OUTLINES OF TESTS SYLLABI AND COURSES OF READING

FOR

Bachelor of Vocation (Hospital Administration and Management)

Session 2017-18

(1st to 6th Semester)
# SCHEME OF B.Voc. (Hospital Administration and Management)

**(SEMESTER SYSTEM)**

**Job Role:** ---- Office Assistant, Receptionist, Data Entry Operator, Ward Assistant, Supportive Services, Assistant, Assistant Quality Manager.

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## Semester I

<table>
<thead>
<tr>
<th>Paper Code</th>
<th>Title</th>
<th>Generic/ Skill Component</th>
<th>Theory/ Practical</th>
<th>Internal (Theory)</th>
<th>External (Theory)</th>
<th>Internal (Practical)</th>
<th>External (Practical)</th>
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<tr>
<td>*GEN -101</td>
<td>Communication Skills</td>
<td>Generic</td>
<td>Theory</td>
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<td>*GEN -102</td>
<td>Fundamentals of Information Technology</td>
<td>Generic</td>
<td>Theory</td>
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<tr>
<td>HAM-103</td>
<td>Hospital Administration</td>
<td>Skill</td>
<td>Theory</td>
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<tr>
<td>HAM-104</td>
<td>Supportive Services and Facilities Management</td>
<td>Skill</td>
<td>Theory/ Practical</td>
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<tr>
<td>HAM-105</td>
<td>Seminar on Hospital &amp; Health Care System</td>
<td>Skill</td>
<td>Practical</td>
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## SEMESTER II

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<tr>
<th>Paper Code</th>
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<td>Soft Skills and Personality Development</td>
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<td>HAM-108</td>
<td>Accounting for Decision Making</td>
<td>Generic</td>
<td>Theory</td>
<td>20</td>
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<tr>
<td>HAM-109</td>
<td>Patient Care Planning &amp; Management</td>
<td>Skill</td>
<td>Theory</td>
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<td>HAM-110</td>
<td>Clinical, Diagnostic &amp; Therapeutic Services</td>
<td>Skill</td>
<td>Theory/ Practical</td>
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<td>HAM-111</td>
<td>Workshop on Managing Quality in Health Care</td>
<td>Skill</td>
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<td>**SIT-201</td>
<td>Summer Industrial Training</td>
<td>Skill</td>
<td>Practical</td>
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*Refer to Generic Components Common to all B.Voc. Courses*

** Summer Industrial Training of 4-6 weeks in a relevant Industry after 2nd Semester Examinations during summer break. Training report by the student to be submitted within in one week of start of 3rd Semester. Viva-Voce examination to be held within 3-weeks of the start of 3rd semester.
### Semester III

<table>
<thead>
<tr>
<th>Paper Code</th>
<th>Title</th>
<th>Generic/ Skill Component</th>
<th>Theory/ Practical</th>
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<td>*GEN 301</td>
<td>Value Education And Human Rights</td>
<td>Generic</td>
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<td>HAM-202</td>
<td>Human Resource Management &amp; Drug Management</td>
<td>Generic</td>
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<td>HAM-203</td>
<td>Nursing Administration and Hospital Management</td>
<td>Skill</td>
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<td>HAM-204</td>
<td>Patient Care &amp; Behaviour</td>
<td>Skill</td>
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<td>HAM-205</td>
<td>Workshop on Management of Information System in Hospital</td>
<td>Skill</td>
<td>Practical</td>
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### SEMESTER IV

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<th>Paper Code</th>
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<th>Generic/ Skill Component</th>
<th>Theory/ Practical</th>
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<td>*GEN 401</td>
<td>Environmental Studies</td>
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<td>Public Relations</td>
<td>Generic</td>
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<td>HAM-210</td>
<td>Healthcare Marketing</td>
<td>Skill</td>
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<tr>
<td>HAM-211</td>
<td>Medical Equipment &amp; Floor Management</td>
<td>Skill</td>
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<tr>
<td>HAM-209</td>
<td>Workshop on Management of Out Patient Department (OPD)</td>
<td>Skill</td>
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<td>**SIT-401</td>
<td>Summer Industrial Training</td>
<td>Skill</td>
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*Refer to Generic Components Common to all B.Voc. Courses

** Summer Industrial Training of 4-6 weeks in a relevant Industry after 4th Semester Examinations during summer break. Training report by the student to be submitted within in one week of start of 5th Semester. Viva-Voce examination to be held within 3-weeks of the start of 5th semester.

