# MBA (HOSPITAL MANAGEMENT)  
(Course code – 49)  
CURRICULUM

## I SEMESTER

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Code</th>
<th>Course Title</th>
<th>Max. Marks</th>
<th>Minimum Passing Marks</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>MBAC 1001</td>
<td>Management Concepts &amp; Organisational Behaviour</td>
<td>100</td>
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<tr>
<td>2</td>
<td>MBAC 1002</td>
<td>Managerial Economics</td>
<td>100</td>
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<td>3</td>
<td>MBAC 1003</td>
<td>Accounting for Managers</td>
<td>100</td>
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<td>4</td>
<td>MBAC 1004</td>
<td>Business Environment and Law</td>
<td>100</td>
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<td>5</td>
<td>MBAC 1005</td>
<td>Research Methodology</td>
<td>100</td>
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## II SEMESTER

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<th>Sl.No.</th>
<th>Code</th>
<th>Course Title</th>
<th>Max. Marks</th>
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<tbody>
<tr>
<td>1</td>
<td>MBAC 2001</td>
<td>Financial Management</td>
<td>100</td>
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<td>2</td>
<td>MBAC 2002</td>
<td>Marketing Management</td>
<td>100</td>
<td>50</td>
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<td>3</td>
<td>MBAC 2003</td>
<td>Human Resources Management</td>
<td>100</td>
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<td>4</td>
<td>MBAC 2004</td>
<td>Operations Research and Management</td>
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<td>MBAC 2005</td>
<td>Strategic Management</td>
<td>100</td>
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## III SEMESTER

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<th>Course Title</th>
<th>Max. Marks</th>
<th>Minimum Passing Marks</th>
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<tbody>
<tr>
<td>1</td>
<td>MBHM3001</td>
<td>Healthcare Environment &amp; Management</td>
<td>100</td>
<td>50</td>
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<tr>
<td>2</td>
<td>MBHM3002</td>
<td>Hospital Architecture, Planning and Maintenance</td>
<td>100</td>
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<td>3</td>
<td>MBHM3003</td>
<td>Health care Laws, Ethics and Medical Terminology</td>
<td>100</td>
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<td>4</td>
<td>MBHM3004</td>
<td>Hospital Operations Management</td>
<td>100</td>
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<td>MBHM3005</td>
<td>Patient care Management</td>
<td>100</td>
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## IV SEMESTER

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<th>Sl.No.</th>
<th>Code</th>
<th>Course Title</th>
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<th>Minimum Passing Marks</th>
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<tr>
<td>1</td>
<td>MBHM4001</td>
<td>Purchase Management &amp; Inventory Control for Hospitals</td>
<td>100</td>
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<td>2</td>
<td>MBHM4002</td>
<td>Hospital Facilities Management</td>
<td>100</td>
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<tr>
<td>3</td>
<td>MBHM4003</td>
<td>Hospital Information System</td>
<td>100</td>
<td>50</td>
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<tr>
<td>4</td>
<td>MBHM4004</td>
<td>Total Quality Management</td>
<td>100</td>
<td>50</td>
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<tr>
<td>5</td>
<td>MBHM4005</td>
<td>Public Health System &amp; Outreach Programmes</td>
<td>100</td>
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<td>6</td>
<td>MBHM4006</td>
<td>Project Work (75 marks) + Viva-voce (25 marks)</td>
<td>100</td>
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MBA – I Semester

PAPER – I

MANAGEMENT CONCEPTS & ORGANISATIONAL BEHAVIOUR

Paper Code: MBAC1001

Objectives
- to provide conceptual understanding of Management Concepts
- to familiarize the students with the contemporary issues in Management
- to understand and appreciate the human behaviour in organisations

UNIT - I


UNIT – II

An Overview of Staffing, Directing and Controlling Functions - Organising - Organisation Structure and Design - Authority and Responsibility Relationships - Delegation of Authority and Decentralisation - Interdepartmental Coordination - Emerging Trends in Corporate Structure, Strategy and Culture - Impact of Technology on Organisational design - Mechanistic Vs Adoptive Structures - Formal and Informal Organisation

UNIT – III

Perception and Learning - Personality and Individual Differences - Motivation and Job Performance - Values, Attitudes and Beliefs - Stress Management - Communication Types-Process - Barriers - Making Communication Effective

UNIT – IV

Group Dynamics - Leadership - Styles - Approaches - Power and Politics - Organisational Structure - Organisational Climate and Culture - Organisational Change and Development.

UNIT – V


REFERENCES

Koontz, Weirich & Aryasri, PRINCIPLES OF MANAGEMENT, Tata McGraw-Hill, NewDelhi, 2004
Laurie Mullins, MANAGEMENT AND ORGANISATIONAL BEHAVIOUR, Pearson, NewDelhi, 2007
Meenakshi Gupta, PRINCIPLES OF MANAGEMENT, PHI Learning, NewDelhi, 2009
Fred Luthans, ORGANISATIONAL BEHAVIOUR, Tata McGraw-Hill, NewDelhi
Stephen Robbins, ORGANISATIONAL BEHAVIOUR, Pearson, New Delhi
Ricky Griffin, MANAGEMENT: PRINCIPLES & APPLICATIONS, Cengage, NewDelhi, 2008
MBA – I Semester

PAPER – II
MANAGERIAL ECONOMICS

Paper Code: MBAC1002

Objectives

- To introduce the economic concepts
- To familiarize with the students the importance of economic approaches in managerial decision making
- To understand the applications of economic theories in business decisions

UNIT – I


UNIT–II


UNIT–III


UNIT–IV


UNIT – V


REFERENCES

Yogesh Maheswari, MANAGERIAL ECONOMICS, PHI Learning, New Delhi, 2005
Gupta G.S., MANAGERIAL ECONOMICS, Tata McGraw-Hill, New Delhi
Moyer & Harris, MANAGERIAL ECONOMICS, Cengage Learning, New Delhi, 2005
MBA - I Semester

PAPER – III
ACCOUNTING FOR MANAGERS

Paper code: MBAC1003

Objectives
- To acquaint the students with the fundamentals principles of Financial, Cost and Management Accounting
- To enable the students to prepare, Analyse and Interpret Financial Statements and
- To enable the students to take decisions using Management Accounting Tools.

UNIT-I

UNIT-II

UNIT-III

UNIT-IV
Marginal Costing - Marginal cost and Marginal costing - Importance - Break-even Analysis - Cost Volume Profit Relationship – Application of Marginal Costing Techniques, Fixing Selling Price, Make or Buy, Accepting a foreign order, Deciding sales mix.

UNIT-V

[Note: Distribution of Questions between Problems and Theory of this paper must be 60:40 i.e., Problem Questions: 60 % & Theory Questions: 40 %]

REFERENCES
- Jelsy Josheph Kuppapally, ACCOUNTING FOR MANAGERS, PHI, Delhi, 2010.
- Paresh shah, BASIC ACCOUNTING FOR MANAGERS, Oxford, Delhi, 2007
- Ambrish Gupta, FINANCIAL ACCOUNTING FOR MANAGEMENT, Pearson, Delhi, 2004
- Narayanaswamy R, FINANCIAL ACCOUNTING , PHI, Delhi, 2011

MBA - I Semester
PAPER-IV  
BUSINESS ENVIRONMENT AND LAW  
Paper Code: MBAC1004  

Objectives  
- To acquaint students with the issues of domestic and global environment in which business has to operate  
- To relate the Impact of Environment on Business in an integrated manner, and  
- To give an exposure to important commercial and industrial laws  

UNIT – I  

UNIT – II  

UNIT – III  

UNIT – IV  

UNIT – V  

REFERENCES  
Keith-Davis & William Frederick,  BUSINESS AND SOCIETY, McGraw-Hill, Tokyo.  
M.M. Sulphey & Az-har Basheer,  LAWS FOR BUSINESS, PHI Learning Pvt. Ltd. New Delhi, 2011  
Maheswari & Maheswari,  MERCANTILE LAW. Himalaya Publishing House. Mumbai  
Rudder Dutt & Sundaram,  INDIAN ECONOMY, Vikas Publishing House, New Delhi.  
Veena Keshav Pailwar,  ECONOMIC ENVIRONMENT OF BUSINESS, PHI Learning Pvt. Ltd, New Delhi, 2010  
MBA-I Semester
Objectives

➢ To enable the students to know about the information needs of Management
➢ To introduce the concept of Scientific Research and the methods of conducting Scientific Enquiry and
➢ To introduce the Statistical Tools of Data Analysis.

UNIT-I


UNIT-II

Data Collection – Sources of Data – Primary Data – Secondary Data - Procedure Questionnaire – Sampling methods – Merits and Demerits – Experiments – Observation method – Sampling Errors - Type-I Error & Type-II Error.

UNIT-III


UNIT-IV


UNIT-V


[Note: Distribution of Questions between Problems and Theory of this paper must be 40:60 i.e., Problem Questions: 40 % & Theory Questions: 60 %]

REFERENCES

MBA - II Semester

PAPER-VI
FINANCIAL MANAGEMENT

Paper code: MBAC2001

Objectives
- To know the various sources of finance
- To understand the various uses for finance and
- To familiarize oneself with the techniques used in financial management.

UNIT-I

UNIT-II
Capital Budgeting – Nature of Investment Decisions – Investment Evaluation criteria – Net Present Value (NPV), Internal Rate of Return (IRR), Profitability Index (PI), Payback Period, Accounting Rate of Return (ARR) – NPV and IRR comparison.

UNIT-III

UNIT-IV

UNIT-V

[Note: Distribution of Questions between Problems and Theory of this paper must be 40:60 i.e., Problem Questions: 40 % & Theory Questions: 60 %]

REFERENCES
Khan MY, Jain PK, BASIC FINANCIAL MANAGEMENT, Tata McGray Hill, Delhi, 2005.
Chandra, Prasanna, FINANCIAL MANAGEMENT, Tata McGray Hill, Delhi.
Bhabatosh Banerjee, FUNDAMENTALS OF FINANCIAL MANAGEMENT, PHI, Delhi.
Chandra Bose D, FUNDAMENTALS OF FINANCIAL MANAGEMENT, PHI, Delhi, 2010
Preeti Singh, FUNDAMENTALS OF FINANCIAL MANAGEMENT, Ane, 2011.
MBA- II Semester

PAPER-VII
MARKETING MANAGEMENT
Paper Code: MBAC2002

Objectives

➢ To familiarize with the basic concepts, and techniques of marketing management
➢ To understand the behaviour of consumers
➢ To create awareness of marketing mix elements, and
➢ To analyse and solve marketing problems in the complex and fast changing business environment.

UNIT-I

UNIT-II

UNIT-III
Price Decisions - Pricing objectives - Pricing polices and constraints - Different pricing method - New product pricing, Product Mix pricing strategies and Price adjustment strategy.

UNIT-IV
Channel Decision - Nature of Marketing Channels –. Types of Channel flows - Channel functions - Functions of Distribution Channel – Structure and Design of Marketing Channels - Channel co-operation, conflict and competition – Retailers and wholesalers.

UNIT - V

REFERENCE
Philip Kotler, MARKETING MANAGEMENT- ANALYSIS PLANNING AND CONTROL, Prentice Hall of India, New Delhi,
MBA – II Semester
PAPER – VIII
HUMAN RESOURCES MANAGEMENT
Paper Code: MBAC2003

Objectives
- To understand and appreciate the importance of the human resources vis-à-vis other resources of the organisation
- To familiarize the students with methods and techniques of HRM
- To equip them with the application of the HRM tools in real world business situations.

UNIT-I
Human Resources Management - Context and Concept of People Management in a Systems Perspective - Organisation and Functions of the HR and Personnel Department - HR Structure and Strategy; Role of Government and Personnel Environment including MNCs.

UNIT – II

UNIT-III

UNIT-IV

UNIT – V

REFERENCES
Venkata Ratnam C. S. & Srivatsava B. K., PERSONNEL MANAGEMENT AND HUMAN RESOURCES, Tata Mc-Graw Hill, NewDelhi.,
Aswathappa, HUMAN RESOURCE MANGEMENT, Tata McGraw Hill, NewDelhi, 2010
Garry Dessler & Varkkey, HUMAN RESOURCE MANAGEMENT, Pearson, New Delhi, 2009
Alan Price, HUMAN RESOURCE MANAGEMENT, Cengage Learning, NewDelhi, 2007
Pravin Durai, HUMAN RESOURCE MANGEMENT, Pearson, New Delhi, 2010
Snell, Bohlander & Vohra, HUMAN RESOURCES MANAGEMENT, Cengage, NewDelhi, 2010
MBA – II Semester

PAPER – IX

OPERATIONS RESEARCH AND MANAGEMENT

Paper Code: MBAC2004

Objectives

 To familiarize the Operations Management concepts
 To introduce various optimization techniques with managerial perspective
 To facilitate the use of Operations Research techniques in managerial decisions.

UNIT –I

Introduction to Operations Management - Process Planning - Plant Location - Plant Lay out -
Introduction to Production Planning.

UNIT –II

Stages of Development of Operations Research- Applications of Operations Research-
Limitations of Operations Research- Introduction to Linear Programming- Graphical Method-
Simplex Method - Duality.

UNIT-III

Transportation Problem- Assignment Problem - Inventory Control - Introduction to Inventory
Management - Basic Deterministic Models - Purchase Models - Manufacturing Models with and
without Shortages.

UNIT-IV

Shortest Path Problem - Minimum Spanning Tree Problem - CPM/PERT - Crashing of a Project
Network.

UNIT- V

Game Theory- Two Person Zero-sum Games -Graphical Solution of (2 x n) and (m x 2) Games -
LP Approach to Game Theory - Goal programming - Formulations - Introduction to Queuing
Theory - Basic Waiting Line Models: (M/M/1):(GD/a/a), (M/M/C):GD/a/a).

[Note: Distribution of Questions between Problems and Theory of this paper must be 60: 40 i.e,
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REFERENCES

Kanishka Bedi, PRODUCTION & OPERATIONS MANAGEMENT, Oxford, NewDelhi, 2007
G.Srinivasan, OPERATIONS RESEARCH, PHI Learning, NewDelhi,2010
Tulsian & Pandey, QUANTITATIVE TECHNIQUES, Pearson, NewDelhi, 2002
Vohra, QUANTATIVE TECHNIQUES IN MANAGEMENT, Tata McGrawHill, NewDelhi, 2010
MBA- II Semester

PAPER-X
STRATEGIC MANAGEMENT
Paper Code: MBAC2005

Objectives

➢ Integrating the knowledge gained in functional areas of management
➢ helping the students to learn about the process of strategic management, and
➢ helping the students to learn about strategy formulation and implementation

UNIT-I
Concepts of Strategy - Levels at which strategy operates; Approaches to strategic decision making; Mission and purpose, objectives and goals; Strategic business unit (SBD); Functional level strategies

UNIT-II
Environmental Analysis and Diagnosis - Environment and its components; Environment scanning and appraisal; Organizational appraisal; Strategic advantage analysis and diagnosis; SWOT analysis

UNIT-III
Strategy Formulation and Choice - Modernization, Diversification Integration - Merger, take-over and joint strategies - Turnaround, Divestment and Liquidation strategies - Strategic choice - Industry, competitor and SWOT analysis - Factors affecting strategic choice; Generic competitive strategies - Cost leadership, Differentiation, Focus, Value chain analysis, Bench marking, Service blue printing

UNIT-IV
Functional Strategies: Marketing, production/operations and R&D plans and polices- Personnel and financial plans and policies.

UNIT-V

REFERENCES
Objectives:

- To familiarise with the healthcare environment
- To understand the concepts of management with relevance to hospitals

**UNIT I**


**UNIT II**


**UNIT III**


**UNIT IV**

Health Care Regulation – WHO, International Health regulations, IMA, MCI, State Medical Council Bodies, Health universities and Teaching Hospitals and other Health care Delivery Systems

**UNIT V**

Epidemiology – Aims – Principles – Descriptive, Analytical and Experimental Epidemiology - Methods - Uses

**REFERENCES**


Paper XII
HOSPITAL ARCHITECTURE, PLANNING AND MAINTENANCE

Objectives:

- To understand the necessity of architecture and planning in Hospitals
- To get familiarised with the designing and maintenance of hospital systems

UNIT I

UNIT II

UNIT III

UNIT IV

UNIT V
Facilities planning: Transport – Communication – Food services – Mortuary – Information system – Minor facilities – others.

REFERENCES
G.D.Kunders, DESIGNING FOR TOTAL QUALITY IN HEALTH CARE
Gupta S.K;SunilKant Chandra Shekhar; R Satpathy, MODERN TRENDS IN PLANNING AND DESIGNING OF HOSPITALS
Syed Amin Tabish, HOSPITAL AND NURSING HOMES PLANNING, ORGANISATIONS & MANAGEMENT
G.D.Kunders, HOSPITALS, FACILITIES PLANNING AND MANAGEMENT
Paper XIII
HEALTH CARE LAWS, ETHICS AND MEDICAL TERMINOLOGY

Objectives:
- To get acquainted with the legal provision and issues related to health care
- To familiarise with the medical terminologies
- To understand the ethical issues in health care system

UNIT I
Laws relating to Hospital formation: Promotion-Forming society-The Companies Act-Law of Partnership-A Sample Constitution for the Hospital-The Tamil Nadu Clinics Act – Medical Ethics

UNIT II

UNIT III

UNIT IV
Medical Terminology- Glossary of medical terms: major Diseases and medical specialties-Roots, Prefixes, Suffixes, Abbreviations and symbols-Common roots: element referring to, usage and definition-Common prefixes and suffixes-Common abbreviations: departments, time, general healthcare, routes of medication and laboratory-Symbols.

UNIT V
Illness- Classification and description of diseases-Infection Control- Medical asepsis, Nosocomial infection and communicable diseases, Reservoir, carrier and mode of transmission-Overview of Hospital Services -Intensive care unit – Coronary care Unit – Burns, paraplegic & Malignant disease treatment – Hospital welfare services – Hospital standing services – Indian red cross society – Nursing services- Pharmacy – Medical Stores – Housekeeping – Ward Management – Central sterile supply department-Medical Records – Fatal documents – Medical Registers – Statutory records.

REFERENCES
Francis CM,Mario C de Souza ; HOSPITAL ADMINISTRATION – Jaypee brothers Medical Publishers
HOSPITAL OPERATIONS MANAGEMENT

Objectives:
- To identify the important functions and its management in Hospitals
- To familiarise with the supporting services and procurement management of Hospitals

UNIT I
Front Office - Admission – Billing – Medical Records – Ambulatory Care- Death in Hospital – Brought-in Dead - Maintenance and Repairs Bio Medical Equipment

UNIT II

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

UNIT IV
Facility Location and Layout importance of location, factors, general steps in location selection - Types of lay outs – product, process, service facility layout-Work standards, techniques of work measurement-Work sampling, calibration of hospital equipments. Productivity measures, value addition, capacity utilization, productivity – capital operations, HR incentives calculation, applications in hospital.

UNIT V
Purchasing strategy process – organizing the purchasing function – financial aspects of purchasing – tactical and operational applications in purchasing, 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.

REFERENCES
Madhuri Sharma, ESSENTIALS FOR HOSPITAL SUPPORT SERVICES AND PHYSICAL INFRASTRUCTURE,
Sakharkar BM, PRINCIPLES OF HOSPITALS ADMINISTRATION AND PLANNING, Jaypee
Francis CM, Mario C de Souza, HOSPITAL ADMINISTRATION, New Delhi, 2000
Prabhu KM, Sood SK, HOSPITAL LABORATORY SERVICES ORGANIZATION AND MANAGEMENT, Journal of Academy of Hospital Administration, 2(@) 1990
Objectives:

- To understand the importance of patient care management
- To be acquainted with the disaster and safety & Security Management in Hospitals

UNIT I
Patient centric management-Concept of patient care, Patient-centric management, Organization of hospital departments, Roles of departments/managers in enhancing care, Patient counseling & Practical examples of patient centric management in hospitals-Patient safety and patient risk management.

UNIT II
Quality in patient care management-Defining quality, Systems approach towards quality, Towards a quality framework, Key theories and concepts, Models for quality improvement & Variations in practice

UNIT III
Patient classification systems and the role of casemix-Why do we need to classify patients, Types of patient classification systems, ICD 9 (CM, PM), Casemix classification systems, DRG, HBG, ARDRG, Casemix innovations and Patient empowering classification systems.

UNIT IV
Medical ethics & auditory procedures-Ethical principles, Civic rights, Consumer Protection Act, Patient complaints powers & procedures of the district forum, State and National commission, Patient appeals, Autopsy, Tort liability, Vicarious liability, Medical negligence, Central & state laws, Use of investigational drugs, Introduction/need & procedures for medical audit, Audit administration & Regulating committees-Confidentiality and professional secrecy, ethics of trust and ethics of rights – autonomy and informed consent, under trading of patient rights – universal accessibility – equity and social justice, human dignity

UNIT V
Disaster preparedness-Policies & procedures for general safety, fire safety procedure for evacuation, disaster plan and crisis management . Policies & procedures for maintaining medical records, e-records, legal aspects of medical records, its safety, preservation and storage.

REFERENCES:
PURCHASE MANAGEMENT AND INVENTORY CONTROL IN HOSPITALS

Objectives:

- To familiarise with the concepts of procurement
- To understand stores management and inventory control system

UNIT I

UNIT II
Inventory control: Definition -objectives of Inventory Control – Types of Inventory cost – Types of Inventory Control – Pareto’s law -ABC /VED / SDE Analysis – Lead Time – Buffer stock – Reorder level – Economic Order Quantity (EOQ) – Types of Inventory Control systems.

UNIT III

UNIT IV
Equipment Planning and Procurement: Steps in equipment selection – Utilization index – Factors leading to poor utilization of equipment- planning and procurement of spares / accessories / consumables.

UNIT V
Recent trends in Materials Management: Types of Materials used and stored in a Hospital – Computerization of Materials function – MIS Reports – Concept and frame work of supply chain management -concept of Just in time and Central purchasing.

REFERENCES:

Mr. K S Menon, STORES MANAGEMENT 2ed., Macmillan India Ltd.,
Mr. Rupnarayan Bose, AN INTRODUCTION TO DOCUMENTARY CREDITS, Macmillan India Ltd
Mr. B S Sahay, SUPPLY CHAIN MANAGEMENT, Macmillan India Ltd
Mr. Gopalakrishnan & Sunderasan, MATERIALS MANAGEMENT.
Objectives:

- To get familiarised with support service systems
- To get acquainted with hazards and its management in hospital environment

UNIT I
Nutrition and Dietary services – Pharmacy services – Medical Records services.

UNIT II

UNIT III
Laundry services – House keeping services – CSSD-Energy conservation methods – AMC.

UNIT IV
Ambulance services – Mortuary services – Hospital security services.

UNIT V

REFERENCES:
G.D.Kunders, HOSPITAL AND FACILITIES PLANNING AND DESIGN
Jacob Kline, HAND BOOK OF BIO-MEDICAL ENGINEERING
Webster J.G and Albert M. Coo, CLINICAL ENGINEERING PRINCIPLES AND PRACTICES
Antony Kelly, MAINTENANCE PLANNING AND CONTROL
MBA(Hos. Mgmt) – IV Semester

Paper XVIII

Hospital Information Systems

Objectives:

➢ To understand the role of IT in hospital management
➢ To familiarise with the latest developments in technology with relevance to hospitals

Unit I


Unit II

The Electronic health record: Functions of the health record – Changing functions of the patients record – Advantages of the paper record – Disadvantages of the paper record – Optically scanned records – The electronic health record – Automating the paper record – Advantages of the EHR – Disadvantages of the EHR – Bedside or point-or-care systems – Human factors and the EHR – Roadblocks and challenges to EHR implementation – The future

Unit III


Unit IV

Electronic Communications: A bit of history – Hardware and software for connecting – Methods of accessing information – World Wide Web (WEB) – Communication Technologies

Unit V


REFERENCES:

Kathleen M., INFORMATICS FOR HEALTHCARE PROFESSIONAL
James O’Brien, Tate McGraw Hill, MANAGEMENT INFORMATION SYSTEM
Peter Norton, INTRODUCTION TO COMPUTER, Tata McGraw Hill
Objectives:
- To introduce with the TQM Concepts
- To understand the importance of quality in hospital management

UNIT I
Quality mission, policy and objectives; concepts, evolution and determinants of quality; interpretation and process of quality audits; cost of quality and economics of quality. Concepts of quality improvement, quality assurance, business score card. Contribution of quality gurus: Shewhart, Juran, Figenbaum, Ishikawa, Deming and Taguchi; SPC, SQC, CWQC, TPM, TQC.

UNIT II
Definition, underlying concepts, implementation and measurement of TQM, internal customer-supplier relationship, QFD, Quality Circles, Quality improvement teams, team work and motivation in TQM implementation, training and education, role of communication in implementing TQM, policy deployment.

UNIT III
Processes in service organization and their control, simple seven tools of quality control; check sheet, Histogram, Scatter diagram, Process Mapping, Cause and Effect diagram, Pareto analysis, control charts and Advanced tools of quality - SQC; control charts for variables- X, Xbar, and R charts and control charts for attributes p, Np, and c charts. Acceptance sampling plan and occurrence.

UNIT IV

UNIT V
Current trends in TQM- Quality in healthcare, Accreditation - with special emphasis on NABH Accreditation.

REFERENCES:
Sridhar Bhat, TOTAL QUALITY MANAGEMENT, Himalaya House pub., Mumbai, 2002
Sundara Raju S.M., TOTAL QUALITY MANAGEMENT: A PRIMER, Tata McGraw Hill,
Kume, H., MANAGEMENT OF QUALITY, Productivity Press, 1996
Objectives:

- To understand the basic concepts and methods of epidemiology
- To get familiarised with the Emergency Epidemic Management System

UNIT I
Basic concepts and methods of Epidemiology and application to the variety of disease problems – Health for all and primary Health care – Clinical trails – community trails – ethical considerations – inference from epidemiological studies.

UNIT II
National Health Programmes related to Communicable diseases- Malaria, Filarial, Tuberculosis, Leprosy, AIDS, and STD National Health Programmes related to Non Communicable diseases – Cancer, Blindness,Diabetes, and Mental Health-Reproductive and child health programme (RCH)-Health related national programmes –Integrated Child development scheme, water supply and sanitation, minimum needs programme.

UNIT III
Alcoholism and drug dependency: Alcohol and alcoholism – opioid drug use – cocaine and other commonly abused drugs – nicotine addiction – setting up de-addiction and rehabilitation centers.

UNIT IV

UNIT V

REFERENCE BOOKS:

Gilienfeld, FOUNDATION OF EPIDEMIOLOGY

Brilliant Lawrence, SMALLPOX ERADICATION IN INDIA

Ronald Gold et.el., PRE-TEST SELF ASSESSMENT AND REVIEW

PRINCIPLES OF INTERNAL MEDICINE HARRISONS Volume 2