

Proposed Scheme for B.Voc. (Hospital Administration and Management)

(SEMESTER SYSTEM)

Semester I

Paper Code	Title	Generic/ Skill Component	Theory/ Practical	Internal (Theory)	External (Theory)	Internal (Practical)	External (Practical)	Credit
*GEN-101	Communication Skills	Generic	Theory	20	80	--	--	6
*GEN-102	Fundamentals of Information Technology	Generic	Theory	20	80	--	--	6
HAM-	Hospital	Skill	Theory	20	80	--		

Semester III

Paper	Title	Generic/	Theory/	Internal	External
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Semester V

Paper Code	Title	Generic/Skill Component	Theory/Practical	Internal (Theory)	External (Theory)	Internal (Practical)	External (Practical)	Credit
*GEN - 501	Critical Thinking and Elementary Statistics	Generic	Theory	20	80	--	--	6
HAM-302	Medical Ethics & Legal Issues in Hospital	Generic	Theory	20	80	--	--	6
HAM-	Hospital Material	Skill	Theory	20	80	--	--	6

B.Voc. (Hospital Administration and Management)

Semester: ---- I

Paper Title: Hospital Administration- 1

Paper Code: HAM-103

Credits: 6

Job Role: Patient Care Coordinator

Objectives: To provide an overview of the role of the Hospital Administrator in the management of the hospital and to provide an overview of the role of the Hospital Administrator in the management of the hospital.

Instructions for Examiner:

1. The syllabus of this paper has been divided into FOUR units.
2. Examiner will set a total of NINE questions comprising two questions from each unit, including Question No. 1 (compulsory) of short answer type covering the whole syllabus.
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4. All questions carry equal marks.

Unit – I

Introduction To Hospital Administration

B.Voc. (Hospital Administration and Management)

Semester: ---- I

Paper Title: Seminar on Hospital Operations

Paper Code: HAM-105

Credits: 6

Job Role: *Patient Care Coordinator*

Objectives: *to evaluate the performance of the students in the seminar on hospital operations and to assess their understanding of the concepts of hospital operations and management.*

Instructions for Examiner:

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4. All questions carry equal marks.

Unit –I

Introduction to Management: Approach, Planning, Decision Making, Organizing, Staffing, Job Designing, Motivating, Leadership, Communication, Materials Management, Financial Management, Industrial Relations in Hospitals

Unit - II

Hospital Planning: Aims, Factors Affecting, Hospital Planning Process, Hospital Architect, Zoning, Design, Hospital Project, Construction

Unit –III

Support and Utility Services in Hospitals: MRD, CSSD, Laundry, Housekeeping, Transportation, Equipments Management, Public Relations, Dietary Services, Mortuary

Unit-IV

Risk Management in Hospitals: Hospital Waste Management, Disaster Management, Hospital Security Services, Occupational Safety in Hospitals, Nosocomial Infections.

References:

1. Madhuri Sharma:Essentials for Hospital Support Services and Physical Infrastructure, Jaypee Brothers Publications.
2. Hospital Administration/Joshi DC: Jaypee Brothers 2009
3. G.D.Kunders: Hospitals Planning & Management, Tata McGraw Hill
4. Joydeep Das Gupta: Hospital Administration & Management/A Comprehensive Guide (Jaypee Publications)
5. Shakti Kumar Gupta, Sunil Kant and R. Chandrashekhar-Modern Trends in Planning and Designing of Hospitals-Principals and Practices: Jaypee Publications.
6. Dr. S.L. Goel and Dr. R. Kumar-Hospital Administration and Management-Theory and Practice: Deep & Deep Publications.

B.Voc. (Hospital Administration and Management)

Semester: ---- II

Paper Title: Managing Quality in Healthcare

Paper Code: HAM-107

Credits: 6

Job Role: Patient Relation Executive

Objectives: To raise awareness to the need for the development of the quality management system in the hospital to improve the quality of patient care and to ensure the safety of the patient.

Instructions for Examiner:

1. The syllabus of this paper has been divided into FOUR units.
2. Examiner will set a total of NINE questions comprising two questions from each unit, including Question No. 1 (compulsory) of short answer type covering the whole syllabus.
3. The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.
4. All questions carry equal marks.

