



**YENEPOYA**

(DEEMED TO BE UNIVERSITY)

Recognized under Sec 3(A) of the UGC Act 1956

Accredited by NAAC with 'A' Grade

## **YENEPOYA (DEEMED TO BE UNIVERSITY)**

**Deralakatte, Mangaluru -575018**

### **REGULATIONS AND CURRICULUM GOVERNING**

#### **UNDERGRADUATE PROGRAM**

#### **BACHELOR OF HOSPITAL ADMINISTRATION**

**(REVISED CURRICULUM – AMENDED UP TO 2019)**

**Structure of the program clearly indicating courses, credits/Electives [Click Here](#)**

**ATTESTED**  
  
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**NOTIFICATION – 37-ACM/01/2019 dtd. 31.12.2019**

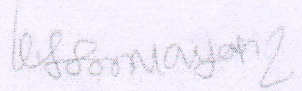
**Sub: Implementation of Choice Based Credit System for BHA Programme**

**Ref: Resolution of the Academic Council at its 37<sup>th</sup> meeting held on 13.12.2019  
vide Agenda -3**

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The Academic Council at its 37<sup>th</sup> meeting held on 13.12.2019 & subsequently the Board of Management at its 48<sup>th</sup> meeting have resolved to approve the proposal to implement Choice Based Credit System for BHA Programme.

This notification is issued for implementation with effect from the academic year 2019-2020.



**REGISTRAR**  
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To:

The Principal - YMC  
Copy to:

1. HoD, Hospital Administration
2. Coordinator, Choice Based Credit System
3. File copy

Title of the Program: Bachelors in Hospital Administration

Duration: Three years of Academic program

Mode of Study: Full Time

Validating Body: Yenepoya Deemed to be University

## **Preamble**

The University Grants Commission, New Delhi, has directed all Universities in the country to implement the CBCS semester scheme in both under graduate and post graduate programmes to enhance academic standards and quality in higher education through innovation and improvements in curriculum, teaching-learning process and examination and evaluation systems. Choice Based Credit System is a flexible system of learning. It enables the students choose electives from a wide range of elective courses offered by the other University Departments, adopt an inter-disciplinary and intra-disciplinary approach in learning, make best use of the available expertise of the faculty across the departments or disciplines and has an inbuilt evaluation system to assess the analytical and creativity skills of students in addition to the conventional domain knowledge assessment pattern.

### **CBCS – Definition and benefits:**

Choice Based Credit System is a flexible system of learning. The distinguishing features of CBCS are the following:

- It permits students to learn at their own pace.
- Choose electives from a wide range of elective courses offered by the other University Departments.
- Undergo additional courses and acquire more than the required number of credits.
- Adopt an inter-disciplinary and intra-disciplinary approach in learning.
- Make best use of the available expertise of the faculty across the departments or disciplines
- Has an inbuilt evaluation system to assess the analytical and creativity skills of students in addition to the conventional domain knowledge assessment pattern.

### **Definitions of Key Words:**

- i. **Academic Year:** Two consecutive (one odd + one even) semesters constitute one academic year.
- ii. **Choice Based Credit System:** The CBCS provides choice for students to select from the prescribed courses (core, elective or minor or soft skill courses).
- iii. **Course:** Usually referred to, as ‘papers’ is a component of a programme. The courses shall define learning objectives and learning outcomes. A course shall comprise lectures/ tutorials/ laboratory work/ field work/ outreach activities/project work/ vocational training/viva/ seminars/ term papers/assignments/presentations/ self-study etc. or a combination of some of these.
- iv. **Credits:** Credit defines the quantum of contents/syllabus prescribed for a course and determines the number of hours of instruction required per week. Thus, normally in each of the courses, credits will be assigned on the basis of the number of

- lectures/tutorial laboratory work and other forms of learning required, to complete the course contents in a 16-20 week schedule: One credit=1 hour of lecture per week/ two hours of practical/three hours of clinical rotation, field work practice /posting.
- v. **Programme:** An educational programme leading to award of a Degree, diploma or certificate.
  - vi. **Grade Point:** It is a numerical weight allotted to each letter grade on a 10-point scale.
  - vii. **Credit Point:** It is the product of grade point and number of credits for a course.
  - viii. **Cumulative Grade Point Average (CGPA):** It is a measure of overall cumulative performance of a student over all semesters. The CGPA is the ratio of total credit points secured by a student in various courses in all semesters and the sum of the total credits of all courses in all the semesters. It is expressed up to two decimal places.
  - ix. **Letter Grade:** It is an index of the performance of students in a said course. Grades are denoted by letters: O,A,B,C,D,F.
  - x. **Semester Grade Point Average (SGPA):** It is a measure of performance of work done in a semester. It is ratio of total credit points secured by a student in various courses registered in a semester and the total course credits taken during that semester. It shall be expressed up to two decimal places.

## REGULATIONS

### **COURSE TITLE & SUMMARY:**

The course shall be called the “BHA - Bachelors in Hospital Administration”.

The prescribed course will be an intensive full time program, which will include classroom lectures and practical training in various departments in the Hospital.

The programme will be conducted at a Yenepoya Medical College, Yenepoya deemed to be University, Mangalore, Karnataka. Candidates shall abide by the stipulated timings, discipline, rules and regulations of the University.

**1. ELIGIBILITY:** To be eligible for admission a candidate shall have obtained:

A two year Pre University examination or its equivalent as recognized by the University with any principle subjects of study.

OR

Pre degree course from a recognized University / Board (two years after ten years of schooling) with any principle subject of study.

Candidate needs to secure minimum 40% marks in 10+2 (SC/ST/OBC minimum 35% marks)

Age: 17 years as on 31<sup>st</sup> December of the year of admission.

**2. MEDIUM OF INSTRUCTION:** English shall be the medium of instruction for the subjects of study as well as for the examination.

### 3. DURATION OF THE PROGRAM

The program shall extend over a period of three years. The duration of the program shall be on full time basis for a period of three years consisting of six semesters from the commencement of the academic term.

Each semester would be of 16-20 weeks duration including examination.

No candidate should join any other program of study or appear for any other degree examination conducted by this university or any other university in India or abroad during the period of registration.

**SEMESTER:** An academic year consists of 2 semesters

ODD SEMESTERS 1st,3rd,5th	AUGUST – JANUARY
EVEN SEMESTERS 2nd,4th,6th	FEBRUARY – JULY

### 4. TYPES OF COURSES

- i. **Core Course (CC):** A course that should compulsorily be studied by a candidate as a requirement is termed as a core course this can be hard core or soft core.
- ii. **Open Elective (OE):** Generally a course which can be chosen from a pool of courses and which may be very specific or specialized or advanced or supportive to the discipline/ subject of study or which provides an extended scope or which enables an exposure to some other discipline or subject or domain or nurtures the candidates proficiency skill.
  - The open elective courses shall be offered in the fifth and sixth semesters only.
  - A student shall have the freedom to choose OE courses during the academic duration of the program offered on SWAYAM/MOOC external online platform.
  - Registration for SWAYAM/MOOC courses it shall be as per the enrolment notification by the respective authority.
  - The candidate needs to complete two elective courses amounting to a minimum of 4 credits. These courses to be selected from the SWAYAM/MOOC courses updated by the UGC time to time.
  - The candidate requires completing these courses before 2 months of the 6<sup>th</sup> semester University examination to meet the UGC guidelines.

**5. MAXIMUM PERIOD FOR COMPLETION OF COURSE:** A candidate shall complete the course within 6 years from the date of admission, failing which re-registration shall be mandatory.

**6. SELECTION OF ELIGIBLE CANDIDATES:** Selection to the course shall be on the basis of merit obtained in the qualifying examination

## **7. WITHDRAWAL FROM THE COURSE- TEMPORARY AND PERMANENT**

### **7.1 Temporary Withdrawal**

A candidate who has been admitted to the course may be permitted to withdraw temporarily for a period up to one year on the grounds of prolonged illness, grave calamity in the family, etc., provided

- a. He applies stating the reason of withdrawal with supporting documents and endorsement by parent/guardian.
- b. The institution is satisfied that without counting the period of withdrawal candidate is likely to complete his requirement of the degree within the maximum time specified.
- c. There are no outstanding dues or demands with the department, library, hostel, institution, etc.,
- d. The tuition fee for the subsequent year may be collected in advance based on severity of the case before giving approval for any such temporary withdrawal.
- e. Scholarship holders are bounded by the appropriate rules as applicable.
- f. The decision of the institution/University regarding withdrawal of a candidate is final and binding.

### **7.2 Permanent Withdrawal**

- a. A candidate who withdraws from the course after admission before closing date of admission for the academic session is, eligible for the refund of the deposit only and the fees once paid will not be refunded.
- b. Once the admission for the year is closed and if a candidate wants to leave the Institution, he will be permitted to do so and take transfer certificate from the institution, only after remitting all the tuition fees for the remaining years.
- c. The candidates who have received any scholarship/stipend/other forms of assistance from the institution shall repay all such amounts in addition to those mentioned in the clause above.
- d. The decision of the Institution/University regarding withdrawal of the candidate is final and binding.

## **8. CONDUCT AND DISCIPLINE**

8.1. Candidates shall conduct themselves within and outside the premises of the institution in a manner befitting to the student of an educational institution.

**8.2 As per the order of Honorable Supreme Court of India, ragging in any form is considered as a criminal offence and is banned. Any form of ragging will be severely dealt with.**

8.3. The following acts of commission and/or omission shall constitute the gross violation of code of conduct and are liable for invoking of disciplinary measure

8.3.1. Ragging as defined and described by the supreme court/Government.

8.3.2. Lack of courtesy and decorum; indecent behavior anywhere within or outside the campus.

8.3.3. Willful damage, disfigurement or stealthy removal of any property /belongings of the institution/hostel or of fellow candidates/citizens.

8.3.4. Possession, consumption or distribution of alcoholic drinks or any kind of hallucinogenic drugs.

8.3.5. Mutilation or unauthorized possession of library books.

8.3.6. Noisy or unseemly behavior, disturbing studies of the fellow candidates.

8.3.7. Hacking of computer systems (such as entering into other person's domain without prior permission, manipulation and/or damage to the computer hardware or software or any other cybercrime etc.)

8.3.8. Plagiarism of any nature.

8.3.9. Any other act of gross indiscipline as decided by the board of management from time to time.

8.4. Commensurate with the gravity of offense, the punishment may be: reprimand, fine, expulsion from the hostel, debarment from an examination, disallowing the use of certain facilities of the Institution, rustication for a specific period or even outright expulsion from the Institution, or even handing over the case to appropriate law enforcement authorities or the judiciary, as required by the circumstances.

8.5. For any offence committed in (i) a hostel (ii) a department or (iii) in a classroom and elsewhere, the Chief warden, The head of the department and The head of the institution, respectively, shall have the authority to reprimand or impose fine.

8.6. All cases involving punishment other than reprimand shall be reported to the Pro Vice-Chancellor.

8.7. Cases of adoption of unfair means and/or any malpractice in an examination shall be reported to the controller of Examinations for taking appropriate action.

## **9. GRADUATION REQUIREMENTS**

A candidate shall be declared eligible for the award of the degree if he/she has:

- Fulfilled Degree Requirement.
- No dues to the university, institution, department, hostels, Library, etc.



- No disciplinary action pending against him.

The award of the degree must be recommended by the Board of management.

