuse Act 1994 (PNDT Act)	
• Transplantation of human organs Act 1994.	
12. Consumer Protection Act 1986.	2
13. Medical Negligence & Compensation.	2
14. Doctor Patient Relationship.	2
15. Preventive Steps for Doctors/Hospitals to Avoid Litigation.	2
• Consent Form	
• Life support	
• Dying Declaration	
• Death Certificate	
• High Risk	
• Post Mortem	
16. Illustrative Cases of Medical Negligence in India.	4
• Surgery	
• OBST/GYNAEC	
• Medicine	
• Pediatrics	
• Other Disciplines/Anesthesia	

Total Hours 40

Course – 202

Books Recommended:

01. Parikh's Text Book of Medical Jurisprudence & Toxicology – By Dr. C.K. Parikh – CBS Publications.
02. Medical Negligence & Compensation – By Jagdish Singh – Bharat Law, Jaipur.
03. Medical Negligence & Legal Remedies – By Anoop K. Kaushal – Universal.
04. Medical Termination of Pregnancy Act.
05. Preconception & Prenatal Diagnostic Techniques (Prohibition of sex selection) Act 1994.
06. Organ Transplant Act.
07. The Consumer Protection Act 1986.
08. Indian Trade Union Act 1926.
09. Industrial Dispute Act 1946.
10. Medico-legal Aid to Hospitals & Doctors, with Consumer Protection Law – By M.S. Pandit & Shobha Pandit – Pandit Publications.
11. Opening the Domains of Laws – By Adv. Seema Bapat.
12. Modi's Book on Medico Jurisprudence & Toxicology.

COURSE -203

Material Management & Inventory Control

	Hours
01. Principles of Materials Management.	2
<ul style="list-style-type: none">• Definition• Scope & Functions• Objectives	
02. Materials Planning.	6
Classification of Materials	
1. Consumable	
2. Non consumable	
3. Working out quantities required,	
4. Forecasting	
5. Budgeting.	
6. Availability of materials	
7. Critical items	
8. Stock level	
9. Procurement methods	
03. Purchase Management.	6
<ul style="list-style-type: none">• Objectives• Purchase system 1. Centralised 2. Decentralised 3. Local purchase• Legal aspects of purchasing.• Out Sourcing of Services	
04. Purchase Procedures.	4
<ul style="list-style-type: none">• Selection of Suppliers• Tendering procedures• Analysing bids• Price negotiations• Issue of purchase orders• Rate Contracts• Follow up action	
05. Receipt of Materials.	4
<ul style="list-style-type: none">• Inspection of materials• Preparation of defect/Discrepancy Report• Disposal of rejected items• Stocking of accepted items• Accounting of materials.	

06. Store Management.	6
<ul style="list-style-type: none"> • Organisation & layout • Functions of Store Manager • Materials handling, Flow of goods/FIFO • Computerisation of inventory transactions • Security of stores • Disposal of scrap/unserviceable materials • Sub-stores in various departments • Physical stock taking. 	
07. Inventory Control.	4
<ul style="list-style-type: none"> • Aims & objectives • Scope of Inventory Control • Lead-time, Buffer stock, Reorder level, Two Bin System, EOQ. 	
08. Tools & Techniques of Inventory Control.	4
<ul style="list-style-type: none"> Classification of Inventory Techniques of Inventory Control <ul style="list-style-type: none"> 1. ABC 2. VED 3. Others. 	
09. Medical Stores.	4
<ul style="list-style-type: none"> • Functions • Storage condition/Monitoring, Expiry Dates & Action • Cold Chain • Role of drug Review Committee <ul style="list-style-type: none"> 1. Hospital formulary 2. Obsolescence. 	
Total Hours	<u>40</u>

Course – 203

Recommended Books :

01. Handbook of Materials Management – By P. Gopalkrishnan – Prentice Hall India.
02. Purchasing & Materials Management – By P. Gopalkrishnan – Tata McGraw Hill.
03. Materials & Logistic Management – By Prof. L.C. Jhamb – Everest Publications.
04. Introduction to Materials Management – By Tony Arnold – Peerson.
05. Stores, Management & Logistics – By – P. Gopalkrishnan – Sultanchand & Co., New Delhi.

COURSE – 204

Management of Health Care and Hospital Services

	Hours
01. Health Administration in India.	2
02. Health Care Delivery System.	4
a. Introduction to organization of health services in India – Central, States, Defence, Railways and other PSUs	
b. Voluntary agencies	
c. Comprehensive health projects with Rural Development	
e. International organizations related to health services	
03. National Health Policy.	2
04. National Health Programmes.	4
• Tuberculosis's control Programme, Dots	
• Programme for control of Blindness	
• Family welfare programme	
• AIDS control programme, role & functions of National AIDS Control Organisation (NACO).	
05. Review of reports on Healthcare	4
1. Bhore Committee	
2. Moodliar Committee	
3. Jain Committee	
4. Kartar Singh Committee	
5. Srivastava Committee	
06. Epidemiological Triad, Levels of Disease Prevention.	2
07. Disaster Management/ Disaster Plan	4
• Fire fighting	
• Dealing with crisis situations	
• Natural disasters –floods, earthquakes etc.	
• Mob violence against medical establishments	
• Bomb threat	
• Terrorist strike	
• Political agitation	
• Mass casualties	

