

MBA Hospital Administration – SYLLABUS

MBA HOSPITAL ADMINISTRATION

1ST YEAR SUBJECTS

- 1. MANAGEMENT PROCESS AND BEHAVIOUR**
- 2. ACCOUNTING FOR DECISION MAKING**
- 3. MANAGEMENT OF OUT-PATIENT DEPARTMENT**
- 4. PATIENT CARE AND BEHAVIOUR**
- 5. HEALTH SYSTEM MANAGEMENT**
- 6. MANAGEMENT OF INFORMATION SYSTEMS IN HOSPITALS**

MASTER OF HOSPITAL ADMINISTRATION
3 Year PG Course
Distance Mode – School of Distance Education – Andhra University
With Effect From the Academic Year 2011-2012
Year-wise Distribution of Curriculum

First Year Papers

1. MANAGEMENT PROCESS & BEHAVIOUR

Objective: The Objective of the course is to introduce management concepts and process with a focus on leadership and human behaviour in organizations.

UNIT-1:

Management – Definition, Scope and Importance – Principles of Management – Functions of Management – Systems Approach to Management – Business Ethics, Corporate Governance and Social Responsibility.

UNIT-2:

Planning – Nature, Purpose, Steps in planning – Management by Objectives – Planning premises – Process of Decision Making – Decision Tree Analysis – Coordination.

UNIT-3:

Organizing – Principles of Organization – Span of Control – Delegation and decentralization – Empowerment – Line and Staff relations – Directing – Leadership Styles – Motivation Theories: Maslow, Herzberg, Vroom – Managerial Communication – Communication Styles – Models of Interpersonal Communication, Johari Window – Transaction Analysis – Process of Control.

UNIT-4:

Organizational Behaviour – Emergence of OB – Personality, Values and attitudes – Learning and Perception – Individual and Group Behaviour – Elton Mayo theory – Behavioural characteristics.

UNIT-5:

Organizational Change and Development – Change Process – OD interventions – Organizational Conflicts – Organizational Culture – Organizational Effectiveness.

UNIT-6:

Case Studies

Suggested Readings:

1. Mirza, S. Saiyadain, "Organizational Behaviour", Tata McGraw Hill Publishing Company Ltd., New Delhi, 2003.
2. Fied Luthans, "Organizational Behaviour", McGraw Hill Education (Asia), 2005.
3. Steven L McShane and Mary Ann Vouglinow, "Organizational Behaviour" Tata McGraw Hill Publishing Company Ltd., New Delhi, 2005.
4. Angelo Kinichi and Robert Kreitner "Organizational Behaviour – Concepts Skills and Practices", Tata McGraw Hill Company Ltd., New Delhi, 2006.
5. Harold Koontz Y & Henz Weihrich: Management;
6. James A.F., Stoner & R. Edward Freedman: Management;
7. L.A. Allen: Management and Organization;
8. Newman & Summer: The Process of Management;
9. Robbins SP, Organizational Behaviour;
10. Fiedler FE, A Theory of Leadership Effectiveness.

2. ACCOUNTING FOR DECISION MAKING

Objective: The Objective of the course is to impart skills of principles and techniques of Accounting for Management.

UNIT-1:

Accounting Framework: Accounting Concepts and GAAP - Accounting cycle - Journal - Ledger - Trail Balance - Managerial Applications of Accounting Information.

UNIT-2:

Understanding Financial Statements: Construction and analysis of Profit and Loss Account - Construction and Analysis of Balance Sheet - Common size and Comparative Balance Sheet.

UNIT-3:

Cost Management - Construction of Cost Sheet - Direct Costing and Indirect Costing - Absorption and Marginal Costing - Cost-Volume-Profit Analysis - Relevant Range - Break-even analysis.

UNIT-4:

Cost Analysis for Decision Making: Standard costing and variance analysis - Differential Cost Analysis - Shut Down cost Analysis.

UNIT-5:

Budgeting and Budgetary Control - Types of Budgets - Preparation of Budgets - Production Budget - Sales Budget - Cash Budget - Flexible Budget - Performance Budgeting - Zero Based Budgeting.

UNIT-6:

Case Studies.