## **10. CONVOCATION**

Degrees will be awarded in person for the candidates who have graduated during the preceding academic year. Degrees will be awarded in absentia to such candidates who are unable to attend the convocation. Candidates are required to apply for the convocation along with prescribed fee within the specified date, after having satisfactorily completed all the requirements of the course. Provisional pass certificate will be issued by the University provided the candidate fulfills requirements mentioned in clause (9) above. The provisional certificate will be issued on submission of an application through the college and will be valid until the convocation.

## **11. ACADEMIC APPEALS BOARD (AAB)**

There shall be an academic appeals boards constituted by the University.

### **Constitution**

Head of the institution of a constituent college (by seniority)	-	Chairman.
A professor from a constituent college (Nominated by the Vice- Chancellor)	-	Member
Three faculty members (Nominated by the Vice- Chancellor)	-	Members
The controller of Examinations	-	Member- secretary

Note:

- The chairman may co-opt and/or invite more members.
- Depending on the prevailing circumstances, the senior most member in the board shall act as chairman.
- The quorum of each meeting shall be minimum of four.

Functions of the board:

- To receive grievance/complaints in writing from the students regarding anomaly in award of marks due to bias, victimization, erratic evaluation, etc and to redress the complaints.
- To interact with the concerned teacher and the student separately, before taking the decision.
- The decision of the AAB will be based on simple majority.

- The recommendation of the AAB shall be communicated to the Controller of Examinations for further appropriate action as required.

## 12. ATTENDANCE

Every candidate should have attended at least 80% of the total number of classes conducted in an semester from the date of commencement of the term to the last working day as notified by university in each of the subjects prescribed for the semester. Only such candidates are eligible to appear for the Semester end examinations in their first attempt. A candidate lacking in prescribed percentage of attendance in any subjects in the first appearance will not be eligible to appear for the University Examination in that subject.

Once a candidate gets eligibility to write exam in a particular subject, this eligibility is sufficient to write exam again if the candidate fails in that subject or remains absent for the Exam.

If a candidate is not allowed to appear for end semester examination in a particular subject due shortage of attendance, then he/she has to attend classes in that subject during inter semester vacation and complete the assignments given by the particular faculty to be eligible to appear the end semester examination of that subject.

## 13. SCHEME OF EXAMINATION

There shall be five examinations one at the end of each semester. The sixth semester would be exclusive for hands on training and project work.

The aggregate marks for the 6 semesters would be 2950 and a total of 130 credits. Semester I to IV will have 5 courses, each of 100 marks and a subsidiary paper of 50 marks. Semester V will have 5 courses each of 100 marks and an open elective to be chosen from SYAWAM/MOOC online platform, The last semester (VI) will include a project work of 100 marks and hands on training of 100 marks and an open elective course to be chosen from SYAWAM/MOOC.

### 13.1. Distribution of Type of Questions and Marks for Various Subjects

Type of question	Number of questions	No. of questions to be answered	Marks for each question
Long Essay	2	1	10
Short Essay	10	8	5
Short Note	07	05	2

### 13.2. a Internal Assessment (IA):

**Internal Assessment** - 40 marks.

1. There shall be two internal assessment examinations in each semester for each core course. First internal assessment examination will be conducted during October for the

odd semester and during April for even semester. Second internal Assessment will be a Preparatory examination and it will be conducted 30 to 45 days before the commencement of end semester examination. Also, assignments and seminars in each core subject will be assessed. Hospital postings will be a part of the IA assessment.

2. There shall be only one internal assessment test for Subsidiary subject along with the first internal assessment test of the core subjects.
3. The candidate should score at least 40% marks in the IA to be eligible to write the semester end examination.
4. If a candidate is absent for any one of the tests due to genuine and satisfactory reasons, such a candidate may be given a re-test within a fortnight of the examination at the discretion of the head of the department.
5. The marks of IA shall be communicated to the University as per the notification issued by the Controller of Examinations before the commencement of the semester end University examination.
6. The marks of the internal assessment will be displayed on the notice board of the department with in a fortnight from the date test is held.

**13.2. b Calculation of Internal assessment marks:**

The components of IA will include

<b>Area of Evaluation</b>	<b>Marks</b>
Internal Assessment (average of two tests)	10
Assignments	10
Seminars	10
Hospital Postings	10
<b>Total</b>	<b>40</b>

**13.3 SEMESTER END EXAMINATIONS**

There shall be two sessions of University examinations in an academic year, viz., January and July.

**Semester End Examination**

a) The University shall conduct semester end examination for the core subjects at the end of each semester. **Semester end examination for 1st and 3rd semester will be held only during January month of each year. Semester end examination for the 2nd and 4th semester will be held only during July month of each year.** The Semester end examination for **5th and 6th semester will be held during both January and July month of each year.** The candidates, who satisfy the requirement of attendance and internal assessment, shall be eligible to appear for the Semester end examination. The head of the institution shall verify the same before forwarding the applications to the University within stipulated time along with the prescribed fee.

b) Semester End Examination of the Subsidiary Subjects shall be conducted by the college (Non-University Examinations, NUE) along with the second internal assessment examination of the core subject. Marks obtained in the subsidiary subject shall be submitted to the University along with the Internal Assessment (IA) marks of the core subjects at least 30 days before the commencement of the University examination or as per the notification of controller of examinations. All subsidiary subjects will have exams at the end of each semester. The marks of subsidiary subjects shall be incorporated in the marks card issued by the University.

**c) Final Semester Assessment**

**Project Work:** Candidate has to submit a project report one month before the viva examination. The assessment of the project work will be based on the report submitted and a presentation made by the candidate of his/her project. The minimum pass is 50% of the marks for the report and viva voce together.

**Hands on training:** The candidate will have to undergo 5 months of rotational training in relevant departments of the hospital. The assessment would be 40 marks for internal assessment and 60 marks SEE (viva-voce). The minimum pass is 50% of the marks in the semester end examination and internal assessment added together.

**13.4. ELIGIBILITY FOR EXAMINATION**

- A student shall be considered to have satisfied the attendance requirements if he/she has attended not less than 80 percent of the class in each subject of the semesters.
- A student should secure minimum of 40% in Internal Assessment in each subject to be eligible for the examination.

**14. CRITERIA FOR PASS**

Candidate is declared to have passed in a subject, if he/she secures 50% of marks in the semester end examination and internal assessment added together in that particular subject. This applies both Core subject and Subsidiary subject. If a candidate fails in one of the subject, then he/she has to re appear only in that subject.

**Subsidiary Subjects:** Language, allied and skill enhancement subjects are taught as subsidiary subjects and the candidate should get 50% aggregate in internal assessment and semester end exam added together to pass the exam.

## 15. Grading of performances

Letter grades and grade points allocations are based on the performance of each student. Each student shall be awarded a final letter grade at the end of the semester for each course. The letter grades and their corresponding grade points are given in below Table

<b>Percentage of Marks obtained</b>	<b>Letter Grade</b>	<b>Grade Point</b>	<b>Performance</b>
<b>90.00 - 100</b>	<b>O</b>	<b>10</b>	<b>Outstanding</b>
<b>80.00 - 89.99</b>	<b>A</b>	<b>9</b>	<b>Excellent</b>
<b>70.00 - 79.99</b>	<b>B</b>	<b>8</b>	<b>Very Good</b>
<b>60.00 - 69.99</b>	<b>C</b>	<b>7</b>	<b>Good</b>
<b>50.00 - 59.99</b>	<b>D</b>	<b>6</b>	<b>Satisfactory</b>
<b>Less than 50</b>	<b>F</b>	<b>0</b>	<b>Fail</b>
<b>Absent</b>	<b>AB</b>	<b>0</b>	<b>Fail</b>

A candidate who remains absent for any semester end examination shall be assigned a letter grade of AB and a corresponding grade point of zero. He/she should reappear for the said evaluation/examination in due course.

**16. ASSESSMENT FOR THE SEMESTER EXAMINATION** The details of assessment will be based on the choice based credit system. (as given in point 18)

The Final examinations will be conducted at the end of each semester for each of the courses completed in that semester and the marks awarded will be converted to a letter grade based on the absolute grading system.

### **The Semester Grade Point Average (SGPA)**

The performance of a student in a semester is indicated by a number called 'Semester Grade Point Average' (SGPA). The SGPA is the weighted average of the grade points obtained in all the courses by the student during the semester

For example, if a student takes five courses in a semester with credits C1, C2, C3, C4 and C5 and the student's grade points in these courses are G1, G2, G3, G4 and G5, respectively, and then students' SGPA is equal to:

$$\text{SGPA} = \frac{C1G1 + C2G2 + C3G3 + C4G4 + C5G5}{C1 + C2 + C3 + C4 + C5}$$

The SGPA is calculated to two decimal points. It should be noted that, the SGPA for any semester shall take into consideration the F and AB grade awarded in that semester. For example if a student has a F or AB grade in course 4, the SGPA shall then be computed as:

$$\text{SGPA} = \frac{C1G1 + C2G2 + C3G3 + C4 * \text{ZERO} + C5G5}{C1 + C2 + C3 + C4 + C5}$$

**Cumulative Grade Point Average (CGPA)**

The CGPA is calculated with the SGPA of all the VI semesters to two decimal points and is indicated in final grade report card/final transcript showing the grades of all VI semesters and their courses. The CGPA shall reflect the failed status in case of F grade(s), till the course(s) is/are passed. When the course(s) is/are passed by obtaining a pass grade on subsequent examination(s) the CGPA shall only reflect the new grade and not the fail grades earned earlier. The CGPA is calculated as:

$$\text{CGPA} = \frac{C1S1 + C2S2 + C3S3 + C4S4 + C5S5 + C6S6}{C1 + C2 + C3 + C4 + C5 + C6}$$

where C1, C2, C3,.... is the total number of credits for semester I,II,III,.... and S1, S2, S3,....is the SGPA of semester I,II,III,.... .

**17. DECLARATION OF CLASS**

The class shall be awarded on the basis of CGPA as follows:

- First Class with Distinction=CGPA of. 7.50 and above
- First Class = CGPA of 6.00 to 7.49
- Second Class = CGPA of 5.00 to 5.99

## 18. PROMOTION CRITERIA AND CARRY OVER BENEFIT

- Candidate should clear all subjects (Core subjects and Subsidiary subjects) of 1<sup>st</sup> to 5<sup>th</sup> semester exam in order to be eligible for the 6<sup>th</sup> semester.
- A fail in any one subject will mean the student has to reappear for the exam in that subject only.
- A candidate who passes the semester examinations in parts is eligible for only CGPA and letter grade but not for ranking/award/medal from the University.

