Unit I: Human Anatomy and Physiology

Unit II: Illness and Infection Control
Defining Illness: Direct and indirect causes -Classification and description of disease- Medical asepsis, Nosocomial infection and communicable diseases-Reservoir, carrier and mode of transmission-Infection control measures-Sterilisation and aseptic techniques- Infection control committee: purpose, composition and terms of reference.

Unit III: Services, Health and Hospitals
Services, Classification of Service Organisations, Characteristics, Challenges- History of Medicine, Healthcare Revolution, Health, Dimensions of Health, Indicators of Health- Types of Healthcare Organisations, Composition of Health Sector, Types of Care, Pyramidal Structure of Health Services, Hospitals, Types of Hospitals and Role of Hospital in Healthcare, Complexity of Hospital Organisation.

Unit IV: Hospital Management: Levels and Roles
Governing Board, Executive Board and Advisory Board- CEO, Medical Administration, Nursing Administration and Hospital Administration-Middle Level Managers in Hospital and their Responsibilities-Structuring Hospital Organisation

Unit V: Current Issues in Healthcare
Accreditation-Tele health-Health Tourism-Health Insurance and Managed Care-Disaster Management-Hospital Wastes Management.
Textbooks


2. Roger Watson, Anatomy and Physiology for Nurses (Prism Books Pvt. Ltd., Bangalore)


References


2. Stedman's Medical Dictionary (Williams & Wilkins, Baltimore) ISBN 0-683-07922-0


4. C.M. Francis and et al., Hospital Administration (Jaypee Brothers Medical Publishers Pvt. Ltd., New Delhi)

5. S. Srinivasan (ed.), Management Process in Health Care (Voluntary Health Association of India, New Delhi)
Unit I: Demography

Unit II: Family Planning

Unit III: Epidemiology
Concept of Disease-Epidemiological Triad-Concepts of Control and Prevention- Principles of Epidemiology: Components, Measurements, Prevalence and Incidence-Epidemiologic Methods: Descriptive, Analytical and Experimental Studies-Uses of Epidemiology.

Unit IV: Community Health
Community Diagnosis and Treatment-Communicable Diseases- Non-communicable Diseases.

Unit V: National and International Health
National Health Programmes in India-International Health: WHO and Other United Nations Agencies

Textbooks
1. K. Park, Textbook of Preventive and Social Medicine (M/S Banarsidas Bhanot Publishers, Jabalpur)
2. B.K.Mahajan and M.C.Gupta, Text Book of Prevention and Social Medicine (Jaypee Medical Publishers P. Ltd., New Delhi)

References
3. VHAI, State of India’s Health – 1992 (VHAI, New Delhi)
Unit I: Hospital Planning

Concept of Planning-Guiding Principles in Planning Hospital Facilities and Services-Regional Planning and Factors to be emphasised-Steps in Hospital Planning; Planning Team and Stages of Project-Estimation, Architect Brief and Master Plan-Selection of Site and Decision on Land, Space, and Utilities.

Unit II: Outpatient Services


Unit III: Trauma Care: Emergency and Casualty Services

Objectives- Functions-Location, Design and Layout- Policy and Procedures- Organisation-Staffing-Equipment and Facilities-Key Result Areas and Performance / Quality Indicators-Disaster Management: Principles and Classification-Life Saving Drugs- Ambulance and Paramedic Services-Medico-legal Procedures-Forms and Registers to be maintained-Communication System

Unit IV: Inpatient Services

Unit V: Operation Theatre


Textbooks

1. NHS, Guide to Good Practices in Hospital Administration (Department of Health and Social Security: National Health Services, London)
2. R. Llewelyn Davies and HMC Macaulay, Hospital Planning and Administration (Jaypee Brothers Medical Publishers P. Ltd., New Delhi)
3. Syed Amin Tabish, Hospital and Health Services Administration Principles and Practice (Oxford University Press, New Delhi)

References

5. C.M. Francis and et al., Hospital Administration (Jaypee Brothers Medical Publishers Pvt. Ltd., New Delhi)
Unit I: Front Office and Medical Records
Front Office- Objectives and Functions- Location-Staffing-Information and Communication-
Medical Records-Objectives and Functions- Characteristics, Main Section, and Analysis of
Medical Records-Types of Forms; Retention Policy; Records and Statistics- Hospital Beds,
Bed Compliment, Bed Days, Average Length of Stay (LOS), Bed Occupancy Rate, Daily
Ward Census, Bed Turnover Rate, Gross / Net / Postoperative Death Rate, Admission and
Discharge-Location, Design and Layout- Staffing; Medical Records Committee- Technology
Advancements: EMR, Microfilming and Smart Cards.