Suggested Readings:

1. Horngren, Charles T., Introduction to Management Accounting, PHI, NJ;
2. Maheswari SNN, Management Accounting and Financial Control, Mahavir Book Depot, Delhi.
3. Rober S. Kaplan and Anthony A. Atkinson : Advanced Management Accounting (PHI), New Delhi;
4. Bhatatosh Banarjee; Financial Policy and Management Accounting The World Press, Calcutta
5. Khan and Jain, Management Accounting.
6. Ramachandran & Kakani, Financial Accounting for Management, Tata McGraw Hill.
7. Ravi M. Kishore, Advanced Management Accounting, Taxmann's Publications.
8. Sumith Jain, Management Accounting, Taxmann's Publications.
9. Colin Drudry, Management and Cost Accounting, Taxmann Publications.
10. Bhattacharya, Financial Accounting for Business Managers, PHI.

3. MANAGEMENT OF OUT-PATIENT DEPARTMENT

Objective : The objective of the course is to equip the learner with the different organizational steps involved in management of the Out-Patient Department

UNIT-1:

Evolution of Out Patient Department - Planning of Out Patient Department - Objectives - Functions of Out Patient Department - Organization Structures - Day Care Centres - Community Health Care Centres - Physical Medicine & Rehabilitation Centre - Performance Evaluation of Out Patient Departments - Conclusion - Unit Review Questions - Reference Books.

UNIT-2:

Emergency Services - Managerial Issues in Emergency Department - Staffing of Emergency Department - Checklist Management.

UNIT-3:

Patient Care in Out Patient Department - Emergency Operation Theatre Management - Planning & Organization of Minor Operation Theatre.

UNIT-4:

Departments of Out-patient Departments - Planning of Departments.

UNIT-5:

Diagnostic Services of Out Patient Department - Secretarial Services in Management of Out Patient Departments - Referrals & Cross Referrals - Treatment.

Reference Books:

1. S.L. Goel, Healthcare Management and Administration, Deep & Deep Publications Pvt. Ltd. New Delhi.
2. Srinivasan, A.V. (ed.), Managing a Modern Hospital, Chapter 12, Response Books, New Delhi, 2000.

4. PATIENT CARE AND BEHAVIOUR

Objective: The Objective is to make the learner to understand the psycho-social aspects of the patient and resulting behaviour in a stressful condition.

UNIT-1:

Introduction: Patient Rights - Patient Behaviour - Models of Patient Behaviour - Patient Motivation - Patient Perception - Attitudes - Attitude Change - Personality, Patient Involvement and Decision Making, Reference Group Influence - Opinion Leadership - Family Decision Making.

UNIT-2:

Policies and Procedures of the Hospitals for patients and personnel: Service Buying Behaviour - Psychographics - Lifestyles - Information Search Process - Evaluating Criteria Audit of Patient Behaviour.

UNIT-3:

Patient Care: Introduction, Importance of improving the quality care of patients, role of natural and human resources in patient care management, patient counseling: for surgical procedures, for treatment, grief counseling; protocols, medicare standards.

UNIT-4:

Hospital Administration: Role of Medical Superintendent, Hospital Administrator, Resident Medical Officer, Night Duty Executive; Public and guest relation; importance in patient care, information regarding patients, code of press relations, medical information, patient information booklets, attendants' management.

UNIT-5:

Legal Responsibilities: Essential documents, state licensure, civil rights, authority of examination, treatments, autopsy, responsibilities of medical staff, tort liability, insurance, use of investigational drugs. General policies and procedures of the hospitals for patients and personnel. Need, legal implications, Pollution Control Board Act, Safe Collection, segregation, disposal, dumping, incineration and training.

Reference Books:

1. Liewellyne Davis and H.M. Maccaulay, Hospital Administration and Planning, JP Brothers, New Delhi, 2001.
2. S.G. Kabra, Medical Audit
3. Arun Kumar (ed) Encyclopedia of Hospital Administration and Development, Anmol Publications, New Delhi, 2000.
4. Srinivasan, A.V. (ed), Managing a Modern Hospitals, Response Books, New Delhi, 2000.
5. Environment Management Systems, ISO 14000 Documents.
6. Syed Amin Tabish, Hospital and Health Services Administration Principles and Practice, Oxford Publishers, New Delhi, 2001.
7. Liewellyne Davis and H.M. MacCaulay, Hospital Administration and Planning, JP Brothers, New Delhi, 2001.

5. HEALTH SYSTEM MANAGEMENT

Objective : The objective of the course is to familiarize the learner with the basic and advanced concepts of Health System Management

UNIT-1:

Introduction – Health Care Management – Evolution of Health Care Systems in India & Abroad
– Evolution of Present Health Care Services in India.

UNIT-2:

Health Care Management: Success in Team Work – In-service Training & Education.

