



Bharath UNIVERSITY

பாரத் பல்கலைக்கழகம்

BHARATH INSTITUTE OF HIGHER EDUCATION AND RESEARCH

(Declared as Deemed-to-be-University, u/s 3 of the UGC Act, 1956)

CERTIFICATE COURSE

IN

HEALTH CARE AND HOSPITAL MANAGEMENT

CURRICULUM AND SYLLABUS

DEPARTMENT OF MANAGEMENT STUDIES

BHARATH INSTITUTE OF SCIENCE AND TECHNOLOGY

No: 173, Agaram Road, Selaiyur,

Chennai -600 073, Tamil Nadu.



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CURRICULUM AND SYLLABUS

		ELECTIVES –HOSPITAL AND HEALTHCARE MANAGEMENT	L	T	P	C
1	MBAC37	HOSPITAL & HEALTH CARE POLICY & PLANNING	3	0	0	3
2	MBAC38	ORGANIZATION AND MANAGEMENT OF HOSPITAL & HEALTH SYSTEM (INCLUDING SUPPORTING SERVICES)	3	0	0	3
3	MBAC39	EPIDEMIOLOGY IN MEDICAL AND HEALTH SYSTEMS MANAGEMENT	3	0	0	3
4	MBAC40	QUALITY ASSURANCE AND MANAGEMENT IN HOSPITALS	3	0	0	3
5	MBAC41	RISK MANAGEMENT AND HEALTH INSURANCE	3	0	0	3
6	MBAC42	LEGAL FRAMEWORK FOR HOSPITALS	3	0	0	3

DURATION: 3 MONTHS

MBAC37-HOSPITAL & HEALTH CARE POLICY & PLANNING 3 0 0 3

OBJECTIVES

1. Identify the main components and issues of the organization, financing and delivery of health services and public health systems
2. Describe the legal and ethical bases for public health and health services.
3. Explain methods of ensuring community health safety and preparedness.
4. Discuss the policy process for improving the health status of populations.
5. Apply the principles of program planning, development, budgeting, management and evaluation in organizational and community initiatives

COURSE OUTCOMES (CO)

CO1:Understanding about reinsurance and its types

CO2:To know about the basic principles of underwriting knowledge about disaster and its types

CO3:To familiarize the students in disaster preparedness, planning, drill, committee in hospitals.

CO4:Triage area behind emergency department.

CO/PO Mapping

S – Strong, M – Medium, W – Weak

COs	Programme Outcomes (POs)									
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	S									S
CO2		M	S		M					
CO3		M		S		M				
CO4	S		M	M						S

Course Assessment Methods:

Direct		Indirect	
1	Internal Tests	1	Course and Survey
2	Assignments	2	Faculty Survey
3	Seminar	3	Industry
4	End Semester Examinations	4	Alumni
5	Case study Analysis		

UNIT I ISSUES, THEORIES & CONCEPTS IN POLICY FORMULATION 9

Introduction to Health & Medical care policy - ends & means-Health for whom - delivered by whom-Decision making in health care - process of policy formulation.

UNIT II HOSPITAL AND HEALTH SECTOR REFORMS 9

Introduction to causes & consequences of reforms-An analytical approach to health sector reforms- comprehensive policy analysis, data needs and preconditions-Variou models of health sector

UNIT III NATIONAL HEALTH POLICY & FUTURE AGENDA 9

Historical perspectives-The health policy goals-The policy environment & consequences of reforms-Framework for newer health care policy settlements

UNIT IV INTEGRATION OF PLANNING WITH ACTION 9

Process, structure and functions of planning- Management analysis-Health systems research in relation to planning-Health & hospital services programme evaluation-SWOT analysis -The Planning Process -Community involvement & people participation in planning.

UNIT V MEDICAL AND CLINICAL AUDIT - TOWARDS QUALITY 9

Nature of quality-Traditional methods in the management of quality-Developments in managing health/medical care quality-Variants of audit

Total No. of Periods- 45

REFERENCES:

1. William A. Reinke - Health Planning For Effective Management -, Oxford University Press - 1988.
2. Peter Berman - Health Sector Reform in Developing Countries - Harvard University Press, 1995.

3. Column Paton - The health care Agenda in a British political context - Chapman & Hall Publication (Madras) - 1996
4. Carolyn Semple - Piggott, Business Planning for health care management – U.K Open University Press – Sep 2000.
5. Blane, David, Brunner, Eric - Health and Social organization: Towards a health policy for the 21st century — Calrendon Press – 1997.

MBAC38- ORGANIZATION AND MANAGEMENT OF HOSPITAL & HEALTH SYSTEM

3 0 0 3

OBJECTIVES

1. This subject designed to assist students by getting knowledge about legal laws related to hospital.
2. Understanding MCI ,1956-code of medical ethics.
3. This subject designed to assist students by getting knowledge about legal laws related to hospital.
4. Understanding MCI ,1956-code of medical ethics.