** Job Role:** Purchase Assistant, Nursing Administrator, Patient Care Coordinator, Data Analogist, Marketing Assistant, Equipments Technician, Floor Manager.
## Semester V

<table>
<thead>
<tr>
<th>Paper Code</th>
<th>Title</th>
<th>Generic/ Skill Component</th>
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<td>*GEN - 501</td>
<td>Critical Thinking and Elementary Statistics</td>
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<tr>
<td>HAM-302</td>
<td>Medical Ethics &amp; Legal Issues in Hospital</td>
<td>Generic</td>
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<tr>
<td>HAM-304</td>
<td>Hospital Safety System and Health Care Standards</td>
<td>Skill</td>
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<tr>
<td>HAM-305</td>
<td>Hospital Material Management</td>
<td>Skill</td>
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<tr>
<td>HAM-303</td>
<td>Workshop on Hospital Waste Management</td>
<td>Skill</td>
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**Note:** Winter Industrial/ In-house Training of 2-3 weeks in a relevant area after 5th Semester Examinations in winter break.

### SEMESTER VI

<table>
<thead>
<tr>
<th>Paper Code</th>
<th>Title</th>
<th>Generic/ Skill Component</th>
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<td>*GEN 601</td>
<td>Entrepreneurship Development Programme</td>
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<tr>
<td>HAM-308</td>
<td>Global Healthcare Scenario &amp; Insurance</td>
<td>Generic</td>
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<td>HAM-309</td>
<td>Hospital Planning &amp; Management</td>
<td>Skill</td>
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<tr>
<td>HAM-310</td>
<td>Computers in Medicine</td>
<td>Skill</td>
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<tr>
<td>HAM-311</td>
<td>Workshop on Research Methodology</td>
<td>Skill</td>
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<tr>
<td><strong>SIT-601</strong></td>
<td>Summer Industrial/ In-house Training and Comprehensive Viva</td>
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*Refer to Generic Components Common to all B.Voc. Courses*

**Winter Industrial/ In-house Training of 2-3 weeks done after 5th Semester Examinations and before start of 6th semester. Training report by the student to be submitted within in one week of start of 6th Semester. Viva-Voce examination to be held within 3-weeks of the start of 6th semester.**

**Job Role:** Hospital Planner, Hospital Consultant, Hospital Administrator, Health Service Manager, Legal Assistant, Materials Coordinator, Business Operational Specialist, Health Service Project, Administrator.
B.Voc. (Hospital Administration and Management)

Semester: ---- I

Paper Title: **Hospital Administration**  
Paper Code: **HAM-103**  
Credits: **6**

**Job Role:**  
*Office Assistant, Receptionist, Data Entry Operator, Ward Assistant, Supportive Services, Assistant, Assistant Quality Manager.*

**Objectives:** This course intends to familiarize and develop understanding of the students to general administration of the hospital designing for optimum utilization of hospital resources and uninterrupted delivery of healthcare services.

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

**Unit – I**

1. **Routine Admission/Discharge Procedures/Discharge Summary**
2. **Hospital Utilization Statistics** - Average Length of Stay (ALS), Bed Occupancy Rate, Turn Over Interval
4. **Patient’s Complaints**
5. **Medical Certificates**

**Unit II**

1. **Hospital Committees** - Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow up Actions.
3. **Duty Roster of various categories of Staff.**

**Unit – III**

1. **Administration of Patient Related Schemes** - Medical Insurance (Cashless Benefit), CGHS, ECHS, CSMA, TPA, ESI.
2. **Front Office: Duties & Responsibilities**
3. **Duties & Responsibilities of the Hospital Administrator/CEO** - In Profit Making Hospitals, In Non-Profit Making Hospitals
4. **Disaster Management/Disaster Plan**
5. **Marketing of Hospital**

**Unit IV**

1. **Hospital Security** - Staff, Patients, New born babies, Female staff/Patients, Stores.
2. **Application of Hospital Information System (HIS) & Management Information System (MIS)**

**References Resources:**
1. Hospital Administration/Joshi D.C. (Jaypee Brothers), 2009.
2. Hospital Administration/Francis, CM: (2009)
B.Voc. (Hospital Administration and Management)

Semester: ---- I

Paper Title: **Supportive Services and Facilities Management**

Paper Code: **HAM-104**

Credits: 6

Job Role: **Office Assistant, Receptionist, Data Entry Operator, Ward Assistant, Supportive Services, Assistant, Assistant Quality Manager.**

Objectives: The objective of the course is to equip the learners with decision making skills in planning, scheduling and control of production and operation functions in hospitals.

