

# SYLLABUS FOR MHA PROGRAMME

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## MASTER IN HOSPITAL ADMINISTRATION



**SIKSHA 'O' ANUSANDHAN UNIVERSITY**  
**BHUBANESWAR**  
**ORISSA, INDIA**

## COURSE STRUCTURE

### TRIMESTER-I

Code	Subject	Credit	L	T	P
MHA 101	Function, Medical Terminology, Basic of computer	3	3	0	0
MHA 102	Foundation of Management	3	3	0	0
MHA 103	Organisation Behaviour	3	3	0	0
MHA 104	Health Economics	3	3	0	0
MHA 105	Quantitative methods of management	3	3	0	0
MHA 106	Principles of Health Service Management	3	3	0	0
	<b>Total</b>	<b>18</b>	<b>18</b>	<b>0</b>	<b>0</b>

### TRIMESTER-II

Code	Subject	Credit	L	T	P
MHA 207	Basic Epidemiology	3	3	0	0
MHA 208	NHP	3	3	0	0
MHA 209	Biostatistics related to Health & Hospital	3	3	0	0
MHA 210	Marketing Management	3	3	0	0
MHA 211	Human resource management	3	3	0	0
MHA 212	Managerial Accounting and financial Management	3	3	0	0
	<b>Total</b>	<b>18</b>	<b>18</b>	<b>0</b>	<b>0</b>

### TRIMESTER-III

Code	Subject	Credit	L	T	P
MHA 313	Health and Development	2	2	0	0
MHA 314	Hospital Organisation	3	3	0	0
MHA 315	Communication in Hospital	2	2	0	0
MHA 316	Hospital Information system	3	3	0	0
MHA 317	Materials Management	3	3	0	0
MHA 318	Research Methodology	3	3	0	0
	<b>Total</b>	<b>16</b>	<b>16</b>	<b>0</b>	<b>0</b>
	<b>Summer Training</b>	<b>6</b>			<b>6</b>
	<b>Trimester 1+2+3 = 18+18+16+6= 58</b>				

### TRIMESTER-IV

Code	Subject	Credit	L	T	P
MHA 419	Hospital Administration	3	3	0	0
MHA 420	Legal issues related to Hospital	3	3	0	0
MHA 421	Planning of hospital	3	3	0	0
MHA 422	Planning of hospital & supportive services	3	3	0	0
MHA 423	Management of Specific Hospital	3	3	0	0
MHA 424	Hospital Stores Organisation & Pharmacy	5	3	0	2

	<b>Total</b>	<b>20</b>	<b>18</b>	<b>0</b>	<b>2</b>
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**TRIMESTER-V**

<b>Code</b>	<b>Subject</b>	<b>Credit</b>	<b>L</b>	<b>T</b>	<b>P</b>
<b>MHA 525</b>	Administration of Clinical Services	<b>5</b>	<b>3</b>	<b>0</b>	<b>2</b>
<b>MHA 526</b>	Nursing Administration	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>
<b>MHA 527</b>	Specialised hospitals and Super specialty centers	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>
<b>MHA528</b>	Medical Audit and its Administration	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>
<b>MHA 529</b>	Quality Management in Health care	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>
<b>MHA 530</b>	Dissertation	<b>8</b>		<b>0</b>	<b>8</b>
	<b>Total</b>	<b>25</b>	<b>15</b>	<b>0</b>	<b>10</b>

**TRIMESTER – VI**

<b>Code</b>	<b>Subject</b>	<b>Credit</b>	<b>L</b>	<b>T</b>	<b>P</b>
<b>MHA 631</b>	Non Clinical Services in Hospital -I	<b>7</b>	<b>3</b>	<b>0</b>	<b>4</b>
<b>MHA 632</b>	Non Clinical Services in Hospital - II	<b>7</b>	<b>3</b>	<b>0</b>	<b>4</b>
<b>MHA 633</b>	Health Insurance	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>
<b>MHA 634</b>	Dissertation	<b>8</b>		<b>0</b>	<b>8</b>
	<b>Total</b>	<b>25</b>	<b>9</b>	<b>0</b>	<b>16</b>
	<b>Total= Trimester 4+5+6 = 20+25+25= 70</b>				

**Grand total = 58+70 = 128**

## TRIMESTER - II

### BASIC EPIDEMIOLOGY

**Code – MHA 207**

**Total hours : 30**

**Credit : 3**

**Objective :** To study the distribution of diseases in the community and the role of health administrators in its prevention.

#### **Module -I ( 7 hours)**

**Introduction to Epidemiology:** Basic measurements, Use of Epidemiology, Measurement of morbidity and mortality. Dynamics of disease transmission.

#### **Module -II (8 hours)**

**Sampling & Survey methods :** Sources of epidemiological data, Cause & effect relationship: how to investigate an epidemic and role of hospital in its control, Screening & survey, Common disease in India & its prevention, Investigation of an epidemic, Epidemiology and public health policy.