COURSE OUTCOMES (CO)

CO1:To know about dying declaration and the procedure.

CO2:To acquaint the students about the death certificate issuing procedure and its content, importance of death certificate.

CO3:To know about malpractice in health care

CO4:Understanding about medical jurisprudence

CO/PO Mapping

S – Strong, M – Medium, W – Weak

COs	Programme Outcomes (POs)									
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	S							M		S
CO2		M	S		M					
CO3		M		S		M				
CO4	S		M	M				M		S

Course Assessment Methods:

Direct		Indirect	
1	Internal Tests	1	Course and Survey
2	Assignments	2	Faculty Survey
3	Seminar	3	Industry
4	End Semester Examinations	4	Alumni
5	Case study Analysis		

UNIT I INTRODUCTION 9

Concept of Hospitals-Planning and Design of a Hospital (Building & Physical Layout)-Different types of Hospital -History of Hospital Development -Departmentation in Hospital-Organization-Structure-Vertical & Horizontal.

UNIT II MANAGEMENT AND ORGANIZATION OF CLINICAL SERVICES 9

Organization and Administration of various clinical services-Outpatient Services-In-patient Services-Emergency services-Operation Theatre – ICUs - Super Specialty Services including their utilization study-Nursing services.

UNIT III PLANNING & ORGANIZING OF SUPPORT SERVICES 9

Imaging-CSSD-Laboratory-Blood Bank-Medical Records-Mortuary-Pharmacy-Admission & Discharge Procedure- Bio Medical Equipments Planning- Management of Hazard & Safety in a Hospital Setup.

UNIT IV ORGANIZATION AND MANAGEMENT OF UTILITY SERVICES 9

Laundry - Housekeeping- Pest control-Managing the Estate (Hospital Security) -Hospital Engineering Services (Plumbing, Electricity, Civil, A/C, Lifts)-Ambulance Services.

UNIT V EVALUATION OF HOSPITAL & HEALTH 9

Accreditation-Assessing Patient Satisfaction-Techniques of Hospital Services Evaluation-Indicators of Hospital Efficiency & Effectiveness- Current Issues in Hospital Management-Telemedicine, Bio-Medical Waste Management, Organ Transplantation,.

Total No. of Periods- 45

REFERENCES:

1. Arnold D. Kalcizony & Stephen M. Shortell - Health Care Management – The Wharton School, University of Pennsylvania – 1998, & revised volume - 2013.

2. Carolyn Semple Piggot - Business Planning for Health Care Management – U.K. Open University – 2000.
3. G.D Kunders – Hospital Facilities Planning and Management – Tata Mc Graw Hill – 2004.
4. B.M Shagarkhar - Organization and Planning of Hospitals – Jaypee Publishing - 2010.

MBAC39-EPIDEMIOLOGY IN MEDICAL & HEALTH SYSTEM MANAGEMENT

3 0 0 3

OBJECTIVES

1. Identify key sources of data for epidemiologic purposes.
2. Identify the principles and limitations of public health screening programs.
3. Describe a public health problem in terms of magnitude, person, time and place.
4. Explain the importance of epidemiology for informing scientific, ethical, economic and political discussion of health issues.

COURSE OUTCOMES (CO)

CO1:Understanding about infectious disease epidemiology

CO2:To know about the basic principles of underwriting knowledge about disaster and its types

CO3:To familiarize the students in disaster preparedness, planning, drill , committee in hospitals.

CO4:Triage area behind emergency department.

CO/PO Mapping

S – Strong, M – Medium, W – Weak

COs	Programme Outcomes (POs)									
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	S						S			S
CO2		M	S		M					
CO3		M		S		M				
CO4	S		M	M					S	

Course Assessment Methods:

Direct		Indirect	
1	Internal Tests	1	Course and Survey
2	Assignments	2	Faculty Survey
3	Seminar	3	Industry

4	End Semester Examinations	4	Alumni
5	Case study Analysis		

Unit I CONCEPT OF HEALTH AND DISEASE & EPIDEMIOLOGICAL

METHODS

9

Introduction to Epidemiological concepts, definitions, etc.-Concept of health- Definition, indicators, determinants-Epidemiological triad & disease transmission-Disease- Natural History, causes, etc.- Descriptive epidemiological studies-Analytical epidemiological studies.