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

**UNIT –I**


**Unit II**

Radiology – Location – Layout – X-ray Rooms – Types of X-ray machines – Staff – USG – CT – MRI – ECG, PET Scan
Supporting Services – House Keeping – Linen and Laundry – Food Services – Central Sterile Supply Department (CSSD), Maintenance

**UNIT –III**

To consider various operational aspects of important services - Front office and medical record services- Patient Admission / Discharge - All patients related services and assistance. Good communication.-Nursing care with full devotion / commitment-Diagnostic Services - Radiologist, Pathologists and Lab Technicians-Sterilization Services -Blood transfusion services-Proper and respectful disposal of deceased person

**Unit IV**

Nutrition and Dietary services - Pharmacy services - Medical records services-Laundry Services - House keeping services - CSSD energy conservation methods – AMC-Ambulance Services - Mortuary services - Hospital security services-Disaster Management - Fire Hazards - Engineering Hazards - Radiological Hazards - Outsourcing of Support services - few case studies.

References Resources:
1. Madhuri Sharma, Essentials for Hospital Support Services and Physical Infrastructure, Jaypee Brothers Publications.
2. Hospital Administration/Joshi DC. Jaypee Brothers 2009
6. Dr. S.L. Goel and Dr. R. Kumar-Hospital Administration and Management-Theory and Practice: Deep & Deep Publications.
B.Voc. (Hospital Administration and Management)

Semester: ---- I

Paper Title: Seminar on Hospital and Health Care System  
Paper Code: HAM-105  
Credits: 6

Job Role: Office Assistant, Receptionist, Data Entry Operator, Ward Assistant, Supportive Services, Assistant, Assistant Quality Manager.

Objectives: To make the student to understand health care sector and hospital set up in a larger perspective with an emphasis on the systems.

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

UNIT I
Health - Definition and Meaning of Health, Basic information relating to health, Definition and meaning of hospital, historical development of hospital, grown of hospital in India, Changing concept of hospital during 1900-2003,

UNIT II
Health The modern hospital, A complex entity, Present status of hospitals in India, Present State of Govt. hospital, National Healthy policy, Role of Hospitals, benefits to the health care system, Overview of Health care delivery system.

Unit III

UNIT IV

References Resources:
B.Voc. (Hospital Administration and Management)

Semester: ---- II

Paper Title: Patient Care Planning & Management

Paper Code: HAM-109

Credits: 6

Job Role: Office Assistant, Receptionist, Data Entry Operator, Ward Assistant, Supportive Services, Assistant, Assistant Quality Manager.

Objectives: The overall purpose of this course is to enhance the knowledge, skills and attitude in managing clinical services in hospitals. To fulfill this, the objectives of the course are: To understand the role of administrator in patient care planning and management To develop the skills of planning are location, design and layout of clinical services from staff / customer point of view. To develop the skills to optimally utilize the available resources (staff, space, equipment, facilities, supplies, etc.) To understand the need and importance of equipment and physical facilities To understand as well as develop the skills of developing Policy and Procedures for Clinical Services.

Instructions for Examiner:

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

Unit I

Hospital Planning - Concept of Planning, Guiding Principles in Planning Hospital Facilities and Services, Regional Planning and Factors to be emphasized, 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 - Objectives, Functions, Location, Design and Layout, Policy and Procedures, Organization, Staffing, Equipment and Facilities, Key Result Areas and Performance / Quality Indicators Daily Planning and Scheduling of Work, Managing Time: Waiting Time and Total Time, Specialty, Sub-specialty and Super Specialty Clinics, Diagnosis, Physiotherapy and Occupational Therapy, Emerging Concepts: Day Care, Reservation, Appointment by Phone, Medico-social Works / Patient Counseling Other Facilities: Pharmacy, Gifts Shop, Prayer / Meditation Room

UNIT III

Trauma Care: Emergency and Casualty Services - Objectives, Functions, Location, Design and Layout Policy and Procedures, Organization, 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