#### **Module -III ( 7 hours)**

**The role of epidemiology in Public health :** Types of Epidemiology and Methods of epidemiological Studies, Socioeconomic status and occupation as determinant in disease distribution.

#### **Module -IV : ( 8 hours)**

**Practical epidemiology :** tools for monitoring & evaluation of Health programmes. Practical epidemiological consideration in development of management of information. Concept of Health indicators: Disability adjusted life years ( Daly's), Quality adjusted life years( Qaly's), Disability adjusted Life expectancy( Dale's), Physical Quality of Life index( Pqli) Evaluation of health interventions.

**Suggested Readings :**

1. Text Book of Preventive and Social Medicines - K. Park, M/s Banarasidas Bhanot
2. Hospital Administration, OUP – Tabish, Jaypee
3. Preventive and Social Medicine – Prabhakar Rao
4. Text book of Social & Preventive Medicine – Mahajan

## **NATIONAL HEALTH POLICY, PLANNING & MANAGEMENT OF NATIONAL HEALTH PROGRAMME**

**Code – MHA 208**

**Total hours : 30**

**Credit : 3**

Objective : To create an awareness about Indian health policy, planning and management and role of hospital in supportive and referral services in national goal.

### **Module - I ( 7 hours)**

**Health Policy In India** : Historical growth of public policy in health and medical care, National Health policy, Population Policy, Blood & Drug Policy.

### **Module – II ( 8 hours)**

**Health Planning** : Need for Planning, Concept of Planning, Concept of Programme Planning, Process , Need Assessment, Community Diagnosis, National Health planning in India, Role of Health Ministry Planning Commission & Directorate of Health Services. Analyzing the achievements of Five year plan in Health sectors.

### **Module – III (7 hours)**

**Management of National Health Programmes- I** : Introduction to the course, Brief outline of health situations in India, Health sectors in Development planning in India after independence, Organisation network of health & family welfare services at the centre ,state ,district & block level.

### **Module- IV( 8 hours)**

**Management of National Health Programme- II** : Health programmes in India, National Malaria eradication Programme, Filariasis control programme, T.B Control Programme, Leprosy Control Programme, AIDS Control Programme, Universal Immunization Programme, MCH programme, Cancer Screening & national cancer control programme.

#### **Suggested Reading :**

Text book of social & preventive medicine,- K. Park, M/s Banarasidas Bhanot

Text book of Social & preventive medicine –B.K Mahajan, Jaypee

Moment & Hospital, Deaps & Deeps, New Delhi – S.L Goel & R.Kumar.

The Evolution of International Health Systems, OUP – Camper, G.E

## BIostatISTICS RELATED TO HEALTH & HOSPITAL

Code – MHA 209

Total hours : 30

Credit : 3

Objective : To understand the role of statistics in estimation of burden of diseases ,methods applicable to health.

### Module : I ( 6 hours)

**Basic Concepts** : Introduction & definition, presentation of data, frequency distribution, measurement of central tendency, Mean ,median ,mode, measures of disease frequency,, measurement of dispersion mean & standard deviation.

### Module – II ( 9 hours)

**Concept of Sampling** : Probability and non probability sampling techniques, selection methods, size of sampling, sampling distribution, error in sampling, and normal curve & poisson distribution.

### Module – III ( 10 hours)

**Testing of Hypothesis & Test of significance** : Normal test, T-Test, Chi square Test, Basics of Medical Research : primary & secondary data collection, classification of data, charting of data- Bar chart,Histogram,one dimensional and two dimensional graphs.

### Module- IV( 5 hours)

**Health & Hospital Statistics** : Introduction, utilization of basic data, source of health statistics, common rates & ratios in India, incidence & prevalence rate, health reports, ICD-10, Notifiable diseases.

### Suggested Readings :

Elementary Statistics for Medical Works, Jaypee – I.Singh

Element of Health Statistics – Rao, NSN

Biostatistics - K S. Negi , A.I.T.B.S Publishers

An introduction to Bio statistics. A manual for students in health science – PSS Rao.

Text book of Biostatistics – B.K Mahajan, Jaypee

## MARKETING MANAGEMENT

**Code – MHA 210**

**Total hours : 30**

**Credit : 3**

Objective : To make aware of the concepts of marketing & developing analytical skills for problem solving in hospital scenario.

### **Module- I ( 8 hours)**

**Introduction to Marketing** : Marketing Concept & current trends, Marketing process, Marketing environment, Marketing Orientation, Social Marketing, Patient care & communication, Role of PR dept. in hospital, E- Marketing & Marketing Mix.

### **Module – II ( 6 hours)**

**Marketing Planning and Competitiveness** : Creating customer value, Strategic marketing, Planning process, Competitors analysis, pricing strategies & programmes.