Unit II INFECTIOUS DISEASE EPIDEMIOLOGY

9

Concepts of infection, disease-Classification of infectious diseases- -National infectious disease control/Eradication programmes-introduction to nature of Non-communicable diseases- National control programmes for Non communicable diseases

Unit III EPIDEMIOLOGY, OCCUPATIONAL SAFETY & ENVIRONMENTAL HEALTH MANAGEMENT

9

Unit objectives & introduction to Occupational health & hazards- nature, origin determinants and solutions - Roles of national & international organizations in promoting occupational & environmental health

Unit IV HOSPITAL INFECTIONS CONTROL

9

Hospital infections Definitions - importance, determinants, sources, routes of transmission- Principles of control of infection -Control measures in wards, operating theatres, laundry, kitchen, , water, special units e.g. (ICCU, ICU, Renal units) after discharge, waiting rooms, etc.

Unit V MAINTENANCE OF SURVEILLANCE, RECORDS & REPORTS

9

Unit objectives & importance of surveillance & records/reports maintenance- -outine & risk surveillance measures - Record keeping & reports presentation

Total No. of Periods- 45

References:

1. G.E.Alan Dever - Epidemiology in Health Services Management, (1984) – publication at Maryland – June 1984.
2. G.A.J. Ayliffe, E.J.L. Lawbury, A.N. Geddes - Control of hospitals infection - Chapman & Hall publication – 1997.
3. Roger detels, James Menon, Robert Beaglenole - Textbook of Public Health – Oxford University Press – May 15, 2002.
4. J.E. Park - Preventive & social Medicine by Banarsidas, Bhanot Publication – Published on Feb 2011 – 1st edition – July 1970.

MBAC40- QUALITY ASSURANCE& 3 0 0 3 MANAGEMENT IN HOSPITALS

OBJECTIVES

1. To acquaint the students with the basic concepts of quality management from design assurance to service assurance.
2. To get knowledge about the concepts like craftsmanship, six sigma, Florence nightingale model for quality in hospitals
3. Understand about the quality checks ,bench marks in various departments in hospitals. OPD, OT, ICU, emergency dept,nursing services, radiology dept,blood bank, housekeeping, pharmacy, canteen service.

COURSE OUTCOMES (CO)

CO1:Assisting students to know about the process control management in hospitals,
CO2;Implementation of SPC, SQC, quality control tools and its application.

CO3:knowledge about SOP and its application in various departments in hospitals

CO4:To give emphasis on International Quality certification system
ISO9001:2000 series, JCAHO, NABL and its benefits

CO/PO Mapping

S – Strong, M – Medium, W – Weak

COs	Programme Outcomes (POs)									
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	S					S			S	
CO2		M	S		M					
CO3		M		S		M				

CO4	S		M	M				M		S
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Course Assessment Methods:

Direct				Indirect			
1	Internal Tests			1	Course and Survey		
2	Assignments			2	Faculty Survey		
3	Seminar			3	Industry		
4	End Semester Examinations			4	Alumni		
5	Case study Analysis						

UNIT I EVOLUTION OF QUALITY MANAGEMENT 9

Craftsmanship concept-Total Quality Control-ISO 9000-Florence Nightingale & her quality improvement model for health care in 1854.-Six Sigma-Process approach to Quality Management- Process flow Diagrams.

UNIT II PROCESS APPROACH TO QUALITY MANAGEMENT IN HOSPITALS 9

Identification of different processes / functions-Diagnostic services-Nursing service-Housekeeping- Blood bank- Pharmacy- OPD- Surgery- ICU- Canteen- Hospital stores

UNIT III QUALITY CONTROL METHODS AND MEASUREMENT SYSTEMS 9

Critical Elements of Process Control-Process Control Options and Growth- Introduction to SPC & SQC Models-Quality Control Tools

UNIT IV QUALITY ASSURANCE METHODS 9

Quality Assurance in Hospitals-Preparation of Standard Operating Procedures (SOP's)- Preventive Action for Hospital Management processes

UNIT V QUALITY AND PATIENT SATISFACTION 9

Quality and Patient orientation for total patient satisfaction –Adopting ‘5S technique’ for quality in housekeeping & support services-Implementing ISO 9001:2000 Quality Management System Standards in Hospitals –Need, Process, Benefits

Total No. of Periods: 45

REFERENCES:

1. Dr. K.C. Arora - Total Quality Management, S.K. Kataria & Sons, New Delhi – 1 Jan 2009.
2. William J. Kolarik - Creating Quality - McGraw-Hill International Publication - 1st Edition – 1995, Revised edition – 1999. (Oklahoma State University)

MBAC41- RISK MANAGEMENT& HEALTH INSURANCE 3 0 0 3

OBJECTIVES

1. To acquaint the students with the concepts of risk management and its techniques, implementation
2. outline of insurance , principle and its types
3. To know about regulatory framework of insurance IRDA.
4. To get knowledge about the health insurance and group insurance.

COURSE OUTCOMES (CO)

CO1:To give emphasis on TPA, claims management and its process.

CO2:Understanding about social security and its benefits.