## 19. DISTRIBUTION OF SEMESTER-WISE COURSES, CREDITS & SCHEME OF EXAMINATION

### SEMESTER -I

Sl. No	Type	Subject Code (BHA)	Title of paper	Max Marks		Total Marks	Hours Per week (L-T-P)	Credits
				IA	SEE			
1	Hard core	MP01HA-1C1	Principles of Management	40	60	100	(3-1-0)	4
2	Soft core	MP01HA -1C2	Medical Terminology	40	60	100	(3-1-0)	4
3	Soft core	MP01HA -1C3	Fundamentals of Accounting	40	60	100	(3-1-0)	4
4	Hard core	MP01HA -1C4	Hospital and Health System (History & Evolution)	40	60	100	(3-1-0)	4
5	Hard core	MP01HA -1C5	Organizational Behaviour	40	60	100	(3-1-0)	4
6	Subsidiary	MP01HA -1S6	English	20	30	50	(2-0-0)	1
<b>Total</b>				220	330	550	22	21

(L-T): Lecture-Tutorial

IA: Internal Assessment, SEE: Semester End Examination

Total No of theory hours in a week = 22

## SEMESTER II

Sl.No	Type	Subject Code (BHA)	Title of paper	Max Marks		Total Marks	Hours Per week (L-T-P)	Credits
				IA	SEE			
1	Hard core	MP01HA -2C1	Marketing Management	40	60	100	(3-1-0)	4
2	Soft core	MP01HA -2C2	Biostatistics	40	60	100	(3-1-0)	4
3	Hard core	MP01HA -2C3	Health Economics	40	60	100	(3-1-0)	4
4	Hard core	MP01HA -2C4	Epidemiology and Public Health Administration	40	60	100	(3-1-0)	4
5	Soft core	MP01HA -2C5	Cost and Management Accounting	40	60	100	(3-1-0)	4
6	Subsidiary	MP01HA -2S6	Constitution of India	20	30	50	(2-0-0)	1
<b>Total</b>				220	330	550	22	21

## SEMESTER III

Sl. No	Type	Subject Code (BHA)	Title of paper	Max Marks		Total Marks	Hours Per week (L-T-P)	Credits
				IA	SEE			
1	Hard core	MP01HA -3C1	Human Resource Management	40	60	100	(3-1-0)	4
2	Hard core	MP01HA -3C2	Material Planning and Management	40	60	100	(3-1-0)	4
3	Soft core	MP01HA -3C3	Strategic Management	40	60	100	(3-1-0)	4
4	Hard core	MP01HA -3C4	Hospital Planning and Management	40	60	100	(3-1-0)	4
5	Soft core	MP01HA -3C5	Financial Management	40	60	100	(3-1-0)	4
6	Subsidiary	MP01HA -3S6	Computer Fundamentals	20	30	50	(2-0-0)	1
<b>Total</b>				220	330	550	22	21



### SEMESTER IV

Sl.No	Type	Subject Code (BHA)	Title of paper	Max Marks		Total Marks	Hours Per week (L-T-P)	Credits
				IA	SEE			
1	Hard core	MP01HA-4C1	Hospital Core Services	40	60	100	(3-1-0)	4
2	Soft core	MP01HA -4C2	Operational Research and Research Methodology	40	60	100	(3-1-0)	4
3	Hard core	MP01HA -4C3	Hospital Medical Records Management	40	60	100	(3-1-0)	4
4	Soft core	MP01HA -4C4	Health Insurance Management	40	60	100	(3-1-0)	4
5	Hard core	MP01HA -4C5	Management Information System	40	60	100	(3-1-0)	4
6	Subsidiary	MP01HA -4S6	Sociology	20	30	50	(2-0-0)	1
<b>Total</b>				220	330	550	22	21

### SEMESTER V

Sl. No	Type	Subject Code (BHA)	Title of paper	Max Marks		Total Marks	Hours Per week (L-T-P)	Credits
				IA	SEE			
1	Hard core	MP01HA -5C1	Hospital Support and Utility Services	40	60	100	(3-1-0)	4
2	Hardcore	MP01HA -5C2	Quality in Healthcare	40	60	100	(3-1-0)	4
3	Soft core	MP01HA -5C3	Project Management	40	60	100	(3-1-0)	4
4	Hard core	MP01HA -5C4	Hospital Hazards and Disaster Management	40	60	100	(3-1-0)	4
5	Hard core	MP01HA -5C5	Healthcare Laws and Ethics	40	60	100	(3-1-0)	4
6	Elective		Open elective (SWAYAM/MOOC)					Minimum 2
<b>Total</b>				220	330	550	20	22

## SEMESTER VI

Sl. No	Type	Subject Code (BHA)	Title of paper	Max Marks		Total Marks	Hours	Credits
				IA	SEE			
1	Hard core	MP01HA -6PR	Project	-	100	100		7
2	Hard core	MP01HA -6HT	Hands on Training	40	60	100	5 months	15
3	Elective		Open elective (SWAYAM/MOOC)					Minimum 2
<b>Total</b>						200		24

**TOTAL CREDITS OF THE COURSE = 130**

Note

- Main Subjects shall have University Examination.
- Subsidiary subjects shall have non-University examination

## **FIRST SEMESTER**

### **MP01HA-1C1-PRINCIPLES OF MANAGEMENT**

The objective of the course is to understand the hospital organization and the various managerial functions like Planning, Organizing, direction and control. At the end of the course the student will be able to

1. Understand the theories of management
2. Accept professional management in health care
3. Understand the current issues that have implication in the Hospital administration

#### **UNIT -1: - 8 hours**

Introduction to Management: The evolution of Management, Definition and importance of Management.

Different schools of Management thought- classical school, Management Sciences School, Behavioral School, Human Relation School, Operational approach, system approach and contingency approach to Management.

#### **UNIT- 2: - 8 hours**

Management - Meaning - nature and characteristics of Management, Scope and functional areas of management - Management as a science art or profession - Management & Administration - Social responsibility of management and Ethics.

#### **UNIT- 3:- 10 hours**

Planning- Meaning, Nature, importance and purpose of planning - Planning process - Objectives – Planning Premises - Types of plans - Decision making - importance & steps

#### **Unit – 4: - 12 hours**

Organizing: Meaning and importance - Nature and purpose of organization- Principles of organization- Types of organization -Organization structure / chart, Responsibility and Authority, Span of control, Delegation of authority, Centralization-Decentralization, Line and staff relationships, Types of organizations, Formal and informal groups in organizations, Departmentalization , Committees - MBO and MBE

#### **UNIT – 5 - 10 hours**

Nature and importance of Staffing - Process of Selection & Recruitment (in brief) Staffing function - Manpower needs - Manpower position - Training & development, Performance appraisal- Human resource audit.

#### **UNIT – 6: - 10 hours**

Directing -Meaning and nature of directing – Leadership- Its Nature & Styles, attitudes – Motivation- Its Theories & models Communication - Meaning and importance –

Principles and Practices - Coordination meaning and importance and Techniques of Coordination

**UNIT- 7: - 10 hours**

Control- Meaning and steps in controlling, Concept of Managerial Control – Importance of control – Process of control - Essentials of a sound control system, Methods of establishing Control.

**UNIT – 8 - 12 hours**

Hospital as an organization, Role of hospital administrators & managers, Hospital environment and functioning of a hospital, Ethics in hospitals. Contemporary hospitals and their changing roles in globalised world. Social responsibilities of hospitals.

**BOOKS FOR REFERENCE:**

1. Rao V S P- Management- Text & Cases, Excel Books, New Delhi.
2. Heinz Weinrich & Harold Koontz- Essentials of Management-Tata McGraw Hill New Delhi.
3. Prasad L M – Principles and Practice of Management – Sultan Chand & Sons, New Delhi.
4. C B Gupta- Principles of Management.

**NOTE:** Latest edition of the books are recommended

**MP01HA -1C2 MEDICAL TERMINOLOGY**

**Unit 1- 20 hours**

**Human Anatomy and Physiology**

Meaning, basic functions, structure of **Digestive System**- Mechanism of digestion  
Meaning, basic functions, structure of **Respiratory system**- Mechanism of breathing.  
Meaning, basic functions, structure of **Circulatory system**-Cardiac cycle, Meaning, basic functions, structure of **Central Nervous system**- Types of nervous system, Structure and functions of neuron, Reflex arc.

**Unit 2- 20 hours**

Meaning, basic functions, structure of **Muscular Skeletal system**- Types of muscles, Structure and Type of bones

**Female reproductive system**- Hormones important to the female reproductive process

**Male reproductive system**- Hormones important to the male reproductive process

**Excretory system**- Structure and function of nephron.

**Endocrine Glands**- Major endocrine glands, Hormones released by endocrine glands.

**Unit 3- 10 hours**

**Introduction to Medical terminology:**

Word formation & syntax - Greek alphabet - Greek & Latin prepositional & adverbial prefixes - Singular & plural endings

#### **Unit 4- 10 hours**

##### **Rules of Medical terminology:**

Commonly used prefixes in medical terminology - Commonly used suffixes in medical terminology - Commonly used root words in medical terminology – Common Latin term used in prescription writing - Study of standard abbreviations- Commonly used medical terms to define different parts of the body

#### **Unit 5- 10 hours**

##### **Medical terminology used by different specialties**

**Cardiologist:** Cardiology, Angiograph, Angioplasty, CABG, ECG, ECHO, Dyspnea, Angina pectoris, Hypertension, Hypotension, Myocardial infarction

**Nephrologist-** Nephrology, Nephrologist, Renal failure, Kidney disease, Kidney transplantation, Edema, Dialysis, HDL, LDL, Nephrectomy, Kidney stone, Renal cancer, Urinary tract infection, Ureteroscope

**Neurologist-**Neurology, Neurologist, paraplegia, Vertigo, LOC, CVA, Epilepsy, Meningitis, Parkinson's disease, Dementia, Neuropathy, Meningitis, Hydrocephalus, EEG, Lumbar puncture

**Gastro-intestinologist:** Gastro-intestintology, Appendicitis, Appendectomy, Ascites, Colonoscopy, Constipation, Diarrhea, Endoscopy, Endosonography, Fluoroscopy, Gastritis, Gastrectomy, Hernia, Laparoscopy, Pancreatic cancer, Stomach cancer

**Otorhinolaryngologists-** Otorhinolaryngology, Deafness, aphasia, Audiologist, Autism, Ear infection, Hearing.

**Dentist-** Dental science, Dentist, Cavities, Cosmetic dentistry, Endodontist, Geriatric dentist, Gingivitis, Teeth, Molar, Oral pathologist, Orthodontist, Plaque, Pediatric dentist, Prosthodontist

#### **Unit 6- 10 hours**

##### **Medical terminology used by different specialties**

**Orthopaedic Surgeon:** Orthopaedic science, Bone, Muscle, Arthritis, dislocation, Intervertebral disc prolapse, fracture, sprain, total hip replacement, total knee replacement

**Gynaecologist-**Obstetrics, Gynaecology, Gynaecologist, Caesarean section, foetus, Endometrial cancer, Cervical cancer, Hysterectomy, Infertility, Ovarian cancer, Ultrasound.

**Oncologist-**Oncology, Oncologist, Benign, Malignant, Carcinogenesis, Radiation, Oncogenes, Carcinoma, Sarcoma, Adenoma, Chemotherapy.

**Dermatologist-**Dermatology, Dermatology, Alopecia, Skin cancer, Skin burn, Cellulitis, Cryo-surgery, Bed sore, Skin graft, Psoriasis, Pruritus.

**Endocrinologist**-Endocrinology, Endocrinologist, Glands, Hormones, Metabolism, Obesity, Diabetes, Hyperglycemia, Hypoglycemia, Hypertension, Hypotension

TOTAL HOURS- 80

**BOOKS FOR REFERENCE:**

1. Cohen B.J & Taylor J.J, Memmler's Structure and function of the Human body, Lippincott Williams & Wilkins.
2. Dr. Singh- Anatomy and physiology for Nurses and allied health science, Ahuja Book Publishers & Distributor.

**MP01HA -1C3 FUNDAMENTALS OF ACCOUNTING**

**UNIT – 1: - 10 hours**

Introduction to Accounting - Meaning, Need for accounting, Internal and External uses of Accounting information, Accounting concepts and conventions, Accounting practices, Generally Accepted Accounting Principles. (Concept only of GAAP)

**UNIT – 2:- 20 hours**

Accounting systems & process -Nature of accounting, Systems of accounting (Single entry and double entry), Process of accounting, Transactions, Journal entries Posting to ledger.