### **Module- III( 8 hrs)**

**Consumer Behaviour** : Introduction & role of computer, Factors influencing consumer behavior, Consumer decision making process, Marketing implications, Conducting Marketing Research in relation to hospital.

### **Module – IV ( 8 Hours)**

**Marketing Strategy** : Market Segmentation, Market Targeting & Positioning Strategies, Designing & Managing Services, Case Analysis.

Suggested Readings :

1. Principles of Marketing : Philip Kotler , Pearson Education.
2. Marketing Management- Rajan Saxena , TMH
3. P K Mishra, P S Das and J R Das: Marketing Management, Alok Publication (2<sup>ND</sup> Edition)

## HUMAN RESOURCE MANAGEMENT

**Code – MHA 211**

**Total hours : 30**

**Credit : 3**

Objective : To create & understanding various policies & practices of human resource management to facilitate various concepts & skills required for utilization & development of human resources in the hospital & health care systems.

### **Module – I ( 5 hours)**

**Emerging trend of HRM** : Nature, Scope & growth & Development of Human Resource Management in India, Strategic Human Resource Management, Emerging trends of HRM in globalized economy.

### **Module- II ( 10 hours)**

**Creating the human resource base**: Manpower planning, Recruitment-Concept Objectives, factors, sources & methods, Selection : Objective, procedure, types of test, interviews, evaluation. Orientation, Promotion: Bases & Types, Transfer: Types & Separation.

### **Module- III ( 10 hours)**

**Training & Development**- Concept, training need, assessment, Types of training programmes, On the job training, Off the job training, Executive Development Programme – In Basket Training, Transactional analysis, Sensitivity training, Grid training ,evaluation of training programmes. Monitoring and Evaluation; Performance Management-Evolution of concepts, Performance Appraisal –Objectives, Uses, Traditional & Modern Methods

### **Module- IV( 5 hours)**

**Functions of HR Manager** : Locating problem situation, Identification of leadership problems, Personnel value in administrative decisions, Relationship of management & employee in organization, Considering the right of employees, Grievance redressal,Absenteiism. HR Policy in hospital.

Suggested Reading:

1. Human Resource Management , Excel Books – V.S.P Rao
2. Managing Human Resources ,TMH- W.F Cascio
3. Human Resource Management, TMH – Aswathappa
4. Managing Human Resources - ,Pearson- Gomez Mejia,Balkin & Cardy

## MANAGERIAL ACCOUNTING & FINANCIAL MANAGEMENT

Code – MHA 212

Total hours : 30

Credit : 3

Objective : The course aims at enabling students to understand the basic accounting principles & presenting the accounts for users of accounting information. This course also aims to equip students with the basic methodology to analyse & interpret the financial statement.

### Module – I ( 10 hours)

**Financial & Management Accounting** : Introduction, Meaning , Accounting concepts & conventions, introduction to accounting standards, classification of accounts :Assets, Liabilities, Equity, Revenue, Expenses, Accounting Process : The journal, the ledger trial balance, financial statements- Trading Accounts, P&L Account, Balance Sheet, Analysis of Financial Statements- Ratio analysis.

### Module – II ( 5 hours)

**Basis of Financial Management** : Concept of Business Finance, role, functions and objectives of finance managers in health care sector.

### Module- III ( 10 hours)

**Cost & Management Accounting** : Elements of cost, Costing & Cost Accounting : Estimation of cost to various service departments i.e CSSD, Laundry, Water Supply ,Oxygen, Food & Beverages, House Keeping, Operation Theatre, costing as a buy or make decision, special feature of hospital as multi division with multi product in each division, Cost reduction in a competitive environment.

### Module- IV ( 5 hours)

**Cost Management Techniques for Hospitals:** Hospital Budget - planning, forecast, sub allotment & utilization, Depreciation, Accounting records. Internal Control & audit, Cost effective analysis, Cost benefit analysis, Break even analysis, Cost Ascertainment in hospitals.

### Suggested Reading :

1. Principles of Accounting : Sharma
2. Accounting for Managers : Dutta
3. Financial Accounting, Kalyani Publisher – Jain & Narang
4. Financial Accounting ,Sultan Chand- Maheswari S.N
5. Financial Accounting for Management, TMH, Ramachandran & Kakani
6. Advanced cost and management Accounting, Kalyani Publishers- S.P Jain & Narang
7. Hospital Management Accounting – Planning and Control, National Health Management Institute, Mumbai, 1995- G.R Kulkarni

## TRIMESTER – III

### HEALTH & DEVELOPMENT

Code : MHA 313

Total Hours: 20

Credit:3

**Objective :** To make aware of students about evolution and development of health care system in the society as a whole.

#### **Module – I ( 5 hours)**

**Evolution of Health care system in India :** Historical overview, Indian health care system, Concept of health & disease, Spectrum of Health, Determinants of Health, Responsibility of Health.