Unit I

Quality in Healthcare: Dimensions of quality, parameters to improve quality in healthcare, TQM, Lean Thinking, Six Sigma, Kaizen, Quality Circles

UNIT-II

Certification & Accreditation In Hospitals : ISO,NABH,JCI,JCAHO Programs for Hospital wide Improvement of Services : Statutory Compliance in Hospitals, Patient Safety Management Program , Disaster Management Program in Hospital, Training Program in Hospital ,Patient's Information & Education Program ,Rights and Responsibilities of Patients

Unit III

Quality Management at departmental Level : OT ,Blood Bank ,Inpatient Areas , Intensive Care Unit, CSSD, Medical Gases ,Fire Safety , Outreach Services , Dialysis Service

UNIT-IV

Evaluation of Performance: Approaches to Evaluation of the QMS, Evaluation through Statistical Approach, Evaluation through Medical Audit, Evaluation through Nursing unit, Equipment Audit, Patient Satisfaction Survey.

References:

1. Roger Ellis and Dorothy Whittington, Quality Assurance for Health Care – A Hand Book (Edward Arnold, London) ISBN 0-340-55273-5
2. Quality Management in Hospitals/Joshi, S.K. Jaypee Brothers, 2014
3. James R. Evans: Total Quality Management, Language Learning.
4. Healthcare System Quality Improvements : Hospital A

B.Voc. (Hospital Administration and Management)

Semester: ---- II

Paper Title: Organisational Behaviour

Paper Code: HAM-108

Credits: 6

Job Role: *Patient Relation Executive*

Objective: The objective of studying Organizational Behaviour (OB) is to understand what are the underlying assumptions and causation of behavior of the individuals in the organization and its impact on the achievement of the organizational goals.

UNIT I

Introduction to

OB: Contributing fields to OB, OB in the context of globalization. Learning and Behavior Management: Biographical characteristic, ability, job fit, learning theories, process of behavior modification. Values, Attitudes and Job Satisfaction: The Nature and Dimensions of Attitudes, Components of Attitude, Sources and types, Cognitive dissonance theory, Values, Job satisfaction. Perception: Factors Influencing Perception, Perceptual Selectivity, Attribution Theory, Errors in Perception, Rational decision making model, Linkage between Perception and Individual Decision Making.

UNIT -II

Personality: The meaning of Personality, Personality Determinants, Personality Traits, The big five model, Emotional Intelligence. Motivation: Meaning of Motivation, Primary, General Motives and Secondary Motives, Motivation and Productivity, Content and process theories of Motivation. Group Dynamics: Types of Groups, Stages of Group Development: The Five-Stage Model, The Punctuated Equilibrium Model, Teams in the Modern Workplace, Teams vs Groups - Types of Teams, Group decision, making. Communication: Role of Communication, Objectives, Barriers to Effective Communication, Communication Processes, Types of communication, Interactive Communication in Organizations.

UNIT -III

Leadership: Understanding Leadership, Leadership Theories - Trait Theories, Behavioral Theories, Contingency Theories, Leadership Styles - Level 5 leadership, Transactional and Transformational Leadership. Power & Politics: Definitions of Power, Bases of Power, Power Structure and Blocs, Impression Management, Factors that influence political behavior in organizations. Conflict & Collaboration: Sources of Conflict, Types of conflict, Process of Conflict, Individual, Interpersonal, group level conflict, Organizational Conflict, Approaches to Conflict Management.

UNIT - IV

Stress Management: Concept of stress, Sources of stress, Effects of stress on humans, Management of Stress. Management of Change: Importance, Forces responsible for change, Resistance to change, Overcoming resistance to change, Introduction of change in the organization, Organizational Development as a tool for introduction of change. Organizational Design: Various organizational structures and their effects on human behavior, Organizational Climate, Organizational Culture, Organizational Effectiveness.