Operation Theatre Objectives Functions Location, Design and Layout Policy and Procedures Organization Staffing Equipment and Facilities Key Result Areas Daily Planning and Scheduling Determinants of number of Operating Rooms Zoning and Aseptic / Sterile Techniques Clinical Protocols Sub-stores, CSSD, Immediate Postoperative Recovery Rooms Safety Issues

UNIT IV

Inpatient Services - Inpatient Care, Objectives, Functions, Locations, Design and Layout, Policy and Procedures, Organization, Staffing, Equipment and Facilities, Key Result Areas and Performance / Quality Indicators, Admission, Transfer, Billing and Discharge Procedures, Managing Deaths, Intensive Care Units. Objectives, Functions, Location, Design and Layout, Policy and Procedures, Organization Staffing, Equipment and Facilities, Keya Result Areas and Performance / Quality Indicators, Types of ICUs

References Resources:

1. Syed Amin Tabish, Hospital and Health Services Administration Principles and Practice (Oxford University Press, New Delhi)
2. B.M. Sakarkar, Principles of Hospital Administration and Planning (Jaypee Brothers Medical Publishers Pvt. Ltd., New Delhi)
4. Joshi D.C. Hospital Administration, Jaypee Brothers.
5. Yashpal Sharma: Hospital Administration Principles & Practice: Jaypee Brothers 2013
6. Hospital Sterilization/Nagaraja, Prem Anand Jaypee Brothers 2011
B.Voc. (Hospital Administration and Management)

Semester: ---- II

Paper Title: Clinical, Diagnostic & Therapeutic Services
Paper Code: HAM-110
Credits: 6

Job Role: Office Assistant, Receptionist, Data Entry Operator, Ward Assistant, Supportive Services, Assistant, Assistant Quality Manager.

Objectives: The Objective of the Course is to expose the learner to the basic concepts of clinical, diagnostic and Therapeutic services for an efficient and effective Administration of Hospitals.

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

UNIT-I

Common Terms of Healthcare Management: Terms related to levels of healthcare; Primary; Secondary and Tertiary – Systems of Medicine – Ayurveda, Siddha, Unani, Homeopathy, Yoga, Naturopathy, Reiki, etc. – Preventive and Curative Medical Care – General and Specialty Hospitals – Pharmacopeia (inpatient and outpatient)

UNIT-II


UNIT-III

Introduction to medical terminology, Word formation & syntax - Greek alphabet, Greek & Latin prepositional & adverbiaal prefixes, Singular & plural endings, Commonly used prefixes, suffixes and 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-IV


References Resources:
1. Doctors Pocket Companion/Sasidharan, PK Jaypee Brothers
2. Preventive & Social Medicine: K. Park, Bhanot Publications
B.Voc. (Hospital Administration and Management)

Semester: ---- II

Paper Title: Workshop on Managing Quality in Healthcare
Paper Code: HAM-111
Credits: 6

Job Role: Office Assistant, Receptionist, Data Entry Operator, Ward Assistant, Supportive Services, Assistant, Assistant Quality Manager.

Objectives: This course intends to familiarize and develop understanding of the students of the basic principles and practices of quality in healthcare for efficient administration of hospital and delivery of healthcare services.

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

Unit I

UNIT-II

Unit III

UNIT-IV
Organization 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.

References Resources:
5. Step by Step Quality Care: Jaypee Brothers.
B.Voc. (Hospital Administration and Management)

Semester: ---- III

Paper Title: Human Resource Management and Drug Management
Paper Code: HAM-202
Credits: 6

Job Role: Purchase Assistant, Nursing Administrator, Patient Care Coordinator, Data Analogist, Marketing Assistant, Equipments Technician, Floor Manager.

Objectives: This course intends to develop understanding of the students of concepts, techniques, theories and practices of human resource management in hospital and about the general information of available drugs related issues applicable in hospital industries.

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

Unit - I
HRM 1 - To define different rules and regulations which are necessary in a hospital and personnel management. Rules & Regulation as applicable to Hospital employees, Hospital need assessment: Creation of new post & abolition of existing post, Job description and full utilization of manpower. Cost effectiveness

UNIT-II
HRM 2 Selection & Recruitment procedure, Wage & Salary. Qualification, Experience, Pay fixation, E.B., Manpower Need Assessment and Performance Indicator Tools, Manpower Audit in Hospital Care Industry, Training Need Assessment & in-service training, Code of Conduct and disciplinary proceeding

Drug management - To understand different aspects of drug management and quality control, Drug Management; Present scenario, Hospital Pharmacy Licenses, Drug Licenses, Narcotics drugs, Purchase of drugs and other consumable materials.