#### **Module – II( 5 hours)**

**Measurement of Health status in the community :** Indicators of health: Mortality, Morbidity, Disability, Nutritional status, health care delivery, utilization rates, socio economic indicators, health policy indicators, indicators of quality life.

#### **Module – III ( 5 hours)**

**Health care System in Developed and Developing countries:** Developed & Developing reasons, Health Systems, Levels of health care, Health team concept, Millennium Development goal. International health: WHO, UNICEF, UNDP, ILO, SIDA, DANIDA, International Red Cross, CARE.

#### **Module – IV (5hours)**

**National Health plan and Review of report on Health care :** National Five year Plans, Review of report on Health care, Bhore Committee, Mudaliar committee, Jain Committee, Chaddha Committee, Kartarsingh committee, Srivastava committee & committee on plan & projects, Bajja committee & Rao Committee.

Suggested Reading: Text book of social and Preventive Medicine – K. Park, Bhanot Publication

Preventive and Social Medicine – Prabhakar Rao,

Text book of social and Preventive Medicine – Mahajan

## HOSPITAL ORGANISATION

MHA-314

Total Hours-30

Credit -3

**Objectives:-** To educate students to know various organisational structures exists in the various hospital for smooth functioning of the hospital.

### Module – I (7h)

**Elements of Hospital organization :** Objective of hospital organization, Structural dimension of an Organisation, External Environment, Organizational assessment, human resources, political process.

### Module – II (8h)

**Organisational Structure:** Purpose Formalisation, Centralisation, Specialisation, Complexity, Configuration.

### Module – III (8h)

**Organisation Design:** Organisation Designs, Functional design, Divisional design, corporate design, Matrix design & Parallel design.

### Module –IV (7h)

**Organisation module of selected hospital:** Configuration of selected hospitals, Models of select hospital, Rationality of these models, Implication for future designs, Designing organization for long term growth.

Suggested Reading: Principles of Hospital Management – S.A. Tabish, Jaypee  
Hospital Management – S.L Goel,  
Hospital Administration – Francis.

## COMMUNICATION IN HOSPITALS

Code MHA-315

Total hours:20

Credit-2

Objective : To train the students to know various communication methods and skills to improve hospital functioning and administration.

### Module – I (4hrs)

**Communication in an organization** : Importance of communication in the hospital, purpose of communication, responsibility ,Internal and External effect of communication, Responsibility of good communication, flow of communication in the hospital.

### Module – II (4hrs)

**Communication Process** : Understanding communication process in hospital, sender of message, various channels used in hospital, receiver of the message, factors affecting communication in hospital, situational factors in hospital influence communication.

### Module – III (4hrs)

**Communication in the organization like hospital:** communication need of manager, communication flow required, methods of communication practiced in the hospital, written, oral, nonverbal, communication network in the hospital.

### Module – IV (4hrs)

**Barriers of Communication** :Lack of planning, semantic distortion, poorly expressed message, poor listening, distrust threat & fear, improper communication, premature evaluation, insufficient period for adjustment to change.

### Module-V (4 hrs)

**Effective communication:** Improving communication skills in hospitals, communication audit, communication guides in the hospital, various techniques towards good communication, Development of communication skill.

Suggested Reading: Hospital Administration : Tabish, Jaypee

Effective communication methods – Asha Kaul.

Management –Harold Koontz,Cyril O O Donnel, Heinz Wehrick.

# HOSPITAL INFORMATION SYSTEM

Code MHA-316

Total hours:30

Credit:3

**Objective:-** Students to learn various hospital information required in the hospital for smooth functioning, patient care, legal and research purposes.

## Module – I (7hrs)

**Over view of HIS:** Overview of HIS, Structure of management Information System specific to hospital, Information for control, decision & statutory need, Feedback, Information & data, Decision making process, Hierarchy of management activities, Document preparation, Data capture, Project of Life Cycle.

## Module – II(8hrs)

**Managing data resources:** Physical system design, physical database design, programme development, procedural development, input output design, on line Dialogue, Design of files & auxiliary storage devices, Data communication, Project life cycle installation & Operation, Conversion, Operation, documentation maintenance & post audit system evaluation,

## Module – III(7h)

**Approaches to hospital information system:** Approaches to hospital information system, Patient based, Functional organization based, User department based, Clinical information system, Medical Record, Nursing Info system, Appointment scheduling, Dissemination of diagnostic information, Registration, General Administration & productivity.

## Module – IV (8h )

**Information Technology:** Telemedicine, knowledge management, information Technology integration. LAN, WAN.

Suggested Reading: Management Information System: Srivastava,Jaypee

Computers today S.K. Basandra – Galgolia Books.

Managing a modern hospital- AV Srinivasan- sage publication.

## **MATERIALS MANAGEMENT IN HOSPITALS**

Code MHA-316

Total hours-30

Credit-3

**Objective:** To prepare the students to know various materials required in the hospital and how to plan to procure, maintain for the smooth functioning of the hospital with minimum expenditure.