References:

1. S.P. Robbins: India Organizational Behavior, Prentice Hall.
2. Keith Davis: Human Behaviour at work, Tata McGraw Hill
3. Hersey Blanchard: Management of Organizational Behaviour, Prentice Hall India
4. K. Ashwatappa: Organizational Behaviour , Himalaya Publishing House.
5. F. Luthans: Organizational Behaviour, McGraw Hill.
6. U. Pareek: Understanding Organizational Behaviour, Oxford University

B.Voc. (Hospital Administration and Management)

Semester: ---- II

Paper Title: Workshop on Hospital Management Information System

Paper Code: HAM-109

Credits: 6

Job Role : *Patient Relation Executive*

Objectives: o e t e e rner to n ers t n s n er e s on n too n to no t e so r es n
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Instructions for Examiner:

1. The syllabus of this paper has been divided into FOUR units.
2. Examiner will set a total of NINE questions comprising two questions from each unit, including Question No. 1 (compulsory) of short answer type covering t24 -11.04 Td [I26(s)3.45768(o)-0(H)-17.181)-4.34967(1)-4.34967(1)-4.34967.89126

B.Voc. (Hospital Administration and Management)

Semester: --- III

B.Voc. (Hospital Administration and Management)

Semester: ---- III

Paper Title :Workshop on Human Biology & Medical Terminology

Paper Code: HAM-205

Credits: 6

Job Role: *Patient Relation Executive*

Objectives: The student will get a familiarity with medical jargon and human body system so that he can effective member of the operational team.

Instructions for Examiner:

1. The syllabus of this paper has been divided into FOUR units.
2. Examiner will set a total of NINE questions comprising two questions from each unit, including Question No. 1 (compulsory) of short answer type covering the whole syllabus.
3. The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.
4. All questions carry equal marks.

UNIT I

Human Anatomy and Physiology: Basic functions and importance of following system in Human body: Digestive System, Respiratory system, Circulatory system, Central Nervous system, Musculoskeletal system, Reproductive system, Excretory system, Endocrine Glands, Special Senses.

Unit II

Medical Terminology-Reasons for using medical terms-Glossary of medical terms: Major Diseases and Medical specialties.

Unit III

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 IV

Illness-Defining illness- Direct and indirect causes - Classification and description of diseases. Infection Control: Medical asepsis, Nosocomial infection and communicable diseases, Reservoir, carrier and mode of transmission.

References:

1. BM Sakharkar, Principles of Hospital Administration and planning – Jaypee brothers Publications.
2. Francis CM, Mario C de Souza ; Hospital Administration – Jaypee brothers Medical Publishers (P) Ltd., New Delhi, 2000
3. Modgli GD: Medical Records, Organization and Management, Jaypee brothers Medical Publishers (P) Ltd., New Delhi, 2001
4. Sakharkar BM: Principles of Hospital Administration and planning , Jaypee Brothers Medical Publishers (P) Ltd., New Delhi, 1999
5. McGibony JR: Principles of Hospital Administration, GP Putnam's sons ' New York, 1969
6. Rowland H.S. Rowland BL: Hospital Administration Handbook, Aspen System Corporation: Rockville, 1984
7. Grants Method of Anatomy: A Clinical Problem solving approach - John V. Basmajian and Charles E. Slonecker,
8. Roger Watson Anatomy and Physiology for Nurses
9. William F. Ganong, Review of Medical Physiology, McGraw Hill,
10. Stedman's Medical Dictionary

B.Voc. (Hospital Administration and Management)

Semester: ---- IV

Paper Title: Community Health and Management of National Health

B.Voc. (Hospital Administration and Management)
Semester: ---- IV

Paper Title: Service Marketing

Paper Code: HAM - 208

Job Role : *Duty Manager- Patient Care Services*

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

Unit I

Fundamentals for Service Marketing : Introduction : Why service Marketing ,What are Services, Characteristics of Services ;Consumer Behavior in Services,

Unit II

Consumer Expectations of services , Customer Percep

B.Voc. (Hospital Administration and Management)

Semester: ---- IV

Paper Title: Workshop on Risk & Disaster Management

Paper Code: HAM- 209

Job Role: *Duty Manager- Patient Care Services*

Unit I

Security Organization and Management: Security Threats and Vulnerabilities of Hospitals – Threat Groups – Security Sensitive Areas – Strategic Security System – Functions of Hospital Security Department – Non – Traditional “Service” Functions – Security Organization and Physical Security Measures – The Staff Complement – Perimeter Protection System – Implementing Physical Controls – Access Control Concepts – Definition – Means and Components – Need for Security Technology – Security Technology Plan – Computer and Information Security – Selection and Management of Departmental Security Staff/Contract Security Agency and Security Training – System Choice – Verification of Security Personnel – Security Staff Discipline – Effective security Management in Hospitals – Central Security Control Room – Patrols and Post Procedures / Techniques – Control of Visitors / OPD Patients/ Attendants – Standing Instructions for Security of Cash – Security Budgeting – Security Committee – Periodic Security Audit and Updating of Security Procedures – Bomb Threat / Response.