UNIT-3:

Law Related to Medical & Health Care – Consumer Protection Act, 1986, Right To Information Act, 2002

UNIT-4:

Development of Attitude & Motivation among Hospital Service Providers – Awareness of Health Insurance – Role of Hospital Administrator.

UNIT-5:

Legal Medicine vis-à-vis Law Ethics

Reference Books:

1. S.L. Goel, Healthcare Management and Administration, Deep & Deep Publications Pvt. Ltd. New Delhi.
2. Srinivasan, A.V. (ed.), Managing a Modern Hospital, Chapter 12, Response Books, New Delhi, 2000.

6. MANAGEMENT OF INFORMATION SYSTEMS IN HOSPITALS

Objective: To make the learner to understand MIS as a managerial decision making tool and to know the sources and compiling of MIS.

UNIT-1:

Introduction to Management Information Systems: Decision Making Process Techniques - Major Trends in Technology in Decision Making - Computerized data processing - Decision Support Systems - Expert System - Executive Information System - Health Management Information System.

UNIT-2:

Health Records: The World of Informatics The Future of healthcare technology - Functions of the health record - Changing functions of the patients record - privacy and confidentiality and Law - Advantages of the paper record - Disadvantages of the paper record - Optically scanned records - The Electronic health record - Automating the paper record - Advantages of the HER - Disadvantages of the HER - Bedside or point-of-care systems - Human factors and the HER - Roadblocks and challenges to HER implementation.

UNIT-3:

Telemedicine: Telehealth - Historical perspectives - Types of Technology - Clinical initiatives - Administrative initiatives - Advantages and Barriers of telehealth - Future trends - Summary - The Future of informatics; Globalization of Information. Technology - Electronic communication - Knowledge management - Genomics - Advances in public health - Speech recognition - Wireless computing - Security - Telehealth - Informatics Education - Barriers to Information Technology implementation.

UNIT-4:

Software Applications in Health Care: Awareness on the application of computer software packages in various functions of hospital - Internet and Intranet and their application in healthcare.

UNIT-5:

Practicals of Software Applications: One way ANOVA using Statistical Software -

Suggest Practicals:

Mail Merge using MS Word	Profit Analysis using Excel	Vendor Analysis using Excel
Lead Time Analysis using Excel	Electricity billing using Excel	Grade Analysis using Excel
Budget Consumption using Excel	Correlation using Statistical Software	Regression using Statistical Software
Chi-square using Statistical Software	One Sample T Test using Statistical Software	Two Sample T Test using Statistical Software
Test of Significant difference - Independent Samples	Test of significant difference - Related Samples	

Reference Books:

1. Green. E. Paul. Danald S. Tull, Gerald Albaum, Research for Marketing Decisions, Prentice Hall, New Delhi, 1996.
2. Ghosal, A., Elements of Operations Research, Hindustan Publishing Corporation, New Delhi, 1969.

MBA HOSPITAL ADMINISTRATION

2ND YEAR SUBJECTS

- 1. HUMAN FACTOR IN HEALTH ORGANISATIONS**
- 2. FINANCIAL MANAGEMENT IN HOSPITALS**
- 3. OPERATIONS MANAGEMENT IN HOSPITALS**
- 4. MEDICAL AUDIT AND QUALITY MANAGEMENT**
- 5. HOSPITAL SERVICES MARKETING**
- 6. HEALTH CARE ECONOMICS**

MASTER OF HOSPITAL ADMINISTRATION
3 Year PG Course
Distance Mode - School of Distance Education - Andhra University
With Effect From the Academic Year 2011-2012
Year-wise Distribution of Curriculum

Second Year Papers

1. HUMAN FACTOR IN HEALTH ORGANISATIONS

Objective : The Objective of the Course is to acquaint the learner with various Concepts, Principles of HRM in Hospitals

UNIT- 1 :

Definition of Hospital HRM, Importance of HRM in Hospitals - Nature of HR in Hospitals - Objective of HR in Hospital, Functions of HRM, Principles of HRM - Functions and role of HR Manager

UNIT - 2 :

HR Planning and Development - Significance - Importance of HR Planning - Factors influencing HR Planning Process - Job Analysis - Recruitment - Selection.

UNIT - 3 :

Training and Development - Methods of Training - Executive Development - Performance Appraisal - Techniques, Traditional Vs. Modern Methods - Limitations of Appraisal.

UNIT - 4 :

Compensation and Benefits - Wage Concepts - Principles of Wage Administration - Wage Fixation - Employee incentives and Benefits - ESOPs - Role of Monetary and Non-monetary Benefits.