UNIT-IV
Drug Storage, Pharmacy Billing Computerized drug management system, Rational use of drugs and Prescription Audit, Spurious drugs, Banned drugs, Procedure of Drug Indenting, On time Drug dispensing, Inventory Control – ABC, VED, SDE, FSN Analysis ,Methods of ordering –Two bin system (Lead Time, Buffer stock, Reorder Level), Cyclic System

References Resources:
1. V.S.P. Rao-Resources Management, Excel Publishing
6. Hospital Administration and Human Resource Management: D.K. Sharma, R.C. Goyal
B.Voc. (Hospital Administration and Management)

Semester: ---- III

Paper Title: Nursing Administration and Hospital Management
Paper Code: HAM-203
Credits: 6

Job Role: Purchase Assistant, Nursing Administrator, Patient Care Coordinator, Data Analogist, Marketing Assistant, Equipments Technician, Floor Manager.

Objectives: To familiarizes the role of nursing and its administration in the existing hospitals & its growth.

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

Unit - I

Nursing Administration - To study the role of nursing administration in health care delivery, Introduction to Noble Nursing Profession, Nursing organization structure, Nurses – Doctors and Nurses – Patients’ relationship

UNIT-II

Nurses: A dedicated social and professional entity, Staffing norms in various types of hospitals and departments, Recent trends in nursing profession and education, Specialization in nursing practices

Unit - III

Hospital Management - To visualize into the future the needs and expectation of the community from the hospitals, Treat your patients and treat also like your guest, Changing mind set of patients

UNIT-IV

Hospitality Management, Aims and objectives of Hospitality Management (Commercial point), Methods of Hospitality Management in a Hospital set-up, Attractive look, Effective conversation, Multi lingual, smart dress. Role of Hospitality Management in a Hospital set-up

References Resources:
4. Textbook of Communication & Education Technology for Nurses/Neeraja, K.P.: Jaypee Brothers
B.Voc. (Hospital Administration and Management)

Semester: ---- III

Paper Title: Patient Care and Behaviour
Paper Code: HAM-204
Credits: 6

Job Role: Purchase Assistant, Nursing Administrator, Patient Care Coordinator, Data Analogist, Marketing Assistant, Equipments Technician, Floor Manager.

Objectives: The Objective is to make the learner to understand the psycho-social aspects of the patient and resulting behaviour in a stressful condition.

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

UNIT-I


UNIT-II

Patient Care: Introduction, Importance of improving the quality care of patients, role of natural and human resources in patient care management, patient counseling: for surgical procedures, for treatment, grief counseling; protocols, Medicare standards.

UNIT-III

Hospital Administration: Role of Medical Superintendent, Hospital Administrator, Resident Medical Officer, Night Duty Executive; Public and guest relation; importance in patient care, information regarding patients, code of press relations, medical information, patient information booklets, attendants’ management.

UNIT-IV

Legal Responsibilities: Essential documents, state licensure, civil rights, authority of examination, treatments, autopsy, responsibilities of medical staff, tort liability, insurance, use of investigational drugs. General policies and procedures of the hospitals for patients and personnel. Need, legal implications, Pollution Control Board Act, Safe Collection, segregation, disposal, dumping, incineration and training.

References Resources:
B.Voc. (Hospital Administration and Management)

Semester: ---- III

Paper Title: Workshop on Management of Information System in Hospitals
Paper Code: HAM-205
Credits: 6

Job Role:  
Purchase Assistant, Nursing Administrator, Patient Care Coordinator, Data Analogist,  
Marketing Assistant, Equipments Technician, Floor Manager.

Objectives: To make the learner to understand MIS as a managerial decision making tool and to know the sources and compiling of MIS.

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

UNIT-I

UNIT-II

UNIT-III

UNIT-IV
Software Applications in Health Care: Awareness on the application of computer software packages in various functions of hospital – Internet and Intranet and their application in healthcare. Practicals of Software Applications: One way ANOVA using Statistical Software.

References Resources:
Paper Title: Public Relations  
Paper Code: HAM-208  
Credits: 6

Job Role:  
Purchase Assistant, Nursing Administrator, Patient Care Coordinator, Data Analogist, Marketing Assistant, Equipments Technician, Floor Manager.