Unit II: Diagnostic Services
Radiology Services-Objectives and Functions- Location, Design and Layout - Staffing;
Duties of Radiologist and Technicians-Laboratory Services- Objectives and Functions-
Location, Design and Layout -Staffing; Duties of Pathologists and Lab Technicians-
Classification of Laboratory Services.

Unit III: Other Supportive Services
CSSD-Objectives and Functions-Advantages of Centralized System- Distribution System-
Location, Design and Layout-Duties of CSSD In-charge-Linen and Laundry- Objectives and
Functions- Location and Space- Staffing-Bed Linen Ratio – Automation- Housekeeping-
Objectives and Functions-Staffing-Key Tasks- Systematic and Standard Procedures of
Cleaning Required Materials for Cleaning-Security Services-Objectives and Functions-
Staffing; Responsibilities of Security Guard- Gate Pass; Physical Verification; Control
Movement .

Unit IV: Sales Outlets
Pharmacy-Objectives and Functions- Location, Design and Layout- Staffing; Duties of Chief
Pharmacist; Therapeutic Committee-Hospital Formulary-Dietary Services- Objectives and
Functions-Staffing-Equipment and Physical Facilities-Purchases, Stores and Issues-Pricing
and Control Measures-Location, Design and Layout.

Unit V: Maintenance Management
Objectives and Functions-Civil and Biomedical –Staffing-Location and Space- Policy and
Procedures-Equipment Types and Characteristics; Purchase, Inspection and Installation-
Records, Responsibilities-Levels of Maintenance; Service Contracts and Disposition
Textbooks

1. NHS, Guide to Good Practices in Hospital Administration (Department of Health and Social Security: National Health Services, London)
2. C.M. Francis and et al., Hospital Administration (Jaypee Brothers Medical Publishers Pvt. Ltd., New Delhi)

References

4. Syed Amin Tabish, Hospital and Health Services Administration Principles and Practice (Oxford University Press, New Delhi)
5. B.M. Sakharkar, Principles of Hospital Administration and Planning (Jaypee Brothers Medical Publishers Pvt. Ltd., New Delhi)
Unit I: Fundamentals of Health Education

Unit II: Strategies of Implementation of Communication Programme
Building Commitment - Training Manpower - Community Participation - Utilising Resources.

Unit III: Evaluation of Health Communication / Campaign Programme
Stages of Evaluation - Criteria of Evaluation - Methods of Evaluation

Unit IV: Methods of Communication
Individual Methods (Individual teaching) - Interview: Meaning, types and techniques of taking interview - Counselling: Meaning and techniques of counselling - Group Methods (Group teaching) - Group discussion: Meaning, categories of members and their functions, factors affecting good discussion and decision making - Role play: Meaning, techniques of conducting role play - Symposium: Meaning, procedures of conducting the symposium - Mass Methods (Mass teaching) - Lecture: Meaning, types, techniques of delivering lecture effectively.

Unit V: Media of Communication

Textbooks
2. WHO, Health Education: Comprehensive Guidelines of Planning, Implementation and Evaluation (WHO Regional Office for South Asia, New Delhi)
References


Unit I: Materials Management


Unit II: Purchasing


Unit III: Equipment Purchase and Maintenance

Planning and Selection of Equipment-Import of Equipment- Equipment Utilisation and Operation--Equipment Repair and Maintenance-Equipment Audit.

Unit IV: Inspection, Storage and Distribution of Materials


Unit V: Scientific Inventory Management

Codification and Standardization-Value Analysis- Inventory Control-Lead Time, Safety Stock and Reorder Level- Economic Order Quantity (EOQ)- Selective Controls- Case Studies on Inventory Control.

Textbooks

1. Shakti Gupta and Sunil Kart, Hospital Stores Management: An Integrated Approach (Jaypee Publications, New Delhi)
2. WHO, Maintenance and Repair of Laboratory, Diagnostic, Imaging and Hospital Equipment (WHO, Geneva)

References

3. Murriel Skeet and David Fear, Care and Safe Use of Hospital Equipment (VSO, UK)
UNIT I INTRODUCTION TO RESEARCH
The hallmarks of scientific research – the building blocks of science in research – the research process for applied and basic research – the need for theoretical frame work – hypothesis development – hypothesis testing with quantitative data. The research design. The purpose of the study: Exploratory, Descriptive, Hypothesis testing (Analytical and Predictive) – cross sectional and longitudinal studies.