UNIT - 5 :

Industrial Relations - Factors affecting Industrial Relations - Role of State in IR - Trade Unions - Blue Collar Vs. White Collar Unions - Association of Doctors, Nursing Staff, Paramedical - Industrial Disputes, Causes, Consequences, Preventive and Settlement Machinery - (Case Studies Compulsory)

References:

1. Goyal, R.C Hospital Administration and Human Resource Management, Prentice Hall of India Private Limited, New Delhi, 2010
2. K. Aswathappa, "Human Resource and Personnel Management - Text and Cases", Tata McGraw Hill Publishing Company Limited, New Delhi, 3rd Ed., 2009
3. Ian Beardwell and Len Holden, Human Resource Management, MacMillan, New Delhi.
4. Venkata Ratnam, C.S. and Srivastava B.K., Personnel/Human Resource Management, Tata McGraw Hill, New Delhi.
5. Satya Raju, R., Human Resource Response to New Corporate Initiatives, National Institute of Personnel Management, Calcutta.

2. FINANCIAL MANAGEMENT IN HOSPITALS

Objective : The objective of the course is to introduce the concepts, tools and techniques of financial management to the learners.

UNIT -1

Introduction to Financial Management : Meaning, Nature and Scope of Finance
Function – Objectives of Financial Management – Profit Maximisation Vs Wealth Maximisation – Role of a Finance Manager – Methods and sources of Short-term and Long-term Finance.

UNIT -2

Financial Statement Analysis : Understanding Basic Financial Statements - Ratio Analysis – Funds Flow Analysis – Cash Flow Analysis – BEP.

UNIT -3

Investment Decisions – Cost of Capital – Computation of WACC – Capital Budgeting Process – Techniques of Capital Budgeting – Traditional and DCF Techniques of Investment Appraisal – C/B under Risk and Uncertainty.

UNIT -4

Financing Decision – Financial leverage – Operating leverage – EBIT – EPS Analysis – Capital Structure Planning – Theories of Capital Structure – Dividend policy – Models of Dividend Policy – Practice – Bonus shares – Rights Issue.

UNIT -5

Working Capital Management – Concepts and Approaches of Working Capital - Determinants of Working Capital – Management of Current Assets – Cash – Receivables – Inventory – Case Studies

SUGGESTED READINGS :

1. Vyuptakesh Sharan, “Fundamentals of Financial Management”, Pearson Education (Singapore) Pte. Ltd.,2005.
2. M.Y.Khan and P.K. Jain, “Financial Management Text, Problems and Cases”, Tata McGraw Hill Publishing company Limited, New Delhi, 2006.
3. I.M. Pandey, “ Financial Management”, Vikas Publishing House Pvt. Ltd., 9th ed., 2008
4. Prasanna Chandra, “Financial Management Theory and Practice”, Tata McGraw Hill Publishing Company Limited, New Delhi, 6th ed., 2004.
5. James C. Van Horne, Financial Management and Policy – 2007
6. Prasanna Chandra, Financial Management : Theory and Practices – 2009
7. Solomon, Ezra, The Theory of Financial Management – 2009
8. I.M. Pandey, Financial Management – 2008
9. M.Y. Khan & Jain, Cases in Financial Management – 2008
10. Gittmen, Managerial Finance – 2009

3. OPERATIONS MANAGEMENT IN HOSPITALS

Objective : The objective of the course is to equip the learners with decision making skills in planning, scheduling and control of production and operation functions in hospitals.

UNIT -I

Front office - Admission - Billing - Medical Records - Ambulatory Care - Death in Hospital - Brought-in Dead. Maintenance and Repairs Bio Medical Equipment.

UNIT -2

Clinical Services - Clinical Departments - Out patient Department (OPD) - Introduction - Location - Types of patients of OPD - Facilities - Flow Pattern of patients - Training and Coordination; Radiology - Location - Layout - X-ray Rooms - Types of X-ray machines - Staff - USG - CT - MRI - ECG, PET Scan

UNIT -3

Supporting Services - House Keeping - Linen and Laundry - Food Services - Central Sterile Supply Department (CSSD), Maintenance

UNIT -4

Facility Location and Layout importance of location, factors, general steps in location and selection decision process, types of layouts -techniques of work measurement, time and motion study. Productivity measures, value addition, capacity utilization.

UNIT -5

Purchasing strategy process - organizing the purchasing function - financial aspects of purchasing - tactical and operational applications in purchasing management - Inventory Management; Valuation and accounting for inventory - physical location and control of inventory - planning and replenishment concepts - protecting inventory; value management, value engineering, value analysis.