**UNIT – 3: - 20 hours**

Subsidiary books - all subsidiary books (Sales book, sales return book, purchases book, purchase returns book, bills receivable book - bills payable book, cash book (Single column, double column, and three columnar cash book), petty cash book and journal proper. Preparation of Trial balance. Rectification of errors and Trial balance. Types of accounting errors and methods of rectification of errors.

**UNIT – 4:- 10 hours**

Bank reconciliation statement – Need for reconciliation and Preparation of bank reconciliation statement.

**UNIT – 5: - 10 hours**

Final Accounts: Preparation of Trading and Profit and Loss account and balance sheet (for various entities), Accounting for non-profit seeking concern, Ratio analysis.

**UNIT – 6: - 10 hours**

Single Entry system of bookkeeping - Preparation of Opening and Closing statement of Affairs and Computation of profit.

## **BOOKS FOR REFERENCE:**

1. Principles and Practice of Accountancy – V.A.Patil and J.S. Korlahalli
2. Grewal T.E. – Doble Entry book keeping
3. Shukla and Grewal – Advanced Accountancy
4. Gupta and Radhaswamy – Advanced Accountancy Vol I& II
5. Hrishikesh Chakraborty –Advanced Accounts
6. Jain SP and Narang KL, Basic Financial Accounting – I
7. S.N. Maheshwari, Fundamental of Accounting.

## **MP01HA -1C4 HOSPITAL & HEALTH SYSTEM (HISTORY & EVOLUTION)**

### **UNIT – 1:- 15 hours**

Definition and meaning of Health & Concept of Health - Holistic approach to health, Basic information relating to health, Historical development of health care system in India, Determinants to health - Responsibility for Health – Health & Development – Indicators of Health- Concept of Disease &Concept of Causation – Natural History of Disease – Concepts of Control &Modes of Intervention.

### **UNIT – 2: – 15 hours**

Definition and meaning of hospital- Historical development of hospitals – Growth of hospital in India, Growth of Hospitals in the International Scenario - Changing concept of hospitals - The modern hospital, Present status of hospitals in India.

### **UNIT – 3: -20 hours**

Health committees and their recommendations, Health plan outlays during 1951 till date – National Health Budget - Its purpose, types & practices in Indian context

### **UNIT – 4:-15 hours**

Hospital viewed as a system, Role of Hospitals, Hospital Viewed as a Social system, Peculiarities of hospital systems, Benefits to the Health Care systems, Overview of Health Care delivery system- Role of hospitals in Primary health Care, Administration of rural hospitals.

### **UNIT – 5 :-15 hours**

Health manpower planning & distribution -Economics of Health manpower planning & political process - Evaluating health Systems &Health Programmes in India. Managerial process in National Health Development - Cost benefits analysis in health field.

TOTAL HOURS- 80

### **BOOKS TO BE REFERRED:**

1. The Evolution of International Health System, Cumper G.E, OUP New York, 1991
2. Management of Hospital (4 Vols), S.L Goel & R. Kumar, Deep & Deep Publications Pvt. Ltd.
3. Preventive and Social Medicine, K Park, Banarsidas Bhanot Publishers.

### **MP01HA -1C5 ORGANISATIONAL BEHAVIOUR**

#### **UNIT – 1:- 05 hours**

Organisational Behaviour - Organisation Meaning and Its significance - The study of organisation behaviour , Its Definition &Scope and Application in Management - Contributions of other disciplines – Organisational structure, challenges facing management, Emerging Organisations.

#### **UNIT – 2:- 08 hours**

Perception, Its Meaning &Need - Perceptual Process &Perceptual Mechanism - Factors influencing perception - Interpersonal perception.

#### **UNIT – 3 : - 10 hours**

Motivation, Its Meaning & Nature - Motivation process - Theories of Motivation (Maslow's Need Hierarchy theory - Herzberg's Two Factor Theory - McGregor Theory X & Theory Y - Financial and Non Financial Incentives - Job enrichment.

#### **UNIT – 4 :- 07 hours**

Attitudes, Meaning &Characteristics of Attitudes – Components of Attitude - Attitude and Behaviour – Attitude formation and Measurement of Attitudes

#### **UNIT – 5 :- 10 hours**

Learning and behaviour modification - Principles of learning & Reinforcement - observational learning - Cognitive Learning - Organisational Behaviour Modification - Steps in Organisational Behaviour Modification process - Organisational Reward Systems

#### **UNIT – 6 :- 10 hours**

Personality - Determinants of Personality - Biological factors - Cultural factors - family and Social Factors - Situational factors Personality attributes influencing OB, Interactive Behaviour and Interpersonal Conflict.



**UNIT – 7:- 10 hours**

Group Dynamics, its Meaning & Types of Groups - Functions of small groups - Group Size Status –Managerial Implications- Group Behaviour - Group Norms - Cohesiveness - Group Think

**UNIT – 8:- 10 hours**

Leadership - Formal and Informal Leadership Characteristics, Leadership Styles - Autocratic / Dictatorial - Democratic / Participative, Free reign/ Laissez faire, Leadership Styles & Management Activities.

**UNIT – 9:- 10 hours**

Organisational Change - Meaning - Nature of work change - Pressure for change - Change process - Types of change – Factors influencing change - resistance to change &overcoming resistance – Organisational Development &different techniques.

TOTAL HOURS-70

**BOOKS FOR REFERENCE:**

- a. Stephen Robbins, Organisational Behaviour
- b. Fred Luthans, Organisational Behaviour
- c. K. Aswathappa, Organisational Behaviour
- d. M. Gangadhar. V.S.P.Rao and P.S.Narayan, Organisational Behaviour

**MP01HA -1S6 ENGLISH LANGUAGE & COMMUNICATION:**

The objective of the course is to help the student acquire a good command and comprehension of the English Language. The student at the end of the training should be able to:

1. Read and comprehend English Language
2. Speak and Write Grammatically Correct English

**UNIT 1:**

Introduction – Study Techniques – Organization of Effective Note taking and logical processes of analysis and synthesis–Use of Dictionary – Enlargement of vocabulary – effective diction

**UNIT 2:**

Applied Grammar – Correct Usage – Structure of sentences - Structure of paragraphs – Enlargement of vocabulary – Verbs – Tenses - Voice

**UNIT – 3:**

Written Composition – Precise writing and Summarizing - Report Writing – Writing of Bibliography – Enlargement of Vocabulary

**UNIT -4:**

Reading and Comprehension – Review of selected material and expressing oneself in words - Vocabulary, Synonyms & Antonyms

**UNIT – 5:**

Forms of Writing: The Essay, The Précis, The Report, The Proposal, The C.V. and Job Application letter - The Presentation.

**UNIT – 6:**

Meaning of Communication; Role of Communication in Business; Basic elements of the Communication process, Level of Communication, forms, models and media of Communications, Verbal and non-verbal Communication-functions and types. Barriers to effective Communication.

**BOOKS TO BE REFERRED:**

1. English Grammar, Collins, Birmingham University, International Language Data Base, Rupa & Co 1993.
2. Wren & Martin – Grammar and Composition, 1989, Chand and Co, Delhi
3. Letters for all Occasions – A S Meyers, Harper Perennial
4. ‘Contemporary Business Communication’ 5<sup>th</sup> Edition by Scott Ober-Biztatr

**II SEMESTER****MP01HA -2C1 MARKETING MANAGEMENT****UNIT 1:- 10 hours**

**Marketing – An Overview:** Introduction, Definition of Markets, Meaning and Definition of Marketing, scope and Importance of Marketing, Functions of Marketing, Types of offering.

**Marketing Concepts:** Introduction, Exchange Concept, Production concept, Product concept, Sales/Selling concept, Modern Marketing concept, societal marketing concept, Holistic Marketing concept.

**UNIT 2:- 10 hours**

**Consumer Behaviour:** Factors influencing Consumer behaviour – (Cultural, Social, Personal, Psychological factors), The Buying decision process (Stimulus Response Model), Stages of the buying decision process

**UNIT 3:- 15 hours**

**Marketing Environment:** Introduction, Need and Importance of Environmental Analysis, Micro Environment and Macro Environment of the Industry.

**Marketing Mix:** elements of marketing mix, extended mix for services, Importance of marketing mix in marketing decisions.

**Market Segmentation and Targeting:** criteria for effective segmentation, basis for market segmentation of consumer markets, levels of segmentation, target marketing strategies.

#### **UNIT 4:- 10 hours**

**Product:** Concept of a product, levels of a product, Classification of products, Product mix and its elements-(Product line, product length, width and depth), Product life cycle,

**Branding:** Definition of a Brand, Brand elements, Types of Brands, Importance of Brands and Branding, Merits and Demerits of Branding.

Brand Equity- (Meaning, Definition and benefits)

#### **UNIT 5:- 08 hours**

**Pricing:** Objectives of Pricing, Factors affecting pricing decisions,

Pricing methods-(Cost based pricing, Demand based pricing, Competition based pricing)

#### **UNIT 6:- 08 hours**

**Distribution strategies:** Meaning need and importance of distribution channel, Factors to be considered for selecting channel, Types of Channels. Functions of distribution channels.

#### **UNIT 7 :- 09 hours**

**Promotion Strategy:** Importance of promotion –Promotion mix elements,

Forms of promotion – (Meaning, Objectives and importance) Personal selling, Advertising, Sales promotion, Public Relations, Direct marketing, Word of Mouth marketing.

#### **UNIT 8:- 10 hours**

**Healthcare Service Marketing:** Concept of Service, Characteristics of services, Service triangle. Significance of service sector, Overview of Healthcare Services, Uniqueness of Healthcare markets, Key concepts in Healthcare marketing, Challenges in Marketing Healthcare Services Concept of Medical Tourism

TOTAL HOURS-80

#### **BOOKS FOR REFERENCE:**

1. Kotler, Philip & Armstrong- Principles of marketing- Prentice Hall of India Pvt Ltd, New Delhi
2. Ramaswamy V.S & Namkumari S., Marketing Management- Macmillan Indian Ltd, New Delhi.
3. Reddy, Appanaiah & Sherlekar, Marketing Management

## **MP01HA -2C2 BIO STATISTICS**

### **UNIT – 1: - 5 hours**

Background and Basic Concepts- Introduction – Statistics defined – Functions – Scope – Limitations.

### **UNIT – 2: - 10 hours**

Diagrammatic and Graphic Representation - Introduction – Significance – Difference between Diagrams and Graphs – Types of Diagrams.

### **UNIT – 3: - 10 hours**

Measures of Central Tendency

Introduction – Types of Averages – Arithmetic Mean (Simple and Weighted) – Median – Mode.

### **UNIT – 4: - 10 hours**

Measures of Dispersion - Range – Quartile Deviation – The Mean deviation and the Standard deviation – Coefficient of Variation.

### **UNIT – 5: - 15 hours**

Correlation and Regression Analysis - Meaning – types – probable error – rank correlation (excluding bi variate and multi correlation)

### **UNIT – 6: - 12 hours**

Probability and probability, distributions: Laws of probability, Baye's theorem, Mathematical Expectation, Binomial, Poisson and normal probability distribution.

### **UNIT – 7: - 8 hours**

Testing of hypothesis: large sample test, small sample test (t, F, Z test and Chi square test)

### **UNIT – 8: - 10 hours**

Index Numbers - Classification – Construction of Index numbers – Methods of constructing index numbers - Simple Aggregative Method – Simple Average of Price Relative Method – Weighted Index Method – Laspear's method – Paasche's method Fischer's method.