### **Module – I (4hrs)**

**General concept of Materials Management in the hospital :** Introduction to principles of material management, Inventory management, Classification of inventory, Basic inventory model, Inventory cost

### **Module – II (8hrs)**

**Inventory control:** Concept of inventory control, Inventory control techniques , Selective Inventory control techniques, ABC analysis, VED, SDE, FSN, HML, XYZ, GOLF, Economic Order of quantity.

### **Module – III (8hrs)**

**Inventory ordering system:** Ordering System, Lead time & safety stock, Standardisation & codification, Value analysis, Value engineering, Just in time inventory.

### **Module – IV (6hrs)**

**Purchase procedure in hospital :** Purchase system, materials planning, tendering system of purchase supply, storage, distribution & accounting in hospital pertaining to Medical store, surgical store, lines store & general store.

### **Module – V (4hrs)**

**Management of inventory having in the hospital:** Conditioning & disposal of store, Role of automation in store management, Vendor rating, suggested reading.

Suggested Reading :

Materials management- Gopal Krishnan

Materials management- Sundaram

Materials management – A.K. Dutta, Prentica Hall of India (PHI)



## Trimester – IV

### HOSPITAL ADMINISTRATION

Code MHA 419

Total Hours-30

Credit-3

**Objective:-** To give an idea about hospital and its role, peculiarities and factors influencing hospital care and role of hospital administrator to solve them.

#### Module- I (6hrs)

**Hospital :** Introduction, to give an idea about hospital and its role, peculiarities and factors influencing hospital care and role of hospital administrator to solve them, History & Development of hospitals, Definition, Types of hospitals, Control, role and function, Hospitals in India-today-their number, types, size, distribution, ownership, utilization, issues and trends.

#### Module- II (6hrs)

**Hospital Administration as a specialty:** Role and function of hospital administrator, hospital as an organization, profile of hospital administrator, Role of hospital administration in education and research.

#### Module-III (8hrs)

**Hospital as system:** System approach to hospital administration , Hospital as a system, system approach to hospital administration.

#### Module –IV (10hrs)

**Administration of specific issues:** Human Relation and employer welfare, public relation and hospital training of medical and paramedical manpower in hospital, interpersonal relationship, conflict management ,stress management ,counseling, occupational safety.

Suggested Reading: Principles of Hospital Administration – Tabish, Jaypee  
Management of Hospital – S.L Goel & Kumar  
Hospital Administration – Sekharkar  
Hospital Administration – Srinivasan

## LEGAL ISSUES RELATED TO HOSPITAL

Code MHA 420

Total Hours-30

Credit-3

**Objective:** To explain the laws and regulations applicable to hospital and hospital employee while providing patient care.

### Module-I (8hrs)

**Problem areas in hospital and law:** Broad introduction to medical jurisprudence and its application, Medico legal cases, accident, brought in dead, documentation, police cell, legal issues in medico legal cases, handing/taking over dead bodies.

### Module-II (7hrs)

**Different acts and laws applicable to hospital:** Drug and Cosmetics Act, Organ Transplant Act, Nursing Home Registration, BARC guide lines, PNDR Act, MTP Act, Births and Deaths Registration Act 1969, Transplantation of Human Organs Act, Pharmacy Act,

### Module-III (7hrs)

**Laws pertaining to health :**

**Labour laws Applicable to Hospitals-I:** Workman compensation Act 1923, Minimum wage Act 1948, Industrial disputes Act 1947, Trade Union Act 1926, Payment of Bonus Act 1965.

### Module-V (8hrs)

**Labour laws Applicable to Hospitals-II:** Industrial Employment (standing order )Act, 1946, Employees State Insurance Act 1948, Employees Provident Fund Act 1952, Maternity Benefit Act 1961, Consumer protection Act and its application in hospitals, law of TORT, Pollution control board.

Suggested Reading:

Personal Management – Mamoria

Human Resource Management – L.M. Prasad

Hospital Administration – G.D Kunders

Business law including – S.S Gulshon

Company Law- G.K. Kapoor- New Age

Bare Acts

Industrial Laws : N.D Kapoor

# PLANNING OF HOSPITAL

Code MHA 421

Total hours-30

Credit-3

**Objective:** To create awareness about the changing required in health services such as hospital design which satisfy function and needs.

## Module-I (8hrs)

**Macro planning of Hospital:** Hospital planning general consideration concepts in planning, feasibility study, concepts of designing and space, formation of Design Team and functions.

## Module-II (7hrs)

**Site survey-** Physical environment, site adequacy, possibility of future expansion, utilities like water, electricity, sewerage line, telephone, transportation.

## Module-III (8hrs)

**Architectural appreciation:** Role of architect hospital space module, hospital engineering grid, external architectural aspects, internal arrangements, preliminary sketch, final plans, working drawings, specifications, cost estimation.