UNIT II EXPERIMENTAL DESIGN
The laboratory and the field experiment – internal and external validity – factors affecting internal validity. Measurement of variables – scales and measurement of variables – development scales - rating scale and concept in scales being developed. Stability measures.

UNIT III DATA COLLECTION METHOD
Interviewing, questionnaires etc. Secondary sources of data collection. Guidelines for questionnaire design – electronic questionnaire design and surveys. Special data source: Focus groups, Static and dynamic data-collection methods and when to use each. Sampling techniques and confidence in determining sample size. Hypothesis testing determination of optimal sample size.

UNIT IV A REFRESHER ON SOME MULTIVARIATE STATISTICAL TECHNIQUES

UNIT V THE RESEARCH REPORT
The purpose of the written report – concept of audience – Basics of written reports. The integral parts of a report – the title of a report. The table of contents, the synopsis, the introductory section, method of sections of a report, result section – discussion section – recommendation and implementation section.

TEXT BOOKS:
REFERENCES:

10DBA451- Strategic Management in Healthcare

Unit I: Introduction


Unit II: Strategic Management Process: Components


Unit III: Situational Analysis

Need-Environmental Issues, Vision, Mission, Objectives, Values, Directional Strategies, Adaptive Strategies, Market Entry Strategies, Positioning Strategies and Operational Strategies-


Unit IV: Strategy Formulation

Developing Strategic Alternatives-Evaluation of Alternatives and Strategic Choice.

Unit V: Application in National and International Level

Textbooks

2. K. Park, *Text Book of Preventive and Social Medicine* (M/s Banarsidas Bhanot, Jabalpur)

References

Unit I: Fundamentals


Unit II: Components and Quality Management Process


Unit III: Healthcare Quality

Quality / Customer Service-Define Customer and Identify Customers- Customer Experience: Core Service & Delivery of Service-Excellent Customer Service; Caring Service- Individual Behaviour: Stress, Communication and Interpersonal Relationship-Patient Satisfaction- Rights and Responsibilities of Patients- Satisfaction and Delight- Quality Indicators of Patient Satisfaction-Clinical Quality-Complication and Infection Rate-.2 Admission, Follow Up and Continuity of Care-Measuring Quality- Setting Objectives and Agreeing upon Standards- Develop Key Result Areas and Performance Indicators- Feedback: Customers, Staff, Suppliers, etc.-Quality Audit and Review Techniques.

Unit V: Organisation and Roles in Quality

Quality Policy: Commitment to Patients and Staff-Code of Conduct for Health Professionals- Job Description of Quality Manager- Quality Steering Committee-Quality Council- Quality Teams: Task Force, Quality Circle-Obstacles to Practice Quality.

Unit V: Recent Trends

ISO Certification- Accreditation: NABH and JCI- Quality Awards Scheme.
Textbooks

1. Wilson CRM, *Hospital Wide Quality Assurance* (Saunders, Ontario)

References

Unit I: Health Information System

Objectives, Characteristics, Elements, Categories-HIS for Various Levels of Management (Top / Middle / Operational)- Integrated HIS (IHMIS)-Comprehensive Single Hospital MIS (CSHS), Comprehensive Multi-hospitals MIS (CMHS), Business Office Multi-hospital MIS (BMHS) and Special Purpose Single Hospital MIS (SSHS.)

Unit II: IT in Healthcare

Need and Importance of IT in Health Care- Centralised Vs Decentralised- Integrated Online HIS.

Unit III: Computerising Hospitals

Computerising Functional Areas- Implementing wireless computerised patient records- Complexity in computerising Hospitals.

Unit IV: Health Programs, CHIN and Medical Software

Computerising Health Programmes / Projects- Community Health Information Networks (CHIN)- Widely used latest Medical Software

Unit V: Current Issues


Textbooks

1. S.A. Sekar, Hospital Information Systems – A Concise Study (PHI Learning Pvt. Ltd., New Delhi)
2. Toni Hebda & et al, Handbook of Informatics for Nurses and Health Care Professionals (Prentice Hall, New Jersey)

References

4. WHO, Informatics and Telematics in Health – Present and Potential Use (WHO, Geneva)