### **BOOKS FOR REFERENCE:**

1. S.P. Gupta, Statistical Methods.
2. Elhance D.N, Fundamentals of Statistics.
3. Dr. B.G. Sathyaprasad & Prof. Chikkodi, Business Statistics..
4. Dr. J.S. Chandra, Prof. Jagjit Singh & K.K. Khanna, Business Statistics

## **MP01HA -2C3 HEALTH ECONOMICS**

### **UNIT – 1: - 10 hours**

Business Economics - Nature & scope of Business Economics - Micro and Macro economics – Need - Objectives and importance of Business Economics. Goals of business – Economics Goals – Social Goals – Below Poverty Line - Strategic Goals - Profit maximisation Vs Optimisation of profits.

### **UNIT – 2: - 15 hours**

Consumer Behaviour: The Law of Diminishing Marginal Utility – The law of equi-marginal utility – the indifference curve techniques – properties of indifference curve.

### **UNIT – 3: - 15 hours**

Demand and Revenue Concepts - Meaning of demand – Determinants of demands - Demand Schedule – The Demand curve – The Law of Demand – Exceptions to the law of demand, Demand Distinction (types of demand) - Elasticity of Demand – Price elasticity – Types – Measurement of Price elasticity – factors influencing elasticity of demand – Income elasticity of demand – Types – Cross elasticity of demand, Demand Forecasting – Types – Techniques, Revenue concepts – Total revenue, Average revenue, Marginal revenue.

### **UNIT – 4: - 15 hours**

Production - Introduction – Production Functions – Law of Variable Proportions – Production functions with two variable inputs (iso quants & iso costs). Equilibrium through Iso quants and Iso cost curves.

### **UNIT – 5: - 15 hours**

Analysis of Market situations and pricing - Kinds of competitive situations – features of perfect competition, monopoly, duopoly, oligopoly and monopolistic competition - Pricing: Meaning, Types of pricing, Pricing under different market situation: Perfect competition – Price determination under monopoly price discrimination – monopolistic competition and Price determination.

### **UNIT – 6: - 15 hours**

National Income- Meaning, Methods & difficulties of Measuring National income, uses of National Income - Meaning of GNP, GDP, NNP, PI, DPI- Business cycles  
Meaning – Features – Phases of a trade cycle – Adjusting business plans to cyclical situations- Public Private Partnerships.

### **UNIT – 7: - 15 hours**

Methods & Techniques of Economic Evaluation of Health Programmes - Cost benefit & cost effective methods-output & input analysis - Economics of Health Programmes for Nutrition, diet & population control, economics of abuse of tobacco & alcohol, environmental influences on health & its economic impact, economics of breast feeding -

Economics of Communicable (STDs & Malaria) & non-communicable (IHD & Cancers) diseases.

**BOOKS FOR REFERENCE:**

1. Reddy P.N and Appanniah H.R - Business Economics
2. Srivayya, Gangadhara Rao, Rao V.S.P. - Managerial Economics
3. Gupta G.S. - Managerial Economics
4. Ivon Png - Managerial Economics
5. Dr. D.M. Mithani - Managerial Economics

**MP01HA -2C4 EPIDEMIOLOGY & PUBLIC HEALTH ADMINISTRATION**

**Course Objective:**

The aim of this course is to enable the participants to understand the demography, community health and epidemiology as foundations of healthcare planning. At the end of the course the students will be able to

1. Interpret population structure, the factors influencing population growth and the impact or population explosion on health
2. Create awareness of the origin and evolution in the field of community/public health
3. Apply epidemiological principles
4. Understand the role of national health programmes and international agencies.

**Unit – 1 - 05 hours**

Demography Trends: World population trends – Indian Population trends – Health implications.

**Unit – 2 - 20 hours**

Health Policy: Meaning – Need - National health policy - Priorities - National health programmes – Health services – Committees on health services – Health services through Five Year Plans – Health for All 2000 – National Rural Health Mission.

**Unit – 3 - 20 hours**

Health Care: Concept of health care – Levels - Health care system in India – Classification of hospitals.

**Unit – 4 - 20 hours**

Organisations for Health: Voluntary health agencies in India – Indian Red Cross Society – Indian Council for Child Welfare - Tuberculosis Association of Indian Red Cross Society – Indian Council Welfare – Tuberculosis Association of India – PAI – Rockefeller Foundation – CARE – International Health Organisations – WHO – UNICEF – UNDP.

### **Unit – 5 - 15 hours**

National Health Programmes related to Communicable diseases- Malaria, Filariasis, Tuberculosis, Leprosy, AIDS. National Health Programmes related to Non Communicable diseases – Cancer, Blindness, Diabetes, and Mental Health  
Reproductive and child health programme. Health related national programme – Integrated Child development scheme, water supply and sanitation, minimum need programme.

### **Books for Reference:**

1. Text book of Preventive & Social Medicine- Dr.K.Park
2. Textbook of Community Medicine- V.K.Mahajan
3. Population studies- Asha Bhendre

## **MP01HA -2C5 COST & MANAGEMENT ACCOUNTING**

### **UNIT- 1 - 10 hours**

Introduction to Cost Accounting: Meaning and definition, scope and use of cost accounting, cost center, cost accounting and financial accounting, cost concepts, classification of costs.

### **UNIT- 2 - 15 hours**

Elements of Cost: Material, labour and expense, direct Material cost, Cost sheets, Purchase and stores routine, methods of Pricing Material issues, wastage, scrap spoilage and defectives, Inventory Control techniques. Direct labour cost-Meaning Remuneration methods, labour-turnover, and treatments of idle time, overtime premium, Employee welfare costs and fringe benefits.

### **UNIT- 3 - 15 hours**

Overheads : Introduction, direct expenses, steps in accounting of overheads, classification of overheads, techniques for separating of fixed and variable costs allocation and apportionment of overheads, absorption of overheads - methods of overheads, absorption, over absorption and under absorption of overheads.

### **UNIT- 4 - 10 hours**

Types of costs, costing methods- special emphasis on marginal costing (CVP analysis) and service costing.

### **UNIT- 5- 15 hours**

Budgeting Introduction, comprehensive/master budget, fixed and flexible budgets.  
Standard costing: Introduction- material, labor and overhead variances.

**UNIT- 6 - 15 hours**

Management Accounting - Introduction: Management Process and Accounting, Managerial planning and control, scope and role of management accounting installation and operation cost.

**Total Hours: 75****BOOKS TO BE REFERRED:**

1. M.N. Arora: Cost Accounting- Principles and practices
2. S.P. Jain and K.L. Narang Cost Accounting.
3. M.Y. Khan and P.K. Jain Management Accounting.
4. I.M. Pandey: Management Accounting.
5. P.C. Tulsian Practical Accounting.
6. Robert Anthony, Recreational Principles of Management Accounting
7. M.R. Agarwal Management Accounting.

**MP01HA -2S6 CONSTITUTION OF INDIA****Unit-I:**

1.1. Meaning of the term 'Constitution' making of the Indian Constitution 1946-1940.

**Unit-II:**

2.1. The democratic institutions created by the constitution Bicameral system of Legislature at the Centre and in the States.

**Unit-III:**

3.1. Fundamental Rights and Duties their content and significance.

**Unit – IV:**

4.1. Directive Principles of States Policies the need to balance Fundamental Rights with Directive Principles.

**Unit – V:**

5.1. Special Rights created in the Constitution for: Dalits, Backwards, Women and Children and the Religious and Linguistic Minorities.

**Unit-VI:**

6.1. Doctrine of Separation of Powers legislative, Executive and Judicial and their functioning in India.

**Unit – VII:**

7.1. The Election Commission and State Public Service commissions.



**Unit – VIII:**

8.1. Method of amending the Constitution.

**Unit – IX:**

9.1. Enforcing rights through Writs.

**Unit – X:**

10.1. Constitution and Sustainable Development in India.

- Books:**
1. J.C. Johari: The Constitution of India- A Politico-Legal Study-Sterling Publication, Pvt. Ltd. New Delhi.
  2. J.N. Pandey: Constitution Law of India, Allahbad, Central Law Agency, 1998.
  3. Granville Austin: The Indian Constitution – Corner Stone of a Nation-Oxford, New Delhi, 2000.

**III SEMESTER**

**MP01HA -3C1 HUMAN RESOURCE MANAGEMENT**

**UNIT – 1 - 10 hours**

Human Resource Management - Meaning of HRM, Importance of HRM, Objectives and Functions, process of HRM, Systems and Techniques, Role of human resource manager, duties and responsibilities of human resource Manager, typical organization set up of human resource department.

**UNIT – 2 - 15 hours**

Human resource planning, Recruitment, Selection and Placement in hospitals- Meaning and importance of human resource planning, benefits of human resource planning, Meaning of recruitment, selection, placement and training Methods of Recruitment and Selection - Uses of tests in selection, Problems involved in placement.

**UNIT – 3 - 10 hours**

Training and Induction in hospitals - Meaning of Training and Induction, Objective and purpose of induction, Need for training, benefits of training, Identification of training needs, methods of training.

**UNIT – 4 - 10 hours**

Performance Appraisal and compensation in hospitals - Meaning of performance appraisal, objectives of performance appraisal, methods of performance appraisal and limitations.

### **UNIT – 5 - 15 hours**

Principles and techniques of wage fixation, job evaluation, compensation -meaning of compensation, objectives of compensation. Promotion & Transfers in Hospitals - Purpose of promotion, basis of promotion, Meaning of transfer, reasons for transfer, types of transfer, right sizing of work force. Need for right sizing.

### **UNIT – 6 - 15 hours**

Work Environment - Meaning of work environment, Fatigue, Implications of fatigue, causes and symptoms of fatigue, monotony and boredom, factors contributing to monotony and boredom, Industrial accidents, Employee safety, Morale, Grievance and Grievances handling, Personnel records & Personnel Audits.

### **UNIT – 7 - 05 hours**

HRD - Meaning of HRD, Role of training in HRD. Knowledge management, Knowledge resources, HR audit in healthcare.

### **BOOKS FOR REFERENCE:**

1. Human Resources text and cases-V.S.P.Rao
2. C.B.Mammoria, Personnel management
3. Aswathappa, Human Resource Management

## **MP01HA -3C2 MATERIALS PLANNING & MANAGEMENT**

### **UNIT- 1 - 10 hours**

Materials Management: Concept – Objectives – Importance – Material planning – Objectives – Integrated approach to materials planning and control – Relevance of materials management to hospitals.

### **UNIT – 2 - 15 hours**

Purchasing – Types – Significance of Purchasing policy – Principles of scientific purchasing – Factors of purchasing – Essence of sound purchasing policy – purchasing methods- centralized v/s decentralized – Purchasing procedure- purchase cycle -Imports of equipments and medicines for hospitals – L C payments – common foreign currencies -Documents – Procedures.

### **UNIT – 3 - 15 hours**

Stores Management: Objectives – Functions – Stores location – Store accounting and records – Stock verification - Principles of storage & stores accounting-types of storage care & preservation of materials & equipments in inventory control.

**UNIT – 4 - 15 hours**

Inventory Control and Purchase Management: Meaning and Significance - Concept – Importance – Techniques – ABC, VED, HML,FSN, MBASIC approach to drugs. Purchasing & procurement - Principles of sourcing, purchase methods & procedures, legal aspects of purchasing. Reference to Contract Act, Sale of Goods Act, Drug Control Act in respect to purchase activities. Import substitution

**UNIT – 5 - 15 hours**

Quality Control & Quality Management-Principles & methods - Distribution management – (logistics Management) - Distribution of materials to various departments & auxiliary services - Exceptional management needs in Healthcare Units: Mgmt. of Blood Bank, Donated Organs, Morgues, Dispensaries.