08. Engineering Services.	2
• Maintenance of Building, Campus & Utilities	
• Fire safety.	
09. Quality Management in Health Care.	8
a. Service and Process quality	
b. Cost of quality	
c. Quality control	
d. Statistical methods in hospitals for control of service quality	
e. Quality Circles	
f. Total Quality Management	
g. Five S and Six Sigma	
h. Kaizen	
i. Standard Operating Procedures (SOPs).	
j. ISO, ISO standards and their implementation	
k. Accreditation of hospitals – ISO, NABH, JCI	
10. Insurance companies and TPAs	8
a. Insurance policies and cover	
b. Personal accident insurance benefit	
c. Claims procedures	
d. Administration of patient related schemes	
e. Medical insurance - cashless benefit, reimbursement	
f. CGHS, ECHS, CSMA, ESIC	

Total Hours 40

Course – 204

Books Recommended :

01. Park's Text Book of Preventive & Social Medicine –By K. Park - Banarasidas Bhanot, Jabalpur.
02. Essential of Hospital Support Services & Physical Infrastructure – By Madhuri Sharma – Jaypee Brothers, New Delhi.
03. Hospital Services Management – By S.K. Parthsarathi – K.J. Hospital, Madras.
04. Medical Records Organisation & Management – By G.P. Mogli – Jaypee Brothers, New Delhi.
05. Management Information System – By Waman s. Javdekar – McGraw Hill.

06. Hotel, Hostel & House Keeping – Joan C. Branson, Margaret & Lennox – Book Power.
07. Total Quality Management – By V.V. Gopal – ICFAI University Press.
08. Marketing – Rogera Kerin & Steven W. Hartcey – McGraw Hill.
09. Methods of Bio-statistics – By Rao.

COURSE – 205

Project Report

Evaluation Pattern -

Every student will complete a Project Report under the guidance of a Senior Faculty who will act as the Guide. The Project is expected to be studied in one of the Hospitals allotted by the Institute.

At the end of Semester-II the student is expected to complete the Project Report of not less than 5000 words & submit a copy of the Report to the Director/Principal of the Institute/College before 31st March of the academic year. The report must be based upon a reasonable sample survey, collection of primary data and data analysis of some functional area of the Hospital & its management.

The Report will be internally evaluated by the Guide of the Project & the marks out of 30 will be communicated by Director to the University before the commencement of Semester-II University examination.

At the end of the Semester-II, the Viva Voce shall be conducted by the panel of two External Examiners appointed by the University. The evaluation of the Project Report by the External Examiners should be out of 70 marks. During Viva Voce, questions pertaining to subjects taught during the second Semester will be also included.

COURSE – 206

Computer Fundamentals & Software Related To Hospitals

01. Computer basics	6
Definition of a Computer, Block Diagram of elements of digital computer their functions, Computer Hardware & Software, Computer generations, Types of computers, Memory, CPU, I-O devices, Secondary storages, Magnetic Tape, Disk, CD-ROM. Other recent developments- Scanners, Digitizer, Plotters, Printers, Hardware and Software. Micro, Mini, Main-frame and super computers, Cyber crimes – hackers and crackers	
02. Operating system: Windows	4
03. Office Automation Software (MS-Office 2007)	12
<ul style="list-style-type: none">• Word processing Software MS-Word – Mail merge• Spreadsheet Software MS-Excel – Graphics and charts, pivot table, conditions, formatting, formulae, vlookup,• Database Management Software• MS-Access.• Presentation Software• MS-Powerpoint• Other Applications	
04. Various types of Viruses, antivirus soft wares	2
05. Networking – LAN, MAN, WAN, VWAN	2
06. Introduction to Internet Technology:	4
<ul style="list-style-type: none">• Explanation of Internet and its applications like E-mailing, Chatting Browsing• Data Uploading/ Downloading etc.	
07. Introduction to the software's related to the Hospital Management:	8
Hospital Management System, Payroll system, Accounting System, Inventory Control System & other computer applications in Hospitals.	
08. Telemedicine – Introduction and Applications	2
Total Hours	<u>40</u>

Evaluation Pattern of Course 206

30 marks for Classroom performance, attendance & tutorials
70 marks for end Semester Examination conducted by the respective Institute.

Books Recommended :

01. Computers Today : by Sanders.
02. Computers: by Trainor & Krasnewich (McGraw Hill).
03. Fundamentals of Computing: by Tucker, Cupper,
04. Operating System Concept: by Peterson Biberachaty.
05. Operating System: by Millan Milenkoric.
06. Fundamentals of Computers: by Rajaraman.
07. Know your PC: by Peter Norton.
08. Computer Networks: by Andrew S. Tenenbaum.
09. Computer Network and Distributed Processing: by James martin.
10. Computer Studies : by C.S.French.