Unit II

Hospital Acquired Infection (HAI): Objectives – Control and Prevention – House keeping - Dietary Services – Linen and Laundry – Central Sterile Supply Department (CSSD) – Security – Engineering Aspects – Nursing Care – Waste Disposal – Antibiotic Policy – Hospital Infection Control Committee - Composition – Role and Functions – Surveillance – Processing of Information Collected – Mode of transmission – Interruption of Transmission – High Risk Procedures – Training and Education – Universal Precautions for Health Care Workers.

Unit III

Fire Hazards: Elements of Fire – Fire Hazard Triangle – Causes of Hospital Fires – Fire Protection – Structure Planning and Design Considerations – Buildings: Harness Communication Zone - Building Services – Central Air – Conditioning Facilities – Electric Installations – Special Hazards – Fixed Installations – Hazards Associated with Furnishing Material, Curtains Upholstery, Dresses, Bed and Bedding Materials – Water Supply – Fire Points and Escape Routes – Fuel Store – Manual Call Points – Means of Escape and Evacuation – Risk Evaluation.

Unit IV

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

References:

1. Shailendra K.Singh : Safety & Risk Management, Mittal Publishers.
2. J.H.Diwan : Safety, Security & Risk Management,APH.
3. Stephen Ayers & Garmvik : Text Book of Critical Care, Holbook and Shoemaker.

B.Voc. (Hospital Administration and Management)

Semester: ---- V

Paper Title: Medical Ethics and Legal Issues in Hospital

Paper Code: HAM-302

Credits: 6

Job Role: *Duty Manager- Patient Care Services*

Objectives: To familiarize the students about legal issues involved in hospital management.

Instructions for Examiner:

1. The syllabus of this paper has been divided into FOUR units.
2. Examiner will set a total of NINE questions comprising two questions from each unit, including Question No. 1 (compulsory) of short answer type covering the whole syllabus.
3. The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.
4. All questions carry equal marks.

UNIT I

MEDICAL ETHICS - Introduction to Legal aspects in health care: health as a fundamental right; Hospital services and law: Medical ethics including Hippocratic Oath, declaration of Geneva and international code of medical ethics and violation of these ethics; informed consent

Unit II

RIGHTS AND RESPONSIBILITIES OF PATIENTS - Rights and responsibilities of patients: confidentiality issues with respect to contractual obligations towards the patients, electronic medical records and Health. Liability and accountability towards patients and third parties and employees (vicarious liability)

UNIT III

MEDICAL NEGLIGENCE - Medical negligence -definition, The Bolam test, Civil and criminal negligence, relevant sections of Indian Penal code, defense against medical negligence; The Consumer Protection Act-Ethics Introduction – its scope, various levels of consumer courts (District forum, State Commission, National Consumer Dispute Redressal Forum) and procedure followed in each; Professional Indemnity; Legal Implications in Medical Emergencies; Euthanasia- its types and the international & national Perspective; the concept of Living Will- Medical ethics.

UNIT IV

HEALTH CARE LAWS - A brief account of various laws related to healthcare: -Human Organs Transplantation Act, Inquest and its proceedings, The Drugs and Magic Remedies Act, Registration of Birth and Death Act, PNDR act (1994) and MTP Act (1971). Regulatory framework of hospitals – The Indian Medical Council act; Regulatory requirements to set up a Blood Bank; Legal aspects of Assisted Reproductive techniques

References:

1. Medical Ethics/Francis, C.M., Jaypee
2. George D Pozgar: Legal Aspects of Health Care Administration, Jones & Bartlett Publications.
3. Malik Vijay: Laws Relating to Drugs and Cosmetics, Eastern Book Co.
4. Robert Saundby: Medical ethics: A guide to professional conduct.
5. P.D. Shenoy: Medical Negligence: What Doctors, Patients & Hospitals should know.
6. Tapas Kumar Koley: Medical Negligence & the Law in India; Duties, Responsibilities, lights.