**UNIT -6 - 10 hours**

Contract Administration- Administration of services obtained through Contract Principles. Model Contract for Laundry, Dietary, Dispensary, Security & Ambulance Services.

**Books for Reference:**

1. Jha S.M, Hospital Management 2001, HPH, Mumbai.
2. Ammer S, Purchasing and Materials Management for Health Care Institutions; North Eastern University.
3. Jha S.M, Services Marketing
4. Chap 12 Hospital Marketing 2000, HPH, Mumbai.

**MP01HA -3C3 STRATEGIC MANAGEMENT****UNIT – 1 – 10 hours**

Business Policy: Definition and Importance of business policy, Purpose of business policy, objectives of business policy.

**UNIT – 2 - 10 hours**

Utility and application of strategic management: Meaning and definition of strategy - Need for strategic management, process of strategic management, Strategic decision-making, reasons for failure of strategic management, Strategists and their role in strategic management.

**UNIT – 3 - 12 hours**

Environment appraisal: The concept of environment, The company and its environment, scanning the environment, relating opportunities and resources based on appraisal of the environment (situation analysis - opportunities and threats analysis).

#### **UNIT – 4 - 15 hours**

Strategic planning: Strategic planning process, strategic plan, - Corporate level strategies: Stability strategy, expansion strategy, merger strategy, retrenchment strategy, restructures strategy. Business level strategy: SBU (strategic business units, cost leadership, decentralization.

#### **UNIT – 5 - 10 hours**

Implementation of strategies: Introduction, Nature, Importance, Mc Kinsey's 7-S model, Activating strategy: - interrelationship between formulation and implementation, aspects of strategy implementation, project implementation, procedural implementation. Structural implementation, Behavioral implementation issues in strategy implementation

#### **UNIT – 6 - 10 hours**

Strategy evaluation: Strategic evaluation and control, operational control, overview of management control, focus on KRA (Key Result Areas).

#### **UNIT – 7 - 12 hours**

Social responsibilities - The Company and its social responsibilities, social responsibility for economic growth - Social audit. Popular strategies for Non-profit organizations

#### **BOOKS FOR REFERENCE:**

1. R. Nanjundaiah & Dr. S. Ramesh, Strategic planning and business policy.
2. Azhar Kazmi, Business policy and strategic management.
3. Michael, Business policy and Environment.
4. Ghosh P.K, Business policy and strategic Planning & management.
5. Sharma & Gupta, Strategic Management.

### **MP01HA -3C4 HOSPITAL PLANNING AND MANAGEMENT**

#### **UNIT 1- 15 hours**

##### **Promoting and building a new hospital**

Steps of hospital planning, Principles of hospital planning, Need assessment survey of community, factors determining site selection, Hospital planning committee, General consideration of hospital planning.

Role and responsibilities of Hospital Administrator in hospital planning.

#### **UNIT 2- 10 hours**

##### **Organization of the Hospital**

Types of hospitals, Organisational structure-PHC, CHC, District hospital, Medical college hospital.

### **UNIT 3- 10 hours**

#### **Hospital functional planning**

Zoning of hospital, Interdepartmental relations, Bed requirement-Doctors Ratio, Nurses Ratio. Space requirement of different areas of hospital.

### **UNIT 4- 15 hours**

Basic planning and design consideration of:

- **Accident and Emergency**
- **Outpatient department**
- **Inpatient units (Nursing Unit)**
- **Operation theatre**
- **Intensive care unit**

### **UNIT 5- 15 hours**

Basic planning and design consideration of:

- **Clinical Laboratories**
- **Radiology unit**
- **Pharmacy**
- **Mortuary**

### **UNIT 6-15 hours**

Basic planning and design consideration of:

- **CSSD**
- **Medical Records department**
- **Dietary department**
- **Linen and laundry unit**
- **Biomedical Engineering unit**
- **Housekeeping service unit**

### **TOTAL HOURS-80**

#### **BOOKS TO BE REFERRED:**

- a. Principles of Hospital Administration & Planning: B.M.Sakharkar
- b. Management of Hospitals: S.L.Goel, R.Kumar
- c. Hospital & Health Services administration-Principles & practices, Tabish, OUP
- d. Hospitals- facilities planning and management – G D Kunders

## **MP01HA -3C5 FINANCIAL MANAGEMENT**

### **UNIT – 1 - 15 hours**

Financial Management - Meaning - Scope of Finance - Financial Decisions in Firm - Goals of Financial Management. Financial Statement Analysis: Meaning of Financial Statement – Different types of F.S viz Income Statement, Balance Sheet, Statement of Retained earnings, Fund Flow Statement, Cash Flow Statement – definition, significance and limitations, Ratio analysis (types of ratios and their limitations).

### **UNIT – 2 - 10 hours**

Financing Decision - Introduction to Capital structure - Sources and Instruments of funds (Long term, Medium Term and Short term sources) Factors determining capital structure - Problems - Leverages - Operating Leverage, Financial Leverage and Combined Leverage - EPS Analysis - Problems. Primary Market, Capital Market and Money Market.

### **UNIT – 3 - 10 hours**

Cost of Capital - Meaning - Computation of Cost of Capital of Equity, Preference, Debentures, Retained earnings, Public Deposits - Weighted Average Cost of Capital, Marginal cost of capital.

### **UNIT – 4 - 10 hours**

Investment Decision - Meaning of Capital Budgeting - Significance – Capital Budgeting process – Project classification and Investment Criteria - Payback method - ARR Method - Net Present Value - IRR Method – Profitability Index, Sensitivity analysis, Simulation.

### **UNIT – 5 - 8 hours**

Management of profits - Meaning – Cost Containment- Auto Financing – Cost Recovery - Types of Dividend policies – Factors influencing dividend policy - Forms of Dividends.

### **UNIT – 6 - 12 hours**

Management of working capital - Meaning - Introduction - concepts of working capital - Factors Influencing working capital Requirements - Importance of adequacy of working capital - Components of working capital - Cash Management - Receivables Management and Inventory Management- Simple Problems on estimation of working capital requirements

### **UNIT- 7 - 10 hours**

Index Method - Risk Analysis in project decisions: Introduction, Business risk & financial risk, Standard costing as an absolute measure of risk, Hillier method of risk analysis.

**Total Hours: 80**

**BOOKS FOR REFERENCE:**

1. Dr. Sathya Prasad & P.V. Kulkarni, Financial Management .
2. V.K. Bhalla, Financial Management.
3. I.M. Pandey, Financial Management.
4. Dr. S.N. Maheswari & Dr. C.B. Gupta, Financial Management.
5. Sharma & Gupta, Financial Management.

**MP01HA -3S6 COMPUTER FUNDAMENTALS****UNIT – 1:**

General features of a Computer - Generation of computers - Personal Computer – Workstation - Mainframe Computer and super Computers. Computer applications – data processing, information processing, commercial, office automation, industry and engineering, healthcare, education, graphics and multimedia.

**UNIT – 2:**

Computer organization. Central processing unit. Computer memory primary memory and secondary memory. Secondary storage devices – magnetic and optical media. Input and output units. OMR, OCR, MICR, scanner, mouse. Modem.

**UNIT – 3:**

Computer hardware and software. Machine language and high level language. Application software. Computer program. Operating system. Computer virus, antivirus and Computer security. Elements of MS DOS and Windows OS. Computer arithmetic. Binary, octal and hexadecimal number systems. Algorithm and flowcharts. Illustrations. Elements of database and its applications.

**UNIT – 4:**

Word processing and electronic spread sheet. An overview of MS WORD, MS EXCEL and MS POWERPOINT. Elements of BASIC programming. Simple illustrations.

**UNIT – 5:**

Network of computers. Types of networks. LAN, Intranet and Internet. Internet applications. World wide web. E-mail, browsing and searching. Search engines. Multimedia applications.

## **LIST OF PRACTICAL ASSIGNMENTS: (12 Sessions of 2 hours each)**

1. System use, keyboard, mouse operations. Word pad and paint brush.  
Creating a folder and saving a document – 2 sessions.
2. Simple MS. DOS commands – 1 Session
3. Windows operating system – icons, menus and submenus, my computer – 2 sessions
4. Desktop publishing – preparation of a document using MS.WORD – 2 sessions
5. Installation of a software, virus scanning – illustrations – 1 session.
6. Spreadsheet calculations using MS.EXCEL – 1 session.
7. BASIC programming – illustrations – 1 session.
8. Internet use. Surfing, browsing, search engines, E-mail. – 2 sessions.

### **BOOKS FOR REFERENCE:**

1. Alexis Leon and Mathews Leon (1999): Fundamentals of information technology, Leon Techworld Pub.
2. Jain, S.K. (1999): Information Technology “O” level made simple, BPB Pub.
3. Jain, V.K. (2000): “O” Level Personal Computer Software, BPB Pub.
4. Rajaraman, V. (1999): Fundamentals of Computers, Prentice Hall India.
5. Hamacher, Computer Organisation, Mc Graw.
6. Sinha, Computer Fundamentals, BPB Pub.

## **IV SEMESTER**

### **MP01HA -4C1 HOSPITAL CORE SERVICES**

#### **UNIT 1- 10 hours**

##### **Introduction to Hospital Services**

Meaning of hospital services, Types of hospital services, functions of clinical and nonclinical departments involved in hospital services

#### **UNIT 2- 15 hours**

##### **Clinical Services**

Meaning of clinical services, Types of clinical services.

**Definition, Importance, objectives, function:** Anesthesia, Internal Medicine, Cardiology, Dermatology, Endocrinology, Gastroenterology, Nephrology, Neurology, Oncology, Orthopedics, Plastic surgery, General Pediatrics, Urology, Obstetrics and Gynecology, Neonatology, Physiotherapy.

#### **UNIT 3- 15 hours**

##### **Non-Clinical Services**

Meaning of non-clinical services, Types of non-clinical services.



**Definition, Importance, Objective, Functions of:** Clinical bio-chemistry, Clinical pathology, Clinical hematology, Histopathology, Microbiology, Immunology, Nuclear Medicine, Radio therapy

#### **UNIT 4- 15 hours**

Meaning, Importance, Objectives, Organization, Functions of following departments in hospital:

- **Front office and registration**
- **Outpatient department-** types of outpatient departments and its functions.
- **Accident and emergency-** Triaging in accident and emergency unit, Policies of accident and emergency unit.
- **Inpatient wards-** types of Inpatient wards and its functions in hospital.
- **Intensive care unit-** types of ICU and its functions.
- **Operation theatre-** Zoning in Operation theatre, infection control in OT.

#### **UNIT 5- 15 hours**

##### **Nursing Services**

**Nursing Service administration**– Objective of Nursing services, Importance of Nursing services to hospital, Duty of nursing Officers, Nursing and support staff in the ward, Nursing meetings, Determining Types of nursing care with merits and de-merits.

Responsibilities of nurse in hospital: Chief Nursing Officer, Nursing Superintendent, Deputy Nursing Superintendent, Ward incharge, Shift incharge, Staff nurse and trainee nurses

#### **UNIT 6- 10 hours**

##### **Administrative Services**

Importance of Hospital Administration department,

**Duties of Hospital Administrator in the following areas-** Teaching, Training services, in-service education, Medical purchase, Computer and Hospital Information System.