Objectives: This course intends to develop and sharpen the skills of effective public relation for better positioning of the hospital and communication of healthcare services and facilities to the public.

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

UNIT-I


UNIT-II

Public Relation 2 - Developing Cost Effective Public Relations Strategies, Implementing Actions and Evaluating Results, Community Opinion Surveys to Assess the Image of an Organization

UNIT-III

Public Relation 3 - A Model Questionnaire used in Healthcare Services, Methodology of the Study, Public Relations Tools, Materials: Written and Audiovisual, Media: News, Events, Speeches and Telephone Information Services

UNIT-IV

Public Relation 4 - Health Service Public Relations Officer, Profile of Public Relations Officer, Changing Role and Responsibilities of Health Service PRO.

References Resources:
1. Philip Kotler and Roberta N. Clarke, Marketing for Healthcare Organizations (Prentice Hall Publication)
3. G.D. Kunder, How to Market Your Hospital Without Selling Your Philosophy (Prism Books Pvt. Ltd., Bangalore)
B.Voc. (Hospital Administration and Management)

Paper Title: Healthcare Marketing
Paper Code: HAM-210
Credits: 6

Job Role: 
Purchase Assistant, Nursing Administrator, Patient Care Coordinator, Data Analogist, Marketing Assistant, Equipments Technician, Floor Manager.

Objectives: The aim of this course is to enable the participants to understand the concept of marketing and public relations, and applying them in the Healthcare organizations. At the end of the course the participants would be able to Accept marketing as a managerial process Apply marketing function in health care organizations without conflicting the professional ethics of the clinical professions and ultimately aiming as customer satisfaction Define the Market, targeting, focus everything from customer point of view and be customer oriented through consumer analysis and awareness creation Do marketing research, which would enable effective service planning with the information about the market, and community health needs Manage demand and supply; Analyze wholeness of customer costs and price sensitivity; develop access to services; and Use promotional tools as communication tools which help to create awareness, knowledge and conviction without commission or incentive Use Social Marketing in marketing ideas and causes, which would change the behavior of target group Practice Health Services Public Relations.

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

Unit I

Unit II

Unit III

Unit IV

References Resources:
1. Philip Kotler and Roberta N. Clarke, Marketing for Healthcare Organizaions (Prentice Hall Publication)
3. G.D. Kunder, How to Market Your Hospital Without Selling Your Philosophy (Prism Books Pvt. Ltd., Bangalore)
B.Voc. (Hospital Administration and Management)

Semester: ---- IV

Paper Title: Medical Equipments and Floor Management
Paper Code: HAM-211

Credits: 6

Job Role:  
*Purchase Assistant, Nursing Administrator, Patient Care Coordinator, Data Analogist, Marketing Assistant, Equipments Technician, Floor Manager.*

Objectives: To make aware the equipment management process to the students about various biomedical equipments used in healthcare industries & its solution.

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

Unit - I

Equipment management process and its various components and their roles in hospital system  
- Establish equipment management procedure for a hospital, List of common Medical Equipments used in Hospital, Justification of purchase proposal, Hospital Need Assessment

Unit - II

Equipment selection guideline, Estimation of cost and Q.C. Planning, Purchase / Installation / Commissioning of Medical Equipments, Replacement of old equipments and Buyback Policy, Estimation of Breakeven point and Profit – Projection in hospital budget, Medical Equipment Maintenance (In-house and AMC), Local, National and International availability of Medical Equipments

Unit - III

Management of wards - Different types of ward, Position of Nursing Station, Ward facilities, duties and responsibilities of ward staff, Manpower Need Assessment in Hospital Ward

Unit - IV

Management of OT - General concept on OT design and function of OT, Advantages and importance of zoning of OT, Advantages of Centralized OT complex

References Resources:
1. Materials Management - Gopalakrishnan
2. Hospital Management - Goel
3. Paramedics-Six in One, Jaypee Brothers
4. Medical Equipment Management – Keith Willson
B.Voc. (Hospital Administration and Management)

Semester: ---- IV

Paper Title: Workshop on Management of Out Patient Department (OPD)
Paper Code: HAM-209

Job Role: Purchase Assistant, Nursing Administrator, Patient Care Coordinator, Data Analogist, Marketing Assistant, Equipments Technician, Floor Manager.

Objectives: The objective of the course is to equip the learner with the different organizational steps involved in management of the Out-Patient Department.

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

UNIT-I


Unit - II

Unit - III