Reference Books:

1. Maduri Sarma, Essentials for Hospital Support Services and Physical Infrastructure, Jaypee Brothers Publications - 2008
2. Prabhu KM, Sood SK, Hospital Laboratory Services Organization and Management, Journal of Academy of Hospital Administration - 2010
3. Srinivasan, A.V. (ed.), Managing a Modern Hospital, Chapter 12, Response Books, New Delhi, 2009
4. Schoedev, Roger G., Operations Management - Decision Making in Operations Function, McGraw Hill, New Delhi, 2007

4. MEDICAL AUDIT AND QUALITY MANAGEMENT

Objective : The objective of the course is to provide an indepth knowledge about the medical audit leading to TQM

UNIT-1:

Introduction - Definition - Origins & Development in Medical Audit - Medical Audit Policy - Concept of Medical Audit - Medical Record, Medical Audit Relationship - Medical Audit related to Diagnosis, Investigations and therapy.

UNIT-2:

Use of Computers in Audit Process - Medical Audit - Global Perspective - Types of Medical Audit - Appraisal of Medical Audit - Methods of Medical Audit.

UNIT-3:

Introduction - Concept - Definition - Origin & Growth of Quality Management - Importance and Significance of TQM for Hospitals - Prerequisites of Quality Management in Hospitals - Role of Medical Record in Quality Management - Quality Circles - Quality Assurance.

UNIT-4:

Quality Management in Hospital : Front Office - OPD - Casualty - Labs - OT - CSSD - IP - Dietary, HK, ICU - Nursing - Laundry - Canteen - TQM team work - Employee involvement - Key result areas - leadership - TQM Tools - Quality function deployment - Concurrent engineering - FEMA - Demings - P.C.D.A. Cycle - JIT (Just in Time) - Kaizan - 'O' defect programme - Statistical Tools in TQM - flow diagram - Pareto Analysis - Cause and effect diagram - Control Charts - Bench Marking - Business Process Reengineering - TQM practices in Indian Hospitals.

UNIT-5:

Accreditation - Introduction - Concept of Hospital Accreditation - Accreditation Scenario in India and abroad - Organisations, authorities for accreditations in India - Accreditation process - Role of the government in developing an accreditation system.

Suggested Books:

1. 'Hospital Administration' by D.C. Joshi and Mamta Joshi, Published by Jaypee Brothers, Medical Publishers, New Delhi, 2011
2. Medical Audit by Anjan Prakash - Published by Jaypee Brothers, Medical publishers (P) Ltd., New Delhi, 2011
3. Principles of Hospital Administration and Planning, by B.M.Sakharkar published by : Jaypee Brothers, Medical Publishers (P) Ltd., New Delhi, 2010

5. HOSPITAL SERVICES MARKETING

Objective : The objective of this course is to enhance the marketing skills of the student with special reference to Hospital Services marketing.

UNIT - 1

Core concepts of Marketing – Marketing Environment Analysis – Competition Analysis – The scope of Hospital Services Marketing.

UNIT - 2

Service Characteristics and their strategic implications, Service Consumer Behaviour – Service Marketing strategy – Market segmentation – targeting and positioning – Service Marketing Mix – Service Triangle.

UNIT - 3

Designing health care service products – New Service Development process – PLC – Physical evidence – Pricing Strategies, Channel management in Hospitals, Franchisee management.

UNIT - 4

Internal marketing – Importance and Objectives – Roles of a service employee – Internal marketing strategies ; External marketing – Promotional mix – Promotional campaign design ; Interactive marketing.

UNIT - 5

Service distribution ; Service Demand and Capacity Management ; Service Quality Management – GAP model, SERVQUAL model – Service recovery strategies.

Reference Books :

- Ramamohana Rao, K., Services Marketing, Pearson Education (Asia),
Kotler Philip, Marketing Management (Millennium Edition), PH1, New Delhi, 2006.
Zeithaml bitner, Yalarie A., Service Marketing – Cases in Marketing Management, MC Graw Hill, New York, 2007
Srinivasan, R., Services Marketing (The Indian Context), Prentice Hall India, New Delhi, 2006
Bhattacharya. C., Services Marketing, Excel Books, New Delhi, 2006.
Ravi Shankar, Services Marketing (Indian Perspective), Excel Books New Delhi, 2004.
Christopher Lovelock & Jochen Wirtz, Services Marketing (People, Technology and Strategy), Pearson Education, New Delhi, 2004.
Saxena, Rajan, Marketing Management, Tata McGraw Hill, New Delhi, 2008
Still, Richard R, Edward W. Cundiff and Norman A.P. Govani, Sales Management PH1, New Delhi, 2007.
Milica Z. Bookman, Karla R. Bookman ; Medical Tourism in Developing Countries, Palgrave Macmilan, 2007.