TOTAL HOURS-80

#### **BOOKS TO BE REFERRED:**

1. Llewellyn and Davis Macaulay, Hospital Planning and Administration
2. Kusum Samant, Hospital Ward Management, Vora Medical Publications, Mumbai.
3. Sahkarkar.B M., Principles of Hospital Administration and Planning
4. Srinivasan, A.V. (ed), Managing a Modern Hospitals, Response Books, New Delhi, 2000.
5. Syed Amin Tabish, Hospital and Health Services Administration Principles and Practice, Oxford Publishers, New Delhi, 2001.

## **MP01HA -4C2 OPERATIONS RESEARCH & RESEARCH METHODOLOGY**

### **UNIT 1- 10 hours**

Introduction - Meaning - Objectives - Types of Research - Research Approaches - Research methods Vs Research Methodology - Steps in Research - Defining the Research Problem - Meaning - Selecting the Problem - Techniques involved in defining the problem

### **UNIT 2- 10 hours**

Research Design - Meaning - Need - Features - Important concepts relating to Research Design - Types of Research Design - basic Principles of Experimental Designs

### **UNIT 3- 15 hours**

Sampling - Meaning - Need - Census & Sample Survey Sampling Designs-Probability Sampling (Simple Random - Systematic - Stratified - Cluster – Area Multistage - Sequential Sampling Methods) - Data Collection and Processing Collection of Primary data - Collection of data through Questionnaire & Schedules – Secondary data – Qualitative techniques of data collection - Interview, Observation - Tabulation of Data.

### **UNIT 4- 10 hours**

Introduction to Operation Research

History of Operations Research, Stages of Development of Operations Research, OR Tools and Techniques , Importance of Operations Research in Decision Making ,Limitations of Operations Research, managerial Application of the OR techniques, Types of OR Models

### **UNIT 5- 15 hours**

Introduction to Linear Programming, Graphical solutions, (Simple problems relating to two variables only)

Simplex Method- Introduction-Standard forms of the simplex method for maximization and minimization problems (simple problems only)

Transportation problem – Introduction – Initial basic feasible solution - Least cost method – North West Corner Method- Vogel’s method (simple problems only)

Assignment Problems- basic concept- Hungarian Method (Simple problems)

Simulation – Introduction, Types of Simulation, Advantages & Limitations  
(No problems)

### **UNIT 6- 10 hours**

Introduction to the theory of games, The definition of a game , Competitive game, Key concepts in the theory of games

Replacement of items that deteriorate gradually – with time, without time, that fails completely

Decision theory- Introduction, concepts, designing a simple decision tree

### **UNIT 7- 10 hours**

Queuing Theory - Application of Queuing theory in decision making (No problems)

Network Analysis -Programme Evaluation & Review Technique (PERT) & Critical Path Method (CPM)

### **TOTAL HOURS-80**

#### **BOOKS FOR REFERENCE:**

1. O.R. Krishna Swamy, Research Methodology
2. CR. Kothari, Research Methodology
3. S. Kalavathy, Operations Research, Vikas Publishers
4. J.K. Sharma, Operations Research – Problems and Solutions, Macmillan India Ltd.
5. Kapoor, V.K., operations Research, New Delhi : Sultan chand & Sons.  
Khandelwal M.C., Gupta & Quantitative Techniques.

### **MP01HA -4C3 MEDICAL RECORDS MANAGEMENT**

#### **Unit I - 10 hours**

##### **Records Management:**

Registers, Forms, Meaning and importance

Principles of record keeping, Its Merits and limitation

Latest trends in record maintenance

Electronic forms of records maintenance.

#### **Unit – 2 - 15 hours**

##### **Hospital Records:**

Meaning & Functions

Importance of medical records to patients, Doctors, Hospitals, Public health, Press, LIC, & Police

Court of Law,

Educations and Research.

#### **Unit – 3 - 15 hours**

##### **Hospital Records:**

Types ,Out – Patient record, Causality Emergency, Surgery, Obstetrics and gynecology, pediatrics, investigation and diagnosis

Hospital Statistics

Evaluation of Medical Care (Medical, Nursing, Pharmacy etc Audits).

**Unit – 4 - 15 hours**

**Records organization and Management:**

Classification of records & Bases for classification

Indexing and filling of records

Problems associated with medical records

International classification of Disease (ICD)

DRG – (Principles and Uses) (Diagnostic Related Groups).

**Unit – 5 - 10 hours**

**Medical Registers:**

Meaning, Types, Purpose & its Advantages

Principles of designing records

Registers in various departments & Common issues.

**Unit – 6 - 15 hours**

**Medical forms and Reports:**

Meaning, Types and significance

Principles of designing

Statutory registers and reports to be maintained

Specimens.

**BOOKS TO BE REFERRED:**

1. Mogli. J D., Medical Records-Organisation & Management, JAYPEE
2. Prasantha Ghosh K. Office Management, Sultan Chand and Sons, New Delhi, 1995.
3. Francis CM & Mario C de Souza, Hospital Administration, 3rd Ed., Jaypee Brothers, N. Delhi.
4. George, MA, Hospital Administrator, Jaypee Brothers, N.Delhi, 2003.

**MP01HA -4C4 HEALTH INSURANCE MANAGEMENT**

**Unit-1- 15 hours**

Definition of Insurance

Insurable risk

Principles and Corollaries of insurance: Insurable Interest - Indemnity - Utmost Good - Faith - Proximate Cause - Subrogation - Contribution - Mutuality - Law of large numbers

Kinds of insurance

Costs and benefits of insurance

Pooling in insurance

Factors that limit the insurability of risk & Reinsurance.

**Unit- 2- 10 hours**

Insurance business in India  
Framework of insurance business  
Privatization of insurance business  
Insurance Regulatory and Development Authority (IRDA)  
Govt. Policy on insurance sector.

**Unit-3- 10 hours**

Introduction to Risk, Risk Management and Insurance  
the idea of insurance & what are risk, perils and hazards  
How risk is classified  
Different steps in risk management  
How insurance is used as a tool in risk management.

**UNIT – 4- 15 hours**

Introduction to Health Insurance & concept of Health insurance  
Health Insurance in India  
Health services: Public/Private  
Adverse Selection and Moral Hazard issues in Health insurance  
Concept of Health financing  
Health Financing in India  
Health Insurance Schemes.

**UNIT – 5- 15 hours**

Health Insurance Products: Scope of Health Insurance Covers  
Individual and Group indemnity plans  
Mediclaim Policy -  
Overseas Medical Insurance, Floater Plans-, Benefit plans, Critical Illness plans, High  
Deductible plans, Comprehensive coverage plans  
Micro Health Insurance  
Health Insurance plans for Senior Citizens  
Disease Management plans.

**UNIT –6- 15 hours**

**Health Insurance Underwriting:** Need for underwriting & Principles of underwriting  
Health insurance, the underwriting process  
Introduction to claims management, significance of claims settlement & Claims  
Procedure & Documentation  
**Third Party Administrators (TPA's):** - IRDA Regulations for TPA– Role and  
Responsibilities of TPA  
Network Hospitals & Cash Less Facility.

## **Reference Books:**

1. George E. Rejda: Principles of Risk Management & Insurance, Pearson: New Delhi.
2. Aiviva Roh, Brain Abel Smith, and Givanni Trmburi , Health Insurance in developing countries, Hall of India Private Limited, New Delhi.
3. Ammer Narain Agarwala, Health insurance in India, East End

## **MP01HA -4C5 MANAGEMENT INFORMATION SYSTEM**

### **UNIT – 1: - 10 hours**

#### **Introduction to MIS:**

Concept of MIS, role of MIS, objectives of MIS & emergence of MIS  
MIS and computers Impact of MIS,  
Systems approach to MIS Advantages and disadvantages of computer based MIS  
Importance of information to decision making and strategy building  
Information systems and subsystems.

### **UNIT – 2: - 15 hours**

#### **Information:**

Classification of information, levels of information, Methods of data and Information collection value of Information  
Conceptual foundations  
The decision making process  
Systems approach to problem solving  
Support systems for planning  
Control and decision making.

### **UNIT – 3: - 10 hours**

#### **Technical foundations of IS:**

Introduction to computer concepts  
Hardware concepts and software concepts applied to IS  
Database and file management  
Determining the Information requirements Development of MIS Implementation of MIS  
Factors responsible for development of MIS  
Evaluation of MIS.

#### **UNIT– 4: - 15 hours**

##### **System Analysis and Design Introduction**

System Analysis for existing system

System analysis for new requirements

MIS and system or systems analysis

Cost benefit analysis

**Subsystems of MIS:** Transaction processing systems, DSS and GDSS, ES.

Decision-making and MIS

Decision making concepts & organisational decision-making

MIS and decision making concepts

MIS as technique for programme decisions

Decision support system

MIS and role of DSS.

#### **UNIT – 5: - 15 hours**

##### **Information Subsystems and Organization:**

Introduction to ERP, BPR, AI, EIS, KMS and ECRM

**Data base Management systems:** Data base concepts, data base models data base design,

RDEMS MIS and RDEMS

Introduction of oracle & Data Access.

**Management systems & Network:** Introduction, topology, LAN and WAN, Data communication.

#### **UNIT – 6: - 15 hours**

##### **MIS in operations**

MIS for Finance

MIS for Marketing & MIS for production

MIS for Human resource Management

MIS for Diagnostics

Network Usage,

MIS and client server,

Data Processing/Transaction processing.

#### **BOOKS FOR REFERENCE:**

1. Javedkar, W.S.-Management Information Systems (Tata McGraw-Hill Publishing Company Ltd., New Delhi)
2. Mardic R.G., Ross J.E.& Clagget J.R. - Information System for Modern Management (Prentice Hall of India)
3. James A.O. Brien Management Information Systems, (Galgota Publications)
4. Locus, Analysis, Design and Implementation of Information System (McGraw-Hill Book Co.)
5. Anderson, Lavid L. Post, Gerald V., Management Information System (Tata-McGraw Hill Publishing Co.)

## **MP01HA -4S6 SOCIOLOGY**

### **UNIT 1:**

#### **Introduction:**

Meaning – Definition and scope of sociology

Its relation to Anthropology, Psychology, Social Psychology

Methods of Sociological investigations

Case study, social survey, questionnaire, interview and opinion poll methods.

Importance of its study with special reference to health care professionals

### **UNIT 2:**

#### **Social Factors in Health and Disease:**

Meaning of social factors

Role of social factors in health and disease

### **UNIT 3:**

#### **Socialization:**

Meaning and nature of socialization

Primary, Secondary and Anticipatory socialization

Agencies of socialization

### **UNIT 4:**

#### **Social Groups:**

Concepts of social groups, influence of formal and informal groups on health and sickness.

The role of primary groups and secondary groups in the hospital and rehabilitation setup.