CO3:Getting knowledge about ratemaking-pricing of insurance.

CO4:Understanding about reinsurance and its types

CO/PO Mapping

S – Strong, M – Medium, W – Weak

COs	Programme Outcomes (POs)									
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	S					S		M		S
CO2		M	S		M					
CO3		M		S		M			S	
CO4	S		M	M						M

Course Assessment Methods:

Direct		Indirect	
1	Internal Tests	1	Course and Survey
2	Assignments	2	Faculty Survey
3	Seminar	3	Industry
4	End Semester Examinations	4	Alumni
5	Case study Analysis		

UNIT I RISK, INSURANCE AND MANAGEMENT	9
Introduction to Risk and Insurance-Risk Identification and Risk Evaluation-Risk Management Techniques-Principles of Insurance -Selection and Implementation of risk management Techniques	
UNIT II INSURANCE LAW AND REGULATION	9
Insurance Laws-Regulation of Insurance & IRDA-Principles of Health Insurance-Health Insurance Products-Group Insurance Products-Risk Assessment	
UNIT III CLAIMS MANAGEMENT	9
Claims Management-Third Party Administration--Actuarial Principles-Principles of Ratemaking- Data Required for Ratemaking	
UNIT IV REINSURANCE	9
Principles of Reinsurance-Types of Reinsurance-Casualty and Property Reinsurance- Reinsurance Markets-Underwriting and its Considerations	
UNIT V DISASTER MANAGEMENT	9
The concept of managing Disaster-Issues of Manmade and Natural disaster-Planning Process involved in Disaster management.	

Total No. of Periods: 45

References:

1. Rajiv Jain and Rakhi Biswas - Insurance Law & Practice - Vidhi Publishers, Delhi – 1st edition 2001, revised 2006.
2. Shailendra K. Singh - Safety & Risk Management - Mittal Publishers – 1998.
3. J. H. Diwan - Safety, Security & Risk Management – Mittal Publishers – 1998.
4. Stephen Ayres & Garmvik – Holbook and Shoemaker - Text Book of critical care – Andhra University.
5. Kenneth Black, Herald. D - Life and Health insurance (13th Edition) — U.K. Open University Press – Sep 17, 1999.

OBJECTIVES

1. This subject designed to assist students by getting knowledge about legal laws related to hospital.
2. Understanding MCI ,1956-code of medical ethics.
3. To get knowledge about MTP act, related to medical termination of pregnancy-guidelines, Rules and Regulations
4. To get knowledge about PNDDT act, related to prenatal diagnostic procedure followed by determination of sex prohibited.
5. To know about dying declaration and the procedure.

COURSE OUTCOMES (CO)

CO1:To acquaint the students about the death certificate issuing procedure and its content, importance of death certificate.

CO2:To know about malpractice in health care

CO3:Understanding about medical jurisprudence

CO4:To know about patient’s Rights and provider’s responsibility.

CO/PO Mapping

S – Strong, M – Medium, W – Weak

COs	Programme Outcomes (POs)									
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	S					S				S
CO2		M	S		M			S		
CO3		M		S		M				
CO4	S		M	M			S			M

Course Assessment Methods:

Direct		Indirect	
1	Internal Tests	1	Course and Survey
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3	Seminar	3	Industry
4	End Semester Examinations	4	Alumni
5	Case study Analysis		

UNIT I CODE OF MEDICAL ETHICS (MCI)

Code-Duties of Physician to their patients-Duties of Physician to the profession at large-Duties of Physician to the profession in consultation- Duties of Physician to the profession to the public-Disciplinary action

UNIT II THE MEDICAL TERMINATION OF PREGNANCY ACT 1971 9

Indication or Grounds of MTP-Requirements for MTP-Complications of MTP-Doctor and Criminal Abortion-The Pre Natal Diagnostic Techniques Act 1994- -Determination of Sex prohibited

UNIT III DYING DECLARATION 9

Definition-Precautions-Procedure of Recording- -Death Certificate-Precautions while issuing death certificate--Contents of Death Certificate- Importance of Death Certificate

UNIT IV MEDICAL JURISPRUDENCE 9

Introduction & Legal Procedure-Medical ethics- Patient's rights & provider's responsibility- Medical Malpractice-Management of Medical Malpractice

UNIT V MEDICO LEGAL ASPECTS 9

Impotence-Sterility-Medico Legal aspects of Psychiatric & mental Health-Toxicology-Organ Transplantation Act-Tamil Nadu Clinics Act

Total No. of Periods- 45

REFERENCES:

1. N.D. Kapoor - Elements of Mercantile Law - Sultan Chand & Sons, New Delhi – 2003.
2. E. Venkatesan - Hand Book of Mercantile Law - M. L. J. Publications.
3. Bulchandai K. R. - Industrial Law - Himalaya Publishing House.