## Module-IV (7hrs)

**Planning hospital building:** Building, contract, construction, construction problems and modification of tender furnishing, equipping and staffing, readiness as operational hospital, commissioning and inauguration.

Suggested Reading:

Hospital Planning: G.D. Kunder

Hospital Administration: Mc Gibony

Management of Modern Hospital: A.V. Srinivasan

Principles of hospital Administration and planning- B .M Sakhar Kar

## PLANNING AND DESIGNING CLINICAL SERVICES

Code MHA 422

Total Hours-30

Credit-3

**Objective:** To consider various planning and operational aspects of importance, function and other factors of each clinical services.

### **Module-I (8hrs)**

**OPD Services:** Overview, function, location design, organsiation, space requirement facilities, emergency services design, space requirement, physical facilities.

### **Module-II (7hrs)**

**In patient services:** Operating dept ,ward designing- general and specialized, Intensive Care Unit-general and specialized Delivery suite and maternity ward, Neonatal Intensive Care Unit, Day Care Unit.

### **Module-III (8hrs)**

**Medical and allied services:** Medical services, paediatric services, psychiatric services, gastroenterology services, endocrinology services geriatric services cardiology centre, nephrology and dialysis.

### **Module-IV (7hrs)**

**Surgical and allied services:** Surgical services Dental services, obst and gyneac services, physiotherapy services, Trauma centre, burns, paraplegic and malignant treatment centre, urology centre, orthopedic services.

**Suggested Reading:** Hospital Planning; G.D. Kunder

Hospital Adminstration: Mc Gibony

Management of Modern Hospital: A.V. Srinivasan

## MANAGEMENT OF SPECIFIC HOSPITAL

Code MHA 423

Total Hours-30

Credit-3

**Objective:** To educate specific specialized area of the hospital and different types of hospitals which need special attention for designing and planning of the hospital.

### Module-I (8hrs)

**Nuclear Medicine dept:** Overview, design & planning function, precautions to be taken for BARC clearance, Burn, paraplegic and Malignant diseases treatment centers.

### Module-II (8 hrs)

**Nephrology Services-** Renal dialysis unit, transplantation unit, overview, design and planning, specific area to be considered, various legal factors to be considered.

### Module-III (14hrs)

**Teaching/ superspeciality hospital :** Planning and designing 30,100,250, bedded general hospital, planning and designing of 500-750 bedded teaching/ non teaching hospital.

Suggested Reading:      Hospital Planning; G.D. Kunder  
   Hospital Administration: Mc Gibony  
   Management of Modern Hospital: A.V. Srinivasan

# HOSPITAL STORES ORGANISATION & PHARMACY

Code MHA 424

Total hours-30

Credit-3

**Objective:** To make aware of the students how to manage a medical store and pharmacy in a hospital for smooth flow of drugs and allied requirements in patient care with minimum cost.

## Module-I (7hrs)

**Introduction:** Functions of the pharmaceutical store, Drugs & therapeutic committee, Hospital Store Organisation, Different types of stores in hospital Materials movement in store.

## Module-II (8hrs)

**Inventory Management :** Purchase, Size of inventory, Turnover, storage facility, stock location system issues, wards emergency drugs/instrument.

## Module-III (8hrs)

**Classification of drugs and legal aspect:** ABC, VED, HML, XYZ, FSN, Hospital pharmacy licenses, drug licenses, Narcotics drugs.

## Module-IV (7hrs)

**Staffing, dispensing and billing:** Staffing ,Reporting, Pharmacy billing, computerized drug management system, Rational use of drugs and prescription audit, Spurious drugs, Banned drugs, procedure of drug indenting, on time drug dispensing, Methods of ordering: a two bin system, Cyclic System

Suggested Reading:

Materials Management- Gopalkrishnan

Materials Management – A.C. Dutta

## Trimester-V

### ADMINISTRATION OF OTHER SERVICES RELATED TO HOSPITAL

Code MHA 525

Total Hours-30

Credit-3

**Objective:** To make aware the various aspects of administration concerned to supportive services in the hospital

#### Module-I (8hrs)

**Hospital hazards:** general safety of the patients, fire safety, hospital hygiene, hospital acquired infection, Biomedical waste- handling rule, segregation, collection, transportation, disposal, modern technology, for disposal radioactive waste handling.

#### Module-II (7hrs)

**Disaster managements in hospital :** definition, types, components of disaster plan- pre hospitals and hospital, disaster preparedness, disaster plan formulation and implementation.

#### Module-III (15hrs)

**Equipment management :** Demand estimation, strategies of hospital equipments, planning and selection, purchase procedure, installation and commissioning, hospital equipment, utilisation and audit , hospital equipment repair and maintenance quality control.

Suggested Reading:

- Hospital Planning; G.D. Kunder
- Hospital Administration: Mc Gibony
- Management of Modern Hospital: A.V. Srinivasan
- Management of Hospital Administration: S.L Goel
- Principles of Hospital Administration : Tabish, Jaypee
- Principles of Hospital administration: Sekharkar

# NURSING ADMINISTRATION

Code MHA-526

Total Hours-30

Credit-3

**Objective:** To educate students about complete nursing administration which is part of the total patient care delivery system in the hospital.

## Module-I(7hrs)

**Introduction to Nursing:** Concept of Administration planning, Organising staffing, Directing co-ordinating, Reporting, Recording.

## Module-II (8hrs)

**Nursing Service Administration:** objective of nursing serv. Dept., organisaiton & mgt of nursing service, factors influencing ward mgt,model of organsing pt. care, Nursing supervision.

## Module-III (8hrs)

**Evaluation of Nursing Service:** purpose, types, methods of evaluation, principles of performance evaluation, tools of performance appraisal.

## Module-IV (7hrs)

**Quality control:** Nursing audit Nursing care standards in ward mgt, legal & ethical issue in nursing, legal resp. of Nurse, ethical aspects of nursing.

Suggested readings:- Nursing Administration – Jhora – Medical publication, Mumbai  
Nursing Administration, B.T Basantthapa , Jaypee publication.

## **SPECIALISED HOSPITAL & SUPER SEPCIALITY CENTRES IN THE HOSPITAL**

**Code MHA 527**

**Total Hours-30**

**Credit-3**

**Objective : To educate the students about the location, planning & staffing of various super specialty centres & hospitals.**

### **Module-I (8hrs)**

**Specialised Hospitals: Teaching hospital attached to Medical college:** Location, spa Area, staffing, instrument, equipments, work load, clinical zone, support zone, utility zone cost effectiveness; **Children Hospital** : Location, spa Area, staffing, instrument, equipments, work load, clinical zone, support zone, utility zone cost effectiveness ;**Maternity Hospital** :Location, spa Area, staffing, instrument, equipments, work load, clinical zone, support zone, utility zone cost effectiveness; **Psychiatric Hospital** : Location, spa Area, staffing, instrument, equipments, work load, clinical zone, support zone, utility zone cost effectiveness; **Ayush Hospital** :Location, spa Area, staffing, instrument, equipments, work load, clinical zone, support zone, utility zone cost effectiveness.

### **Module-II (8 hrs)**

**Super Specialty Centres** :Concept of super specialty in the hospital, **cardiothorasic centre:** Location, Area, staffing, instrument, equipments, work load, clinical zone, support zone, utility zone cost effectiveness; **Neurology Centre** : Location, Area, staffing, instrument, equipments, work load, clinical zone, support zone, utility zone cost effectiveness;

### **Module-III ( 7 hrs)**

**Specialised Centres** :Gastroenterology, Cancer Centre, Location, Area, staffing, instrument, equipments, work load, clinical zone, support zone, utility zone cost effectiveness.

### **Module- IV (7 hrs)**

Lithotripsy Centre, Dialysis Centre, Endocrinology Centre, Location, spa Area, staffing, instrument, equipments, work load, clinical zone, support zone, utility zone cost effectiveness.

**Suggested Reading :** Hospital Administration : Tabish

# MEDICAL AUDIT AND ITS ADMINISTRATION

Code MHA 528

Total Hours-30

Credit-3

Objective: To make aware of students how to audit the hospital services proved to assess the performance and improve further.

## Module-I (8hrs)

**Concept of medical audit:** Definition of Medical Audit, Protocols, committee, frequency of audit, areas of audit.

## Module-II (7hrs)

**Types of Audit:** Direct and indirect audit ; Audit element- case audit, mortality review, complication audit, antibiotic utilization over stay audit, investigation audit, infection can not audit, critical area audit, medical record audit, equipment audit.

## Module-III (8hrs)

**Methods of Audit:** Statistical method, Death review committee method, Random table method, scoring method, on the spot medical audit method.

## Module-IV (7hrs)

**Audit Practice and Implementation:** Audit practice, audit monitoring, constraints, implementation, outcome status survey of medical audit an example.

Suggested Reading:

Hospital Administration: Mc Gibony

Management of Modern Hospital: A.V. Srinivasan

Management of Hospital Administration: S.L Goel

Principles of Hospital administration: Tabish, Jaypee,

Principles of Hospital administration: Sekharkar

# QUALITY MANAGEMENT IN HEALTH CARE

Code MHA 529

Total Hours-30

Credit-3

**Objective:** To appraise the students the quality management and patient care which is important factor in the society.

## Module-I (3 hrs)

**Quality in Health care:** Evolution of concept, Defining quality, present International scenario, Accreditating the Accreditors, Indian scenario.

## Module-II (4 hrs)

**Improvement of quality of services in Hospitals:** Essential of quality improvement in health care services, how to improve the quality of services in hospital, improvement of quality in health care, implementation.

## Module – III (7hrs)

**Certification & Accreditation of hospitals:** ISO certification, Benefits, NABH Accreditation, JCAHO, JCI Accreditation, Ideal approach to quality.

## Module-IV (10 hrs)

**Quality Management at Departmental level:** Patient friendly hospital, FO, OPD, Emergency service, pathology Dept, Radiology Dept, Operation theatre Dept, Blood Bank, Physiotherapy Dept. Maternity services, In patient areas, ICU, CSSD, Dietary Services, Laundry service, House keeping service, security service, HIS, five safety service, Accounts Dept, Nursing service, HRD, Marketing a public relations, pharmacy service, MRD.

Suggested Reading: Total quality management- Aswathappa- Himalaya Books House

Quality Management- P.C. Tripathy

Quality Management- Barnett- Pitman publishing

## Trimester- VI

### UTILITY CLINICAL SERVICES IN HOSPITAL

Code MHA-631

Total Hours-30

Credit-3

**Objective:** To teach the students various utility services in the hospital which are import facets of better patient care.

#### Module-I (10hrs)

**Admitting Dept:** Enquiry & registration, admission office, administration of service hospitals, (a) Reports & returns, (b) Medical boards, (c) Entitlement of treatment (d) Filing & book keeping (e) inspection, medical superintendent's rounds, (f) Hospital Standing Orders, Hospital welfare services, Hospital Establishment Office, Medical Record.

#### Module-II (10hrs)

**House keeping and other services:** House keeping including waste control: Hospital engineering services, Hospital central store, cafeteria services, and welfare services.

#### Module-III (6hrs)

**Management of Death case:** Death in hospital, mortuary, Fatal documents

#### Module-IV (4hrs)

**Transportation in hospital:** Transportation services, Intramural, Extramural, staff, patients, renders.

Suggested reading:-

Hospital Management-Tabish-jaypee

Hospital Admn & Management- S.L Goel & R. kumar- Deep & Deep Publication

Essential of Hospital support services –N Sharma- Jaypee

## SUPPORTIVE SERVICES IN HOSPITAL

Code MHA 632

Total Hours-30

Credit-3

**Objectives:** To make aware of students about detailed supportive services provided in the hospital which is part of whole patient care.

### Module-I (10hrs)

**Radiological and other imaging services :** Design, layout, staffing, equipments, hospital laboratory services planning design, layout, staffing and equipments, blood transfusion services, layout, space requirement, design staffing storage facility, equipments Blood bank license.

### Module-II (8hrs)

**Central store sterilization Department (CSSD) :**Design, layout, reception, auto cleaning, issue, Types of sterilization, staffing equipments, oxygen manifold/ concentrator; Medical record: Introduction, Medical record definition, functions of medical record: out patients record, filling, numbering, Medico legal records, incomplete records, computerization of record, census & discharge analysis, assembling of records, deficiency check, patient index, coding, filling, group study, vital & health statistics.

### Module-III (6hrs)

**Dietary services :**Planning and designing, function, various diets, modern cooking gadgets, layout, fresh and dry ration store, staffing, Therapeutic diets, Role of Dietitian.

### Module-IV (6hrs)

**Laundry services :**Function, design, layout, modern mechanical laundry equipments, receipt of linens, repair shop, disinfection and washing, pressing/ calendaring, storing and issue.

### Suggested Reading:

Hospital Management-Tabish-jaypee

Hospital Admn & Management- S.L Goel & R. kumar- Deep & Deep Publication

Essential of Hospital support services –N Sharma- Jaypee

Principle of Hospital Admn- Sakharkar, Jaypee

## HEALTH INSURANCE

Code MHA- 633

Total Hours – 30

Credti-3

**Objective** – To apprise the student about various health insurances available which are applicable to patients, staff, which can be utilized for the patient care.

### **Module –I (7 hrs)**

**Introduction to Insurance & its fundamental principles:** Concept of insurance, fundamental principles of insurance, under writing, Important aspects of insurance: actuary, under writing, claim Administration, Marketing, legal & compliance, agents, insurance broker, consultants, Banking outlets.

### **Module-II (8hrs)**

**Regulation & legislation applicable to insurance;** The Insurance Act-1938, IRDA-1999, CPA, Health Insurance, claims management, claims, forms, underwriting of health insurance risks.

### **Module-III (7 hrs)**

**Health Insurance:** Individual medi claim policy, domiciliary hospitalization, proposal questionnaire, Bhavishya Arogya policy, Jan Arogya Bima Policy, Cancer Insurance, Group Mediclaim Policy.

### **Module-IV- (8hrs)**

**Third party Administration:** concept, process of cashless hospitalization, functions of TPA, IRDA, TPA, Criteria to become TPA.

**Suggested Reading :** Insurance products taxman publication