### **UNIT 5:**

#### **Family:**

The family, meaning and definitions

Functions of types of family

Changing family patterns

Influence of family on individual's health,

Family and nutrition,

The effects of sickness in the family and psychosomatic disease and their importance to physiotherapy

### **UNIT 6:**

#### **Community:**

**Rural community** Its meaning and features

Health hazards to rural communities

Health hazards to tribal community



**Urban community** It's Meaning and features & Health hazards of urbanities.

**UNIT 7:**

**Culture and Health:**

Concept of Health

Concept of culture

Culture and Health

Culture and Health Disorders

**UNIT 8:**

**Social Change:**

Meaning of social changes & Factors of social changes

Human adaptation and social change

Social change and stress

Social change and deviance

Social change and health programme

The role of social planning in the improvement of health and rehabilitation

**UNIT 9:**

**Social Problems of disabled:**

Consequences of the following social problems in relation to sickness and disability  
remedies to prevent these problems

Population explosion - Poverty and unemployment – Beggary - Juvenile delinquency  
– Prostitution – Alcoholism

Problems of women in employment

**UNIT 10:**

**Social Security:**

Social Security and social legislation in relation to the disabled

**Social Work:** Meaning of Social Work - The role of a Medical Social Worker

**V SEMESTER**

**MP01HA -5C1 HOSPITAL SUPPORT AND UTILITY SERVICES**

**UNIT 1- 10 hours**

Introduction to support and utility services in the hospital

Principles and methods of organizing, types of supportive services in hospital, Role of supportive services / departments in the hospital Management

**UNIT 2- 20 hours**

**Laboratories for investigation:** Need of laboratories in hospital, Functions of laboratories, Organization and staffing in laboratory, Responsibilities of staff in

laboratory, Policies and procedures of laboratory. General rules of safety in the Laboratory

**Blood Bank Management-** Meaning of blood bank, Definition of blood bank, Importance of blood bank, Functions of blood bank, Organization and staffing, Policies and procedures of blood bank

**Radiology and imaging services** –Introduction, Meaning of radiology service, Classification of radiology work, Brief description - x-ray machines, OT radiography, Ultrasonography, CT, MRI ,PET CT scan, ECG and Echocardiography. Safety precautions in radiology unit, Policies and procedures of radiology unit.

**Pharmacy:** Need of pharmacy in hospital, Functions of pharmacy, Organisation and staffing in pharmacy, Responsibilities of staff in pharmacy, Policies and procedures related to pharmacy

### **UNIT 3- 10 hours**

**Linen and Laundry:** Meaning, Need of linen and laundry unit in hospital, Objectives, Type of Service, Functions of linen and laundry, Process of washing in linen and laundry, Organization and staffing in linen and laundry, Policies and procedures of linen and laundry.

**Mortuary Services-**Meaning and definition of mortuary, Importance, Objectives, Functions of mortuary service, Policies and Procedures of mortuary service.

### **UNIT 4- 15 hours**

**Maintenance department-**Importance, Objectives, Role of maintenance department in hospital, Organsiation and staffing, Responsibilities of staff in the maintenance unit

**Centralized Medical Gas System** –Definition of medical gases, Importance of medical gas system in hospital, Location of centralized gas system, Design and construction of centralized gas system.

**Environmental Control-** Environmentalcontrol by infection control measures, Meaning of infection control measures, Standard precautions used in hospital.

**Biomedical engineering department-**Need of biomedical engineering unit in hospital, Objectives, Functions, Organisation and staffing

### **UNIT 5- 10 hours**

**Housekeeping services and Bio-medical waste management--**Meaning of housekeeping service and Sanitation. Definition of House Keeping, bio-medical waste, Types of Bio-medical waste, Treatment and disposal of Bio-medical waste, Objective of Housekeeping service, Functions of housekeeping service, Organisation and staffing.

**Security** –Need of security service in hospital, Responsibilities of security staff in hospital, Functions of security service unit in hospital.

**Patient mobility and transportation-**Meaning of transportation, Meaning of internal transportation, Classification of internal transportation devices, External transportation, Types of ambulance, Scope of transportation service in hospital

### **UNIT 6- 15 hours**

**Financial Management Unit** –Importance of finance department in hospital, Physical facilities of finance unit.

**IT department-** Importance of IT department in hospital, Physical facilities of IT department.

**Human Resource department** - Importance of Human Resourcedepartment in hospital, Physical facilities of Human Resource department

**Marketing & Public Relations Unit** - Importance of Marketing & Public Relations Unit in hospital, Physical facilities of Marketing & Public Relations Unit.

### **TOTAL HOURS-80**

### **BOOKS TO BE REFERRED:**

1. Lewllyn Davies R & Macaulay H.M.C. Hospital Planning and Administration
2. Francis CM & Mario C de. Souza, Hospital Administration, 3rd ed., Jaypee Brothers, N. Delhi.
3. George, MA, The Hospital Administrator, Jaypee Brothers, N.Delhi, 2003.
4. Kusum Samant, Hospital Ward Management, Vora Medical Publications, Mumbai

### **MP01HA -5C2 QUALITY IN HEALTHCARE**

#### **UNIT – 1 - 10 hours**

Fundamentals of Quality Management: Introduction – Objectives - Historical Back Ground – Concept of Quality Care and Quality Management – Quality management philosophies- Demings, Taguchi’s principles, Feigenbaum’s philosophy.

#### **UNIT – 2 - 10 hours**

System - Effects and Benefits of ISO 9000 management System – Present Indian Scenario – Organization of quality Management System – Approaches to measurement of Quality.

#### **UNIT – 3 - 15 hours**

TQM team work – Employee involvement – Key result areas – leadership – TQM Tools – Demings – P.D.C.A. Cycle – JIT (Just in Time) – Statistical Tools in TQM – flow diagram – Pareto Analysis – Cause and effect diagram – Control Charts – Bench Marking – Business Process Reengineering – TQM practices in Indian Hospitals.

#### **UNIT – 4 - 15 hours**

Techniques of Quality Management, Improving Hospital Performance – Patient Participation – Quality Health Care through Patient Satisfaction – Conceptual model of potential Contribution in quality in the health care system.

Organization wide Quality Improvement -Organizing for Quality Assessment — A Quality Improvement model of daily Patient Care – Quality Assurance and Quality improvement.

**UNIT – 5 - 10 hour**

Assessing Quality Health Care: Some attributes of Quality in Health Care – Some attributes of a Good Patient Practitioners Relationship – The measurement of Quality – Procedure for formulating explicit Criteria and standards – Determinates of Quality – Structure – Process Outcome - Audits in Hosptials.

**UNIT – 6 - 8 hours**

The implementation of Total Quality: Planning Quality – organizing Quality – Evaluating Quality – Transforming organizations to a Total Quality Philosophy and Culture.

**UNIT – 7 - 12 hours**

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

**BOOKS TO BE REFERRED:**

1. Raandi Schmidt J. Trumbo and R. Jonson, Quality in Health Care Sector – ASQC Quality – Press.
2. Quality Improvement in Health Care,2nd Ed, Nelson Thrones
3. Qulity management in healthcare, Principles and Methods, Donald Lighter and Douglas C Fair, Jones and Bartlett Publishers, 2004.

**MP01HA -5C3 PROJECT MANAGEMENT**

**UNIT – 1 - 15 hours**

Introduction to Project Management: Understanding Project Management, Roles of Project Manager, Line Manager & Staff Manager, Inter Relationship & Interface, Project Driven Vs Non Project Driven organization, marketing in the Project Driven Organization, Portion of the Project Manager, Programs and Projects, Project Life Cycles.

**UNIT – 2 - 15 hours**

Project Planning: Identifying strategic project variables, Project planning, Statement of work, Project specifications, Milestone schedule, Work breakdown structure, Planning cycle, Management Control.

**UNIT – 3 - 10 hours**

Feasibility of the project - Technical feasibility, marketing feasibility, socio economic feasibility, Managerial feasibility and financial feasibility.

**UNIT – 4 - 15 hours**

Project Evaluation and Review techniques: Estimating activity time, Estimating total program time, PERT/CPM planning, Crash time

**UNIT – 5 - 10 hours**

Project Management Functions: Controlling, Directing, Project authority, Team building, Leadership, communications, Project review meetings, Management policies and procedures.

**UNIT – 6 - 15 hours**

Pricing Estimating & Cost Control: Types of estimates & Pricing process, Labor distributions, Overhead rates, Material/Support costs, Pricing review, Budgeting for projects variance & earned value, Status reporting.

**BOOKS FOR REFERENCE:**

1. Choudary S, Project Management
2. Joseph J Moder and Philips C.R., Project management
3. Joy P.K., Total Project management
4. Gopal Krishnan Rama, Text book of Project Management
5. Harold Kerzer, Project Management
6. Vasanth Desai, Project Management and Entrepreneurship

**MP01HA -5C4 HOSPITAL HAZARDS & DISASTER MANAGEMENT****Unit I- 10 hours**

Hospital Hazards: Meaning – Types – Physical – Biological Mechanical- Psychological – Its impact on employees- Preventive measures - Hospital Hazards Management: Meaning – Need – Principles – Purpose.

**Unit 2 - 15 hours**

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 – Patient Safety.

**Unit 3 - 15 hours**

Biomedical Waste Management: Meaning – Categories of biomedical Wastes – Disposal of biomedical waste products – Incineration and its

Importance – Indian Medical Association – Government Rules and Schedules – Standards for Waste autoclaving, micro waving and deep burial – Segregation – Packaging – Transportation – Storage.

#### **Unit 4 - 15 hours**

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 – Effluent Treatment Plan.

#### **Unit 5 - 15 hours**

Disaster: Meaning – Types – Manmade – Natural – Need for disaster Management (NDMA) - Management of Natural Disaster: Food, Earth quake, Drought, Cyclone, Tsunami – Epidemics: Cholera, Plague, Typhoid, Jaundice – Management of epidemics.

#### **Unit 6 - 10 hours**

Management of disaster – Prevention – Method Precautions – Ambulance management - Role of Hospitals, Community, Voluntary agencies and Government in disaster management, Organization of medical camps.

#### **BOOKS TO BE REFERRED:**

1. Shahunth and Panekar V. First Aid, Vora Publication
2. First Aid Manual: Accident and Emergency, Vora Medical Publ.
3. Park K. Preventive and Social Medicine
4. Park K. Text Book on Hygiene and Preventive Medicine, Banarsidas Bhanot.

### **MP01HA -5C5 HEALTHCARE LAWS AND ETHICS**

#### **Unit – 1 - 10 hours**

General Law of Contract: Essentials of a Contract – Offer and acceptance – Capacity of Parties - Free Consent – Consideration and legality of object – Void argument and Contingent Contract – Law of Tort.

#### **Unit – 2 - 10 hours**

Medical ethics – basic issues, importance, process of developing and implementing ethics and values in an institution – codes of conduct: Hippocrates oath and declaration of Geneva – MCI regulation – professional conduct, etiquette and ethics, Euthanasia (mercy killing).

#### **Unit – 3 - 10 hours**

Transplantation of Human Organs Act 1994 – Pre-Natal Diagnostic Techniques (Regulation and Prevention of Misuse) Act 1994. Central Births and Deaths Registration Act 1969 – Medical Termination of Pregnancy Act 1971.

**Unit – 4 - 10 hours**

Drugs and Cosmetics Act. 1948 – Pharmacy Act. 1948 – Poison Act 1919 – Drugs and Magic Remedies (Objectionable Advertisement) Act, 1954 – Dying Declaration.

**Unit – 5 - 10 hours**

Employees Provident Fund Act. 1952 – Payment of Gratuity Act, 1972 – Minimum Wages Act. 1948 – Payment of Wages Act. 1916, Maternity Benefit Act. 1961.

**Unit – 6 - 15 hours**

Workmen Compensation Act, 1923 – Industrial Employment (Standing Order) Act – Trade Union Act – Industrial Disputes Act – Importance provisions.

**Unit – 7 - 15 hours**

Consumer Protection Act, 1986 - Application of C.P Act in Hospital – Recent judgment of Supreme Court – Implication for Health Professionals. – Medical Negligence Act.

**REFERENCE BOOKS:**

1. Kapoor N.D. Industrial Laws
2. Bare Acts.