

CORE COURSE

GENERIC/ CLUSTER THEORY - I

24UHR401: PRINCIPLES OF HOSPITAL MANAGEMENT

Contact Hours/Week : 04

Internal Mark : 25

Credits : 04

External Mark : 75

Unit I

Management: Concept - nature and importance-Management Vs. administration - Management skills - Levels of management - Early contributors - Taylor's scientific management theory , Fayol's principles of management, Elton Mayo, McGregor and Peter F Drucker.

Unit II

Functions of Management-Planning: nature- scope and its significance- Types of plans-planning process- barriers to effective planning and decision making.

Unit III

Organising: Concept, forms of organisational structure, departmentalization, span of control, delegation of authority, authority and responsibility, organisational design. Motivation: Concept and theories of motivation

Unit IV

Leadership: Concept- functions- styles and theories. Communication: Process- importance-channels- barriers to communication-communication and management- role of communication in managerial effectiveness.

Unit V

Controlling: Meaning-steps in a control process- need for control- types of control methods- essentials of effective control systems- problems in control process- control techniques

Text Book:

Unit I-V – David Bright Anastasia H.Cortes.Eva Hartmann, Principles of Management,2019

Unit I-V ,Tripathi P C & P.N.Reddy , Principles of Management, Sultan Chand & Sons, 6th edition, 2018

References :

1. Koontz, H, &Weihrich, H (2016). Essentials of Management: An International Perspective (8th ed.), Tata McGraw Hills, New Delhi.
2. Ghuman, K &Aswathapa, K, (2017). Management concepts and cases (10th ed.), Tata McGraw Hills, New Delhi.
3. Robbins, S. (2017). Management, (13th ed.), Pearson Education, New Delhi.

CORE COURSE

DISCIPLINE CENTRIC CORE THEORY- I

24UHA501: INTRODUCTION TO HOSPITAL SERVICES

Contact Hours/Week : 04

Internal Mark :25

Credits : 04

External Mark : 75

Unit I

Hospital Introduction- Definition - Functions - Types of hospital – Department in hospital

Unit II

Concepts of Hospital - Changing Concepts of Hospital- Role perception of Hospital- Hospital as a System.

Unit III

Levels of Care- Healthcare, delivery system and hospital- Role of Hospital - Changing roles of hospital

Unit IV

Factors Influencing Hospital utilization- Hospital Environment- Hospital Physical facilities
Hospital Design- Types of services

Unit V

Health team and role of Doctors- Nurses- Pharmacists - Ancillary Health personnels

Text Book:

1. Unit I- V. Sakharkar B M·Principles of Hospital Administration J Edition : 2nd
· Publisher : Jaypee Brothers Medical Publishers · Year : 2014
2. Unit I-V Joshi Mamta Joshi DC, Hospital Administration, First Edition- 2009

Reference

1. "Introduction to Health Services" by Stephen J. Williams and Paul R. Torrens
2. "Essentials of Health Policy and Law" by Joel B. Teitelbaum and Sara E. Wilensky
3. "Understanding Health Policy: A Clinical Approach" by Thomas S. Bodenheimer and Kevin Grumbach
4. "Introduction to Health Care Management" by Sharon B. Buchbinder and Nancy H. Shanks
5. "Introduction to Healthcare Information Technology" by Mark Ciampa
6. "Introduction to Healthcare Delivery: A Primer for Pharmacists" by Kimberly S. Plake and Kimberly A. Burns

7. "Introduction to Health Services Management" by Stephen J. Williams
8. "Introduction to Epidemiology" by Ray M. Merrill
9. "Healthcare Operations Management" by James R. Langabeer II

SUPPORTIVE/ ALLIED COURSE -I

24UZO303: HUMAN ANATOMY AND PHYSIOLOGY

Contact Hours/Week: 04

Internal Mark: 25

Credits: 03

External Mark: 75

Unit 1: Introduction to Anatomy and Physiology

- Overview of anatomical terminology and body systems
- Introduction to physiological processes and homeostasis

Unit 2: Skeletal System and Muscular System

- Anatomy and function of the skeletal system
- Types of bones, bone structure
- Muscle anatomy, physiology, and types of muscle contraction

Unit 3: Cardiovascular System and Respiratory System

- Anatomy and function of the heart and blood vessels
- Cardiac cycle, blood pressure regulation, and blood flow
- Anatomy and physiology of the respiratory system
- Gas exchange, respiratory mechanics, and control of breathing

Unit 4: Digestive System, Excretory system and Nervous System

- Anatomy and physiology of the digestive system
- Anatomy and physiology of the excretory system
- Central Nervous System
- Peripheral Nervous System

Unit 5: Endocrine and Reproductive System

- Types of Endocrine gland and its functions
- Anatomy and function of the male and female reproductive systems
- Reproductive processes, fertilization, and pregnancy

Text Book:

1. Ross & Wilson Anatomy and Physiology in Health and Illness , 14th Edition ,October 25, 2022

References :

1. Gray's Anatomy for Students" by Richard Drake, A. Wayne Vogl, and Adam W. M. Mitchell.
2. "Principles of Anatomy and Physiology" by Gerard J. Tortora and Bryan H. Derrickson.
3. "Atlas of Human Anatomy" by Frank H. Netter.

4. "Textbook of Medical Physiology" by Arthur C. Guyton and John E. Hall.
 5. "Clinically Oriented Anatomy" by Keith L. Moore, Arthur F. Dalley, and Anne M. R. Agur.
 6. "Essential Clinical Anatomy" by Keith L. Moore and Anne M. R. Agur.
 7. "Anatomy & Physiology: The Unity of Form and Function" by Kenneth S. Saladin.
 8. "Human Anatomy & Physiology" by Elaine N. Marieb and Katja N. Hoehn.
 9. "Grant's Dissector" by Patrick W. Tank.
 10. "Anatomy: A Photographic Atlas" by Johannes W. Rohen, Chihiro Yokochi, and Elke Lütjen-Drecoll.
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E-Resources:

<https://open.oregonstate.edu/aandp/>

DISCIPLINE CENTRIC CORE PRACTICE -I
24UHA551: PRACTICE IN HOSPITAL SERVICES

Contact Hours/Week : 04
Internal Mark : 40

Credits : 02
External Mark : 60

Observation in the hospital

1. Hospital Infrastructure
2. Organizational Chart
3. Departments and its functions

- a. Reception
- b. Outpatient Service
- c. Inpatient Service
- d. Laboratory
- e. Radiology
- f. CSSD
- g. Pharmacy
- h. Medical Record Department
- i. Dietary Department
- j. House keeping
- k. Human Resource Department

Note: Hospital Visit Students shall be taken on a visit to a minimum of 2 hospital of different category hospital. Spend around 60 hours which included the visit time and the representative should be one the examiners for evaluation. (Viva-voce)

Text Book :

- 1.Principles of Hospital Administration & Planning –BM Sakharkar-Jaypee brothers medical publishers (p) ltd
- 2.Hospital Administration –DC Joshi Mamta Joshi

CORE COURSE

DISCIPLINE CENTRIC CORE THEORY- II

24UHA502: HOSPITAL PLANNING AND FACILITIES MANAGEMENT

Contact Hours/Week: 04

Internal Mark: 25

Credits: 04

External Mark: 75

UNIT-I: Hospital Planning and Design

Hospital planning process and principles - Site selection and master planning - Space requirements and layout planning- Departmental planning and design, Commissioning.

UNIT-II: Hospital Architecture and Engineering

Hospital design and documents, Regionalisation, Bed planning, Structural systems and materials-Electrical systems and emergency power- Plumbing systems and medical gases.

UNIT-III: Building requirements

Entrance and Ambulatory Zone-Diagnosis Zone-Intermediate Zone-Critical Zone- Service Zone – Administrative Zone.

UNIT-IV: Standard in Hospital Voluntary and mandatory Standards

General Standards- Mechanical Standards-Electric Standards- Standards of Centralized medical equipments-Standards of Biomedical equipments.

UNIT-V: Utilities and Services & Safety and Regulations

Heating Ventilation Air Conditioning systems and indoor air quality-Water supply and treatment-Elevators and transportation systems - Dietary services and food safety. Fire safety and emergency preparedness-Occupational health and safety-Accreditation standards and guidelines-Sustainable and green hospital design.

Textbooks

1. Kunders GD Hospitals: Facilities Planning and Management, McGraw-Hill, 2005.

Reference Book:

1. Syed Amin Tabish, Hospital and Nursing Homes Planning, Organizations & Management.
2. Sakharkar BM, Principles of Hospital Administration & Planning.

E-Resources

1. WHO Health Facility Guidelines
2. American Society for Healthcare Engineering (ASHE)
3. Swayam Course on Hospital Planning

SUPPORTIVE /ALLIED COURSE- II
24UZO304: MEDICAL TERMINOLOGY

Contact Hours/Week : 04
Internal Mark : 25

Credits : 03
External Mark : 75

Unit I

Common Roots, Common Prefix and Suffix – Common abbreviation- Symbols.

Disease of Heart: Cardiac arrest, Heart Block, Pericarditis, Valvular diseases –Congestive heart failure, hypertension, Congestive heart diseases, Angina pectoris – Myocardial infarction.

Blood Diseases: Anaemia – Leukaemia, Agranulosis, Haemophilia.

Vascular Disease: Arteriosclerosis, Thrombophlebitis, Embolism, Varicose Veins, Aneurysm.

Unit II

Diseases of the mouth and Oesophagus -Stomatitis, gingivitis, parotids, dental care

Disease of gastrointestinal and reproductive system: Gastritis, Peptic Ulcer, Appendicitis, Hernia and Fissure, Fistula and Hemorrhoids.

Urinary System: Diseases of kidney ureter, bladder & urethra- Cystitis, Phlebitis, Nephritis, Tumor, Uremia, Injury.

Diseases and disorders of female reproductive system and mammary glands – Infections, Cysts, Fibroids, Abortion and Ectopic Pregnancy, Vaginal Fistula, Mastitis.

Unit III

Muscular Skeletal System: Disorders and diseases of bones and joints: Sprains, Dislocation and fracture, Arthritis, osteomyelitis and osteoporosis.

Nervous System: Migraine Headache, Coma, Epilepsy, Seizures, Neuritis, Sciatica, Paralysis, Cerebral Embolism, Thrombosis, Meningitis, Abscess and Tumors, Spinal cord Injury, Sun Stroke, Heat Exhaustion.

Unit IV

Disease of the Ear and Eye: Wax formation, Foreign Bodies, Otitis media, Mastoiditis, Conjunctivitis, Hypermetropia, Hyper myopia, Night blindness, Cataract, Glaucoma.

Disease of the Nose and Throat: Sinusitis, Tonsillitis, Laryngitis.

Unit V

Endocrine System and liver disorders: Metabolic disorders –Deficiency diseases- Diseases of thyroid, parathyroid, Hyper and Hypo Secretions, Diabetes Mellitus, Obesity, Hepatitis A, B and C.

Diseases of the Skin- Burns, Scars, Plastic Surgery, Urticaria, Psoriasis, Eczema.

Text Books

Unit I- V Graw Hill MC, Anatomy and Physiology, 3rd Edition, 2003

Unit I-V Carol D Tampora Marcia A Lewis, F A Devis Company, Edition 3,2000

Reference Books

1. Singh IB : Essentials of Anatomy –Jaypee
2. Singh IB : Text Book of Anatomy – Jaypee Volume 1,2,3
3. V Renganathan T S, A Textbook of Human Anatomy, V Chand Publication 2010.
4. Ross and Wilson: Anatomy and Physiology in Health and illness.
5. Burton : Micro Biology for Health Science –LIPWW

E Resources

<https://www.mayoclinic.org/diseases-conditions/heart-disease/symptoms-causes/syc-20353118#:~:text=Overview,Heart%20valve%20disease.>

<https://kids.britannica.com/students/article/human-disease/274019#234347-toc>

DISCIPLINE CENTRIC CORE PRACTICE -II

24UHA552: PRACTICE IN PATIENT SATISFACTION

Contact Hours/Week : 04

Internal Mark : 40

Credits : 02

External Mark : 60

Observation in the hospital

1. Conduct Patient Interviews
2. Administer Surveys
3. Observe Patient-Care Interactions
4. Assess Waiting Areas
5. Analyze Feedback

Note: The practical should contain Objective and Organisational Chart, function, Patient Satisfaction Register and Records with their formative for Specific department.(Viva Voce)

Text Book :

- 1.Principles of Hospital Administration & Planning –BM Sakharkar-Jaypee brothers medical publishers (p) ltd
 - 2.Hospital Administration –DC Joshi Mamta Joshi
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SUPPORTIVE /ALLIED PRACTICE -I

24UZO351: PRACTICE IN MEDICAL IMAGING TECHNIQUES

Contact Hours/Week : 04
Internal Mark : 40

Credits : 02
External Mark : 60

Observation in the Radiology Department

1. X Ray
2. CT Scan
3. MRI Scan
4. Ultrasonography
5. Mammogram
6. ECG
7. EEG
8. EEG

Note: The Project Should Contain Objective and Organisation Chart, Function, Register and Records with their formative for each department. (viva-voce)

Text Book :

- 1.Principles of Hospital Administration & Planning –BM Sakharkar-Jaypee brothers medical publishers (p) ltd
 - 2.Hospital Administration –DC Joshi Mamta Joshi
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CORE COURSE

GENERIC/ CLUSTER THEORY - II

24UHR402: MATERIAL MANAGEMENT

Contact Hours/Week : 04

Internal Mark : 25

Credits : 04

External Mark : 75

UNIT I

Introduction, Definition, Scope & Functions, Importance, Objectives, Classification of Materials, Integrated Material Management, Introduction of Supply Chain Management Materials Cycle, Material planning and Budgeting, Material Standardization and Codification-advantages and types, functions of Materials manager.

UNIT II

Purchase system - Centralised, Decentralised and Local purchase, Principles of Purchase Management, Import and export procedure in purchasing, Procurement procedure , Negotiation, Purchase order and its types, types of purchasing systems, Legal aspects of purchasing - Tendering procedures —Vendor development and rating.

UNIT III

Inventory Management, Inventory control, Basic inventory model, types of inventory, objectives and scope of inventory control, Lead time, Buffer stock, Re-order level, Safety Stock, Tools & Techniques of Inventory Control-Classification of Inventory, Economic order quantity (EOQ), ABC/VED Analysis, Practical inventory systems

UNIT IV

Storage principles and layout planning - Storekeeping procedures and documentation - Receiving and inspection of materials - Distribution systems in hospitals - Disposal of obsolete and expired items - Value analysis, Role of computers in hospital stores management.

UNIT V

Quality assurance in material management - Auditing and performance evaluation of materials function - Cost control techniques - Materials management information systems (MMIS) - Role of accreditation standards.

TEXT BOOK :

Hospital Stores Management an Integrated Approach - Gupta Shakti Kumar, Kant Sunil - 2023

REFERENCE BOOKS:

Hospital Administration and Management –Dr.Ashwani Gupta-2023

Introduction to Materials Management J.R.Tony Arnold Stephen N.Chapman Lloyd .

M.Clive -2008

Materials Management Dr.Dilfraz Singh –DMGT525

CORE COURSE

DISCIPLINE CENTRIC CORE THEORY- III

24UHA503: HOSPITAL INFORMATION SYSTEM

Contact Hours/Week : 04

Internal Mark : 25

Credits : 04

External Mark : 75

UNIT I

Introduction, Definition, Scope and Importance of HIS, Evolution of HIS & its role in Healthcare, Components of HIS, Benefits & limitations of HIS, Implementation.

UNIT II

Clinical and Administrative Modules: Patient Registration and Appointments, Financial Transaction, Insurance claims, Laboratory and Pharmacy Management, Electronic Medical Records.

UNIT III

Role of Technology in Healthcare, Health Informatics, Principles of using information technology in Healthcare, Managing and storing patient data, Security and Privacy.

UNIT IV

DSS in Healthcare – concept –Types – components, Role of DSS in healthcare, Clinical Decision Support System(CDSS)- Remote patient monitoring – Mobile Health.

UNIT V

Ethical and Legal Considerations, Patient privacy and confidentiality –Addressing Ethical issues related to patient care and information, Data Security and Cyber security, Health information exchange, AI in Healthcare.

TEXT BOOK:

Hospital Information System: A Concise Study, S.A.Kelkar, January 2010

DISCIPLINE CENTRIC CORE PRACTICE -III
24UHA553: PRACTICE IN MEDICAL EQUIPMENT

Contact Hours/Week : 04
Internal Mark : 40

Credits : 02
External Mark : 60

Students will be expected to observe and document the following:

1. Equipment in Use

- **Diagnostic Devices:** ECG, X-ray, Ultrasound, CT/MRI
- **Monitoring Devices:** Multi-parameter monitors, pulse oximeters, fetal monitors
- **Therapeutic Devices:** Ventilators, defibrillators, infusion pumps, dialysis units
- **Laboratory Equipment:** Centrifuges, microscopes, analyzers, sterilizers

2. Workflow and Roles

- How medical staff interact with equipment (doctors, nurses, technicians)
- Role of biomedical engineers and technicians in maintenance and troubleshooting
- Equipment handover and shift-change protocols

3. Maintenance and Safety

- Daily equipment checks and calibration
- Infection control procedures
- Storage and transportation of equipment

Note:

The Records Should Contain Objective and Organisation Chart, Function, What are the equipment used in health care system, The maintained of Register and Records with their formative in each department. (viva-voce)

Text Book :

- 1.Principles of Hospital Administration & Planning –BM Sakharkar-Jaypee brothers medical publishers (p) ltd
- 2.Hospital Administration –DC Joshi Mamta Joshi

CORE COURSE

DISCIPLINE CENTRIC CORE THEORY -IV

24UHA504: HEALTH ECONOMICS

Contact Hours/Week : 04

Internal Mark :25

Credits : 04

External Mark : 75

UNIT I

Introduction, Definition, Scope, importance, Basic Economic Concepts (utility, quality of life, health status indicators) Principles of Health Economics; – Application of Economics in healthcare.

UNIT II

Demand Analysis - Grossman model of health as a capital good- Factors affecting the demand for health and healthcare services- Supply of healthcare services- Market structures: Monopoly, Oligopoly, and Competitive models in healthcare.

UNIT III

Health Insurance and Financing, Role of health insurance in healthcare access- Public vs private health insurance -Methods of health financing: General taxation, social insurance, private insurance.

UNIT IV

Social determinants of Health and Health Disparities, Economic Evaluation in Healthcare - Importance of economic evaluation in healthcare decision making - Types of evaluations , Cost Benefit Analysis, Cost Effectiveness Analysis.

UNIT V

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

TEXT BOOK:

Health Economics 4th Edition –Babara McPake, Charles Normand, Samantha Smith, Anee Nalan, Publication 2020.

DISCIPLINE CENTRIC CORE PRACTICE - IV

24UHA554: PRACTICE IN HOSPITAL FRONT OFFICE OPERATIONS

Contact Hours/Week : 04
Internal Mark : 40

Credits : 02
External Mark : 60

Observation in the hospital

1. Receiving procedures
2. Registration and room allotment
3. Registers maintained
4. Telephone manners and etiquettes (handling procedures)
5. Receiving and connecting calls to patients
6. Knowledge of front office cashiering
7. Handling of various modes of payment-local currency, foreign currency, credit card, travellers cheque etc.
8. Various situational handling

Text Books:

Managing Front Office Operations (11th Edition), 2023, Michael L. Kasavana, Ph.D.

CORE COURSE

GENERIC / CLUSTER CORE -III

24UHR403: FINANCIAL MANAGEMENT IN HOSPITAL ADMINISTRATION

Contact Hours/Week: 04

Credits: 04

Internal Mark: 25

External Mark: 75

Unit I – Basics of Financial Management

Meaning, scope and importance of financial management in healthcare - Unique features of hospital finance – Financial objectives of hospitals (profit vs. non-profit) - Role of financial manager in hospitals, Financial environment in healthcare sector.

Unit II – Financial Accounting in Hospitals

Basics of accounting principles - Hospital accounting system - Preparation and analysis of Balance Sheet, Income & Expenditure Statement - Cash Flow and Fund flow Statement -Cost centers and revenue centers in hospitals - Depreciation methods in hospital assets

Unit III – Costing and Budgeting

Cost concepts and classification - Costing methods in hospitals: Activity-Based Costing (ABC) - Marginal costing, Cost analysis of hospital services (OPD, IPD, ICU) - Budgeting: Types of budgets (capital, operating, flexible) - Budget preparation and control - Break-even analysis in healthcare

Unit IV – Financial Planning, Control and Decision Making

Financial planning process - Capital budgeting decisions: Payback period, Net Present Value (NPV) - Internal Rate of Return (IRR) - Working capital management - Ratio analysis: Liquidity ratios, Profitability ratios, Efficiency ratios

Unit V – Revenue Management in Hospitals

Pricing of hospital services - Revenue cycle management (RCM) - Health insurance and third-party payment systems - Medical billing and coding basics - Claims management and reimbursement process

Text Books:

1. Financial Management Strategies for Hospitals and Healthcare **David Edward Marcinko** 2013
2. Healthcare Finance: An Introduction to Accounting and Financial Management, Sixth Edition **Louis C. Gapenski** (Author), **Kristin L. Reiter** 2020

Reference:

1. Essentials of Health Care Finance By William Cleverley, James Cleverley, Paula Song · 2011.

CORE COURSE
GENERIC / CLUSTER CORE THEORY –IV
24UHR404: MARKETING AND STRATEGIC MANAGEMENT

Contact Hours/Week: 04

Internal Mark: 25

Credits: 04

External Mark: 75

UNIT I: Fundamentals of Marketing

Meaning, nature, goals and scope and concept of marketing - Evolution of marketing approach – Function of marketing-Marketing environment: Micro and Macro environment - Consumer behavior: Factors influencing buying decisions - Market segmentation, targeting, and positioning (STP)

UNIT II: Marketing Mix and Strategies

Product life cycle, branding, packaging - Pricing objectives and methods - Distribution channels and logistics - Advertising, sales promotion, public relations, personal selling - Marketing strategies for competitive advantage. Ethics in Healthcare Marketing.

UNIT III: Introduction to Strategic Management

Meaning, importance, and process of strategic management - Vision, mission, goals, and objectives - Levels of strategy: Corporate, business, and functional - Strategic decision-making process - Role of managers in strategy formulation

UNIT IV: Strategic Analysis and Formulation

Environmental scanning techniques - SWOT analysis (Strengths, Weaknesses, Opportunities, Threats) - PESTLE analysis (Political, Economic, Social, Technological, Legal, Environmental) - Competitive analysis and industry analysis - Strategy formulation: Growth, stability, retrenchment strategies.

UNIT V: Strategy Implementation and Control

Strategy implementation: Resource allocation, organizational structure - Leadership and organizational culture in strategy execution - Strategic control and evaluation - Balanced scorecard approach - Corporate social responsibility (CSR) and ethical issues in strategy.

Text Books:

1. Marketing and Services Management, 9th Revised Edition Mohammed Umair and Yogananda, Skyward Publishers, Bengaluru.
2. Strategic Management of Health Care Organizations, 9th Edition. Peter M. Ginter, W. Jack Duncan, Linda E. Swayne .October 2025

Reference:

1. Strategic marketing for health care organizations building a customer-driven health system by philip kotler, joel shalowitz, and robert j. Stevens

CORE COURSE

DISCIPLINE CENTRIC CORE THEORY – V

24UHA505: QUALITY IN HEALTHCARE

Contact Hours/Week: 04

Internal Mark: 25

Credits: 04

External Mark: 75

Unit I – Introduction to Quality in Healthcare

Quality meaning in healthcare, importance of quality in healthcare services,), principles of quality management- dimensions of quality, Evolution of quality in healthcare- role of healthcare professionals in maintaining quality.

UNIT II: Quality Gurus and Principles

Contributions of W. Edwards Deming (14 principles), Joseph Juran (Trilogy), Philip Crosby (Zero Defect concept)

UNIT III: Quality Assurance & Quality Improvement

Quality Assurance (QA) - Quality Improvement (QI) - Total Quality Management (TQM) - Continuous Quality Improvement (CQI) - Clinical audit - Patient safety initiatives - Patient safety goals - Medical errors and adverse events, Infection control and prevention , Risk management process, Incident reporting system, Sentinel events

UNIT IV: Quality Tools and Techniques

Basic quality tools: Pareto Chart, Fishbone Diagram (Ishikawa), Flowcharts, Control Charts, Histogram - Six Sigma concepts - Lean management in healthcare - Benchmarking

UNIT V: Accreditation and Standards

Importance of accreditation in healthcare - National Accreditation Board for Hospitals & Healthcare Providers (NABH) standards - Joint Commission International (JCI) - ISO standards in healthcare - Licensing and regulatory requirements

Text Books :

1. Bagad, V.S., Total Quality Management, Technical Publications, Pune, 1st Edition 2019.
2. Scott B. Ransom, The Healthcare Quality Book, Health Administration Press, Chicago, Illinois AUPHA Press, Washington, D.C., 2004.

Reference Books:

1. Raj Kumar, Acts Applicable to Hospitals in India, The Christian Medical Association of India, New Delhi, 2009.
2. Jayakumar, Total Quality Management, Lakshmi Publication, 7th Edition, 2014.
3. Sharma Karun Dev, Quality System Implementation in Health Care Establishments, Jaypee Brothers Medical Publishers, 1st Edition, 2014.

CORE COURSE

DISCIPLINE CENTRIC CORE THEORY – VI

24UHA506: RESEARCH METHODOLOGY & BIOSTATISTICS

Contact Hours/Week : 04

Internal Mark : 25

Credits : 04

External Mark : 75

Unit - I: Introduction to Research

Meaning of research, objectives, characteristics, and significance of research in healthcare. Types of research, Research Methods, Research Process, Research problems.

Unit-II: Research Design and Data Collection

Meaning, Need, Features of a good Design, Important concepts, Types research design, Data collection methods, Tools for data collection, sampling methods.

Unit-III: Introduction to Biostatistics

Meaning and scope of biostatistics in healthcare -Types of data: qualitative and quantitative- Measurement scales: nominal, ordinal, interval, ratio - -Measures of central tendency: mean, median, mode-Measures of dispersion: range, variance, standard deviation.

UNIT- IV: Statistical Analysis and Tests of Significance

Probability: basic concepts and rules- Normal distribution and its properties - Sampling distribution and standard error - Hypothesis testing: null and alternative hypothesis - Parametric tests: t-test, ANOVA - Non-parametric tests: Chi-square test - Correlation and regression analysis.

UNIT V: Interpretation, Report Writing and Applications

Tabulation and graphical representation (bar chart, pie chart, histogram) - Interpretation of statistical results - Presentation of data: tables, graphs, charts -Research report writing: structure and format -Referencing styles (APA/Vancouver) -Use of statistical software (SPSS/Excel basics) - Applications of biostatistics in healthcare and public health.

Text Book:

1. Research: Methods and Techniques by C. R. Kothari and Gaurav Garg.

Reference Books:

1. Medical Statistics: Principles and Practice by K. R. Sundaram, S. N. Dwivedi, and V. Sreenivas.
2. Fundamentals of Statistics by S. C. Gupta.
3. Biostatistics for Pharmacy by Atiya Khanum and Irfan Ali Khan.

DISCIPLINE CENTRIC CORE PRACTICE

24UHA555: PRACTICE IN STATISTICS (MORBIDITY, MORTALITY)

Contact Hours/Week: 04
Internal Mark: 40

Credits: 02
External Mark: 60

Observation in the hospital

1. Daily Census
2. Admission and Discharges Procedure
3. Against Medical Advice Procedure
4. Medico Legal Case Procedure
5. Mortality, Morbidity
6. Bed Occupancy Rate
7. Bed Turn Over Rate
8. Average Length of Stay
9. Infant and Maternal Mortality Rate
10. Health reports and Notifiable diseases

Note: The practical should contain the objectives, organizational chart, Functions, Statistical Registers and Records with their formats for the specific department. (Viva Voce)

Text Book :

Principles of Hospital Administration & Planning –BM Sakharkar-Jaypee brothers
medical publishers (p) ltd

Reference Books:

Medical Statistics: Principles and Practice by K. R. Sundaram, S. N. Dwivedi, and V.

DISCIPLINE CENTRIC ELECTIVE PRACTICE

24UHA751: MARKETING FOR HEALTHCARE SERVICES

Contact Hours/Week: 04
Internal Mark: 40

Credits: 02
External Mark: 60

Observation in the hospital

- Observe patient flow, registration, and service delivery processes in different departments.
- Identify patient needs, expectations, and satisfaction levels during hospital visits.
- Study communication methods used in various promotional activities.
- Analyze hospital environment, cleanliness, and facilities influencing patient perception.
- Observe branding and digital marketing strategies of the hospital.
- Evaluate feedback systems, complaint handling, and patient relationship management practices

Text Book :

Principles of Hospital Administration & Planning –BM Sakharkar-Jaypee brothers medical publishers (p) ltd

Reference Book:

Hospital Administration –DC Joshi Mamta Joshi

DISCIPLINE CENTRIC ELECTIVE PRACTICE

24UHA753: HOSPITAL RECORD MANAGEMENT

Contact Hours/Week: 04

Internal Mark: 40

Credits: 02

External Mark: 60

Observation in the hospital

- Process of patient registration and medical record creation
- Flow of records from admission to discharge, including documentation practices.
- Filing, indexing, and retrieval systems used in the Medical Records Department (MRD).
- Electronic Medical Records (EMR) and data entry procedures.
- Forms and formats of the medical record
- Methods of confidentiality, privacy, and record security followed in the hospital.
- Medical Records for Insurance Procedure.
- Medical Records for government policy.
- Coding and classification systems (ICD) used for diseases and treatments.
- Retention and disposal policies of medical records.

Note: The practical should contain systematic documentation, continuity of patient care, legal compliance, and efficient hospital administration (Viva Voce).

Text Book:

Medical Records Organization and Management second edition GD Mogli 2017

Textbook of Hospital Administration By Sonu Dr Goel · 2013

DISCIPLINE CENTRIC ELECTIVE PRACTICE
24UHA752: QUALITY RISK MANAGEMENT

Contact Hours/Week: 04
Internal Mark: 40

Credits: 02
External Mark: 60

Observation in the hospital

1. Patient Identification Process
2. Hand Hygiene and Infection Control Practices
3. Medication Safety Practices
4. Incident Reporting System
5. Risk Assessment Procedures
6. Biomedical Waste Management
7. Use of Personal Protective Equipment (PPE)
8. Patient Safety Measures
9. Emergency and Disaster Preparedness

Text Books

1. Hospital Administration –DC Joshi Mamta Joshi

Reference Books:

1. Raj Kumar, Acts Applicable to Hospitals in India, The Christian Medical Association of India, New Delhi, 2009.
2. Jayakumar, Total Quality Management, Lakshmi Publication, 7th Edition, 2014.

DISCIPLINE CENTRIC ELECTIVE PRACTICE

24UHA754: WARD ADMINISTRATION

Contact Hours/Week: 04

Credits: 02

Internal Mark: 40

External Mark: 60

Observation in the Hospital

1. Identify the types of wards
2. Patient Admission and Discharge
3. Ward Rounds
4. Patient Care Coordination
5. Staff Responsibilities
6. Record Keeping
7. Hygiene and Infection Control
8. Medication Administration
9. Visitor and Patient Interaction
10. Emergency Procedures

Text Book

Hospital Administration –DC Joshi Mamta Joshi

DISCIPLINE CENTRIC ELECTIVE -I

24UHA701: HOSPITAL ORGANIZATIONAL SERVICES

Contact Hours/Week : 04

Credits : 04

Internal Mark : 25

External Mark : 75

UNIT - I: Introduction to Hospital Services

History, Evolution, philosophy and functions of hospitals, Hospital as an organization, Organizational structure and models, Hospital organizational charts, Classification of hospitals (inpatient, outpatient, emergency services).

UNIT - II: Core Services

Outpatient services (OPD), Inpatient services (IPD), Emergency services and casualty department, Operation theatre (OT) services, CSSD, Intensive Care Unit (ICU) services, Pharmacy services in hospitals.

UNIT – III: Nursing Services

Organization and management of nursing services, Roles and responsibilities of nursing staff, Medical records management and documentation, Importance of medical records, Diagnostic services (laboratory, radiology, imaging services).

UNIT - IV: Allied Health Services

Physiotherapy services, Occupational therapy services, Dietary and nutrition services, Rehabilitation services, Blood bank and transfusion services, Social work and counselling services.

UNIT - V: Utility and Support Services

Ancillary services: kitchen, laundry, housekeeping, Biomedical waste management, Engineering and maintenance services, Hospital utilities (water, electricity, HVAC systems), Safety and security services, Transport and ambulance services.

Text Book :

1. Hospital Administration – C.M. Francis & Mario C. D'Souza
2. Principles of Hospital Administration and Planning – B.M. Sakharkar
3. Hospital Administration – D.C. Joshi & Mamta Joshi

Reference Books:

1. Hospital Administration and Management – S.L. Goel & R. Kumar
2. Textbook of Hospital Administration – G.D. Kunders
3. Essentials of Hospital Administration – K. Park
4. Hospital Management: A Problem Solving Approach – G.D. Kunders
5. Healthcare Management – S.L. Goel

DISCIPLINE CENTRIC ELECTIVE -I
24UHA703: HOSPITAL INFECTION CONTROL

Contact Hours/Week : 04
Internal Mark : 25

Credits : 04
External Mark : 75

UNIT -I: Introduction to Infection Control

Definitions, types of infections, and routes of transmission, Healthcare-Associated Infections (HAIs), Role of infection control in hospitals, Infection Control Committee (ICC): Structure, roles and responsibilities of the Hospital Infection Control Committee (HICC), Infection Control Nurse (ICN).

UNIT -II: Sterilization and Disinfection

Procedures and agents used for cleaning and disinfection of hospital environments, Central Sterile Supply Department (CSSD): Importance and functioning of the CSSD. Sterilization methods, Different methods of sterilizing medical equipment.

UNIT-III: Standard Precautions and Safety Measures

Hand hygiene, personal protective equipment (PPE) and other precautions, Needle stick injuries and post-exposure prophylaxis (PEP), Biomedical waste management ,Environmental Cleaning and Sanitation.

UNIT-IV: Infection Prevention Practices

Aseptic techniques and isolation precautions, nosocomial infections, Prevention of common HAIs, Laundry and linen management, Food hygiene in hospitals.

UNIT-V: Surveillance, Monitoring and Quality Control

Infection surveillance: Methods for monitoring and tracking hospital-acquired infections, Data collection, analysis, and reporting, Infection control audits and quality indicators, Outbreak investigation and management, Training and education of healthcare staff.

Text Book :

1. Handbook of Hospital Infection Control, Sanjai Singhal, New Delhi,First Edition 2013.

Reference Books:

1. Hospital Infection Control Guidelines: Principles and Practice by Shakti Kumar Gupta.
2. Infection Control Practice by Shady Negm.
3. National Guidelines for Infection Prevention and Control in Healthcare Facilities by the Indian Council of Medical Research (ICMR) and the National Centre for Disease Control (NCDC).

DISCIPLINE CENTRIC ELECTIVE –I

24UHA705: COMPUTER APPLICATIONS IN HEALTHCARE SERVICE

Contact Hours/Week : 04

Credits : 04

Internal Mark : 25

External Mark : 75

Unit-I: Introduction to Computers in Healthcare

Basics of computers : hardware & software - Types of computers used in hospitals

Role of IT in healthcare services - Advantages of computerization - Applications in OPD, IPD, pharmacy, lab, billing

UNIT II: Hospital Information Systems (HIS)

Concept and components of HIS - Functions of Hospital Information System – Modules - Benefits of HIS in hospital management - Electronic Health Records & Digital Health - Data standardization – Interoperability - Telemedicine - Mobile health (mHealth) applications

UNIT III: Healthcare Software Applications

Types of healthcare software: Patient management software, Appointment scheduling systems, Diagnostic software, Billing & insurance software - Use of general software: Microsoft Excel (data analysis), Microsoft Word (documentation), Microsoft PowerPoint (reports & teaching) - Cloud computing in healthcare - Artificial Intelligence (AI) applications in diagnosis

UNIT IV: Data Management and Security

Healthcare data types and databases - Data storage and retrieval - Data privacy and confidentiality – Cyber security in hospitals - Health data regulations - Backup and disaster recovery systems

UNIT V: Emerging Trends in Healthcare IT

Video conferencing in healthcare - Role of IoT (Internet of Things) in healthcare - Artificial Intelligence and Machine Learning - Big Data in healthcare - Wearable health devices - Robotics in surgery - Blockchain in healthcare data management - Smart hospitals and digital transformation

Text Book :

1. Computer Applications in Business by S.V. Srinivasa Vallabhan.
2. Hospital Information System by S.A Kelkar.
3. Health Informatics: A Practical Guide for Healthcare and Information Technology Professionals by Robert E. Hoyt and Ann K. Yoshihashi.

Reference Books:

1. Biomedical Informatics: Computer Applications in Health Care and Biomedicine by Edward H. Short life and James J. Cimino.
2. Effective Healthcare Information Systems by Adi H. K. Varma.
3. Management Information System in Hospitals: A Computer Based Approach by M. M. Sharma.

DISCIPLINE CENTRIC ELECTIVE-I
24UHA707: HEALTH INSURANCE

Contact Hours/Week: 04
Internal Mark: 25

Credits: 04
External Mark: 75

Unit -I: Introduction

Introduction to Insurance- Concept and importance of Health insurance- Classification- Principles of Health Insurance -Types - Evolution of Health Insurance in India- Terminologies in Health Insurance - Health insurance market

Unit -II: Health Insurance Policies and Regulations

Structure of health insurance policies, policy terms and conditions, inclusions and exclusions, IRDA guidelines, legal and regulatory framework, standardization in health insurance.

Unit - III: Premium, underwriting and Risk Assessment

Concept of premium, factors affecting premium calculation, underwriting, need for underwriting, Principles and tools of underwriting, underwriting process, risk assessment, actuarial principles

Unit -IV: Claims Management and TPA

Claims Management -Management of Health Insurance Claims-Claim process - Cashless settlement process-Documentation in Health Insurance Claims-Role of Third Party Administrators (TPA) -Claims management Personal Accident, fraud detection in claims.

Unit V: Health Insurance in Hospital Administration

Hospital billing and insurance coordination, empanelment of hospitals, medical coding and billing, package systems, insurance documentation, role of insurance in patient care, recent trends and government health insurance schemes in India.

Text Book :

1. Principles of Insurance, Jagroop Singh, Deepak Kumar, 2019.
2. Insurance Institute of India, IC 27, Healthcare Insurance, 2016.

Reference Books:

1. T Mahendran, Health Insurance Sector in India, Abhijeet Publications, 2009.
2. Benjamin S. Warren, Health Insurance: It's Relation to the Public Health, BiblioBazaar, 2009.
3. Thomas K T, Sakthivel R, Health Insurance in India, LAP Lambert Academic Publishing, 2012

ABILITY ENHANCEMENT III

24UHA381: FUNDAMENTALS OF MICROSOFT

Contact Hours/Week: 02

Credits: 02

Internal Mark: 25

External Mark: 75

Unit I -Computer Fundamentals

Introduction to Computer -Characteristics and applications of computers -Hardware and software concepts -Input and output devices -Storage devices and memory -Number system basics.

Unit II - Windows Operating System

Introduction to Windows -Desktop, icons, and taskbar -File and folder management -Control panel and system settings -Installing and managing programs.

Unit III- Microsoft Word

Introduction to MS Word -Creating and editing documents -Formatting text and paragraphs - Inserting tables, images, and shapes -Page setup and printing -Mail merge.

Unit IV-Microsoft Excel

Introduction to spread sheet -Rows, columns, and worksheets -Data entry and formatting - Basic formulas and functions (SUM, AVERAGE, COUNT) -Charts and graphs -Sorting and filtering data.

Unit V -Microsoft PowerPoint & Internet

Introduction to PowerPoint -Creating slides and layouts -Adding images, charts, and animations -Slide transitions and presentation -Internet basics and email usage.

Text Books:

1. Dinesh Maidasani, Learning Computer Fundamentals, MS Office and Internet & Web Technology, Laxmi Publications.
2. Satish Jain, Shashi Singh & M. Geetha Iyer, Computer Course: Windows with MS Office, BPB Publications.

Reference Books:

1. Helen Holding & Clare Martin, Mastering Microsoft Office, Macmillan / Palgrave Press.
2. Marjorie S. Hunt & Barbara Clemens, Illustrated Microsoft Office 365 & Office 2016: Fundamentals, Cengage Learning.

3. Dr. Swati Agarwal & Abhishek Dadhich, Computer Fundamentals & Office Management Tools, Thakur Publications.