6. HEALTH CARE ECONOMICS

Objective : The course is intended to provide an indepth knowledge about the sources of funds and its effective utilization to achieve a better quality of health care services within a reasonable cost.

UNIT - 1

Managerial Economics - Introduction - Scope - relevance - hospital resources issues - Demand Analysis - Demand forecasting - purpose - methods - criteria for a good forecasting method - consumer durable goods - capital goods - determinants of market demand - law of demand - demand curve.

UNIT - 2

Concept of resource allocation - cost analysis - concepts - classification - short run - long run cost functions - Economics of size - economies and dis-economies of scale - input output analysis

UNIT - 3

Market Structure - pricing policy - pricing under perfect competition - under pure monopoly - Economic Fluctuations and business - business cycle - business policy - inflation - monetary and fiscal policies.

Unit - 4

Public - Government's role in different socio-economic systems, Budgets - Allocation of Medical field - central - state governments - structure - five year plans.

Unit - 5

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.

Reference Books :

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. Stills E. Addison : Managerial Economics, Homewood, Illionois, Dersey Press Inc, 2008.
3. Spencer M.H. : Managerial Economics, Homewood, Illinois, Richard C. Irwin Inc, 2009
4. Verma J.C. : Managerial Economics - Concepts and Analysis for Business Decisions in Indian Environment, Lawrence Publishing House, New Delhi, 2006.
5. Varshey R.L. & Maheswari K.L : Managerial Economics, Sultan Chand & Sons Publishers, Thomas P.C. : Managerial Economics.2005.
6. Salratore Dominick : Managerial Economics in Global Economy, Thomson, 2006.
7. Dean Joel : Managerial Economics, Prentice Hall India, Eastern Economy Edition, 2008
8. Dwivedi D.N : Managerial Economics, Vikas, 2009.

MBA HOSPITAL ADMINISTRATION

3RD YEAR SUBJECTS

- 1. HOSPITAL WASTE MANAGEMENT**
- 2. RISK AND DISASTER MANAGEMENT**
- 3. LEGAL AND ETHICAL ISSUES FOR HOSPITAL**
- 4. OPERATIONS RESEARCH**
- 5. HEALTH INSURANCE**
- 6. CLINICAL, DIAGNOSTIC & THERAPEUTIC SERVICES**

MASTER OF HOSPITAL ADMINISTRATION
3 Year PG Course
Distance Mode – School of Distance Education – Andhra University
With Effect From the Academic Year 2011-2012
Year-wise Distribution of Curriculum

Third Year Papers

1. HOSPITAL WASTE MANAGEMENT

Objective : The Objective of the Course is to familiarize the learner with the importance, techniques and the procedures involved in the management of Hospital Waste.

UNIT-1:

Hospital Hazards: Meaning – Types – Physical–Biological Mechanical – Psychological – Its Impact on Employees – Preventive measures.

UNIT-2:

Hospital Hazards Management: Meaning – Need – Principles – Purpose.

UNIT-3:

Control of Hospital Acquired Infection: Types of Infection – Common Nosocomial Infection and their Causative Agents – Prevention of Hospital Acquired Infection – Role of Central Sterile Supply Department – Infection Control Committee – Monitoring and Control of Cross-Infection – Staff Health.

UNIT-4:

Biomedical Waste Management: Meaning – Categories of Biomedical wastes – Disposal of biomedical waste products – Incineration and its importance – Standards for Waste Autoclaving, Micro Waving and Deep Burial – Segregation – Packaging – Transportation – Storage.

UNIT-5:

Human Waste Disposal and Sewage Disposal: Diseases carried from excreta – Sanitation barrier – Methods of Excreta disposal – Sewage wastes: Meaning – Composition – Aims of Sewage disposal – Decomposition of Organic Matter – Modern Sewage Treatment – Drawbacks of improper disposal of wastes – Solid and liquid.

Reference Books:

1. Sharma – Holistic approach to Hospital Waste Management published by Dept. of Hospital Administration – AIIMS, New Delhi, 2006.

2. RISK AND DISASTER MANAGEMENT

Objective: To familiarize the students to identify the areas of safety and risk and managing of the same, familiarize the hospital administrators in the area of disaster management.

UNIT-1:

Security Organization and Management: Security Sensitive Areas -Functions of Hospital Security Department - Security Organization and Physical Security Measures - Need for Security Technology -Contract Security Agency -Effective Security Management in Hospitals - Security Committee - Periodic Security Audit

UNIT-2:

Hospital Acquired Infection (HAI): Objectives - Control and Prevention - House keeping - Central Sterile Supply Department (CSSD) - Nursing Care - Waste Disposal - Antibiotic Policy - Hospital Infection Control committee - Composition - Role and Functions - Surveillance - High Risk Procedures - Training and Education - Universal Precautions for Health Care Workers.

UNIT-3:

Fire Hazards: Elements of Fire - Fire Hazard Triangle - Causes of Hospital Fires - Fire Protection - Structure Planning and Design Considerations - Buildings: Electric Installations - Water Supply - Fire Points and Escape Routes - Fuel Store - Manual Call Points - Means of Escape and Evacuation - Risk Evaluation.

UNIT-4:

Radiation - Biological Effects of Radiation - Radiation Protection and Safety - Principles in the Layout of a Diagnostic X-ray Room - Contrast Media - Magnetic Resonance Imaging - Planning Constraints - Preventive Measures Against Magnetic Field Hazards - Nuclear Medicine Department - Radiation Protection Aspects - Radioactive Waste Collection and Disposal - Procedure for Obtaining Clearance.

UNIT-5:

Disaster Management - Basic Concepts - Disaster Classification - Disaster Process - Special Characteristics - Principles of Disaster Planning - Disaster and Health Problems - Organization for Medical Relief - Principles of Mass Casualty Management - Objectives of and Need for Hospital Disaster Plan - Disaster Committee - Organization - Role and Responsibilities - Organizing Disaster Facilities - Disaster Response - Alert and Recall - Deployment - Disaster Administration - Disaster Manual - Disaster Drill. TRIAGE

References:

1. Shailendra K. Singh, Safety & Risk Management, Mittal Publishers - 2006.
2. J.H. Diwan, Safety, Security & Risk Management, APH - 2005.
3. Stephen Ayers & Garmvik, Text Book of Critical Care, Holbook and Shoemaker, 2006.
4. Community Medicine - Recent Advances by AH Suryakantha - Published by Jaypee Brothers Medical Publishers (P) Ltd., New Delhi - 2008.
5. Hospital Administration - by D.C. Joshi & Mamta Joshi - Published by Jaypee - New Delhi - 2009.

3. LEGAL AND ETHICAL ISSUES FOR HOSPITALS

Objective: The Hospital being a part of the larger socio political set up the student will be exposed to the legal and ethical issues pertaining to the Hospitals.

UNIT-1:

Establishment, Registration and Regulation of Health Care Organization: Registration and Regulation of Healthcare organization under Andhra Pradesh Private Medical Care Establishment Act 2002; Formation of Health care Organization under Partnerships and Corporate basis (private and public) and compliance with Medical Council of India Act.

UNIT-2:

Hospitals and Labour Enactments: Hospital as an Industry - Unrest in Hospitals - Dispute Settlement Mechanism, Arbitration, Conciliations and Adjudication of Disputes; Role of Trade Unions, Unfair Labour Practices and Victimization - Disciplinary Actions - Requisitions of a valid disciplinary enquiry - Service Conditions - Retrial benefits - Social Security and Insurance.

UNIT-3:

Hospital Services and Law: Contractual obligations in Hospital Services - Requisites of a valid contract - Hospital as a 'bailee' - Physicians - Patient relations - duties towards patients by medical and Para-medical staff - medical ethics and code of conduct to be observed in rendering hospital services, MCI Guidelines, OATHS.

UNIT-4:

Medico Legal Issues: Police Investigation - Giving evidence - Court deliberations organ transplantation - Euthanasia (mercy killing) - Diagnosis, prescriptions and administration of drugs - Post treatment serves - Anesthesia, Surgery and sale of drugs.

UNIT-5:

Liability of Hospitals: contractual liability - Award of damages and principles relating thereto, criminal liability and defenses available to hospitals and medical staff. Tortuous liability and vicarious liability. Legal remedies available to patients. Remedies under contract law, tort, criminal law and consumer protection act. CP Act, RTI.

References:

1. S.L. Goel, Healthcare Management and Administration, Deep & Deep Publications Pvt. Ltd. New Delhi, 2010.
2. Srinivasan, A.V. (ed.), Managing a Modern Hospital, Chapter 12, Response Books, New Delhi, 2009.
3. Encyclopedia of Bio-medical Ethics - Two Volumes.

4. OPERATIONS RESEARCH

Objective : The course is designed to make the students familiar with principles and techniques of O.R. and their applications in decision making. They are also expected to use software packages.

UNIT - 1 :

Importance and scope of Operations Research - Linear Programming - graphic method - simplex method - Big-M Method - Post optimality analysis - Dual L.P. and its applications.

UNIT - 2 :

Transportation problem - Assignment problem - Non Linear Programming model formulation - Graphical method of solving simple problem - Goal Programming.

UNIT - 3 :

Dynamic programming - applications of D.P. (Capital Budgeting, production planning, solving linear programming problem) - Integer programming - Branch and Bound method - Cutting Plane method.

UNIT - 4 :

Game theory - Two person zero sum games - Pure strategies - Mixed strategies - dominance principle - Graphic and algebraic method - Linear Programming approach - Queuing theory - M/M/I and M/M/C Models

UNIT - 5 :

Project Management - PERT and CPM - crash time - crash cost trade off - resource leveling and resource allocation -Simulation Techniques - Simulation of inventory and waiting line - Case Studies

SUGGESTED READINGS :

1. R. Pannerselvan, Operations Research, Prentice Hall India Ltd., N.D.
2. Sarma S.D, Operations Research.
3. K. Rangarajan, Project Management, New Age International Pvt. Ltd.
4. S. Kalavathy, Operations Research, Vikas Publishers
5. Mustafi, Operations Research, New Age International.
6. K. Nagarajan, Project Management, New Age International.
7. P. Gopalakrishnan and V.E. Rama Moorthy, Project Management, Macmillan India Limited.
8. J.K. Sharma, Operations Research - Problems and Solutions, Macmillan India Ltd.
9. G.V. Shenoy, U.K. Srivastava, S.C.Sharma, Operations Research for Management, New Age International.
10. N.D.Vohar, Quantitative Techniques in Management.

5. HEALTH INSURANCE

Objective: The Student is expected to understand the nuances of Insurance and in particular the Health Insurance.

UNIT-1:

Introduction – Economics of Life and Health Insurance – Importance, Socio-political realities – Insurance Terminology.

UNIT-2:

Health Policy vis-à-vis Health Insurance Policies – Indian Scenario – Different Products – Demand and Scope – Limitation.

UNIT-3:

Administration of Health Insurance Schemes like CGHS & ESI and Social Security Measures. TPAs, Governing Mechanisms including IRDA.

UNIT-4:

Health Insurance Taxation – Four General Insurance Companies - Standardization and grading of Hospital Services – Role of Vigilance and Real-time information about the services.

UNIT-5:

Health Insurance Providers – Government and Private – Micro-insurance, The role and responsibilities of provider – insurer-patient and the regulatory agencies.

Reference Books

1. Gupta P.K, Insurance and Risk Management, Himalaya Publishing House, 2006.
2. My Collection of HI – Material and Books, 2007.
3. Insurance Exam – Material, 2006
4. American Books – Managed Care On History of Health Insurance – Origin – Development & Growth – 2007.
5. Insurance – Compendium – Given by Venugopal, 2005.

6. CLINICAL, DIAGNOSTIC & THERAPEUTIC SERVICES

Objective : The Objective of the Course is to expose the learner to the basic concepts of clinical, Diagnostic and Therapeutic services for an efficient and effective Administration of Hospitals.

UNIT-1:

Common Terms of Healthcare Management: Terms related to levels of healthcare; Primary; Secondary and Tertiary – Systems of Medicine – Ayurveda, Siddha, Unani, Homeopathy, Yoga, Naturopathy, Reiki, etc. – Preventive and Curative Medical Care – General and Specialty Hospitals – Pharmacopia (in patient and out patient)

UNIT-2:

Speciality-wise terminology – Pathology terms of Common Use – Clinical, diagnostic and therapeutic terms – Pediatric services – Dental – Psychiatric.

UNIT-3:

Casualty and Emergency – Neurology – Obstetric and Gynecology – Dermatology intensive care – Coronary care services.

UNIT-4:

Medical Records – Admission – Billing – Nursing Records – Diagnostic Records – Infection Control Records – Maintenance of Intensive Care Units Records.

UNIT-5:

Housekeeping Records – Food Records – Engineering Records – Maintenance Records – Security Records – Fatal Documents – Mortuary Maintenance Records – Transportation – Medico Legal Records.

Recommended Books:

1. Rajiv Mishra, Rachel Chaterjee, Sujatha Rao, India Health Report, Oxford University Press, New Delhi, 2005.