B.Voc. (Hospital Administration and Management)

Semester: ---- V

Paper Title: Hospital Material Management

Paper Code: HAM-303

Credits: 6

Job Role: *Duty Manager- Patient Care Services*

Objectives: *to propose a system to ensure the efficient use of resources in the hospital and to ensure the quality of patient care services.*

Instructions for Examiner:

1. The syllabus of this paper has been divided into FOUR units.
- 2.

B.Voc. (Hospital Administration and Management)

Semester: ---- V

Paper Title: Market Research & Consumer Behaviour in Healthcare

Paper Code: HAM-304

Job Role: Duty Manager- Patient Care Services

Objectives: The course is intended to help students get acquainted with various research concepts, techniques and procedures and to develop their ability to conduct, evaluate, use and present research findings with special reference to Health services. The course will also help students to understand the various factors affecting consumer behavior and to understand the process of consumer buying for Health services.

UNIT – I

Introduction to Consumer Behavior: Introduction, Applications of consumer behavior, Consumer behavior and marketing strategy, Situational characteristics and consumption behavior, Consumer decision making process, Post purchase behavior.

UNIT -II

Factors Influencing Consumer Behavior: Consumer specific factors influencing buying behavior, psychological processes (motivation, perception, learning and memory) affecting consumer behavior, the buying motive, high involvement and low involvement buying situations, Consumer behavior in adapting new products, participants in buying decisions. Group influence- Definition, types of group (primary, secondary, formal etc.), Family influence, roles, FLC application.

UNIT -III

Introduction to Marketing Research: Meaning, scope and importance of marketing research, Defining the market research problem and developing an approach, Research design formulation, Rating Scales Juster, Likert, Semantic Differential, Thurston, Attitude Scales. Preparing a written research report, organization of the report, Ethical issues in marketing research.

UNIT - IV

Consumer behavior for Hospital services. Case studies on Consumer behavior for Hospital services. Applications of marketing research in Hospital industry: Research design classification, Product research- developing products, Specifications and attributes, Concept of test marketing. Advertising research, Market and sale analysis research, Sales forecasting, Demand measurement.

References:

1. S.L. Gupta: Marketing Research, Excel Books
2. G.C. Beri: Marketing Research, McGraw Hill.
3. Nigel Bra1.4 Td {301205(B)-7. 0 T017(a)-13.8337(n)6..89126()-3.01205(M).891996(i)0.89126(g)6.02-4.35041(t)0.89126 Td [S

B.Voc. (Hospital Administration and Management)

Semester: ---- V

Paper Title: Workshop on Healthcare Insurance

Paper Code: HAM-305

Credits: 6

Job Role: *Duty Manager- Patient Care Services*

Objectives: To familiarize the students with concept of health insurance, its scope and applicability.

Instructions for Examiner:

1. The syllabus of this paper has been divided into FOUR units.
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4. All questions carry equal mark

UNIT-I

A Health Insurance for Individual & Group: Standard/Individual, Floater, Critical illness, Cancer Insurance, Group Health insurance, Cradle care insurance, Road safety Insurance. Coverage's, Exclusions, limitations, terms & conditions, Role of Third Party Administrator for settlement of claim

UNIT- II

Special problems in Health Insurance: Adverse selection, moral hazard, co-variate risks, information gap problems; Ompemiobd ionomror slatimf gance, Cam 24(50,85(1267)1088&219)5402471d802426nT-6,0245(66259)5(,78161205(-6-02

B.Voc. (Hospital Administration and Management)
Semester: ---- VI

Paper Title: Management & Organization of Medical Records

Paper Code: HAM-306

Credits: 6

Job Role:

B.Voc. (Hospital Administration and Management)

Semester: ---- VI

B.Voc. (Hospital Administration and Management)

Semester: ---- VI

B.Voc. (Hospital Administration and Management)

Semester: ---- VI

Paper Title: Workshop on Bio Medical Waste

Paper Code: HAM-309

Credits: 6

Job Role: *Hospital Administrator*

Objectives: The objectives of this course are to provide the students with the necessary knowledge and skills to perform the duties of a Hospital Administrator.

Instructions for Examiner:

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3. The students are required to attempt one question from each unit and the entire Compulsory Question No. 1.
4. All questions carry equal marks.

UNIT-I

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

UNIT II

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

UNIT-III

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

UNIT IV

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

References:

1. Shishir Basakar: Hospital Waste Management
2. Practical handbook on hospital waste management by Dr. Capt. D.B. Acharaya, JBA Publications.
3. Madhuri Sharma: Hospital Waste Management and its monitoring.
4. Saxena A: Hospital Waste Management: Principles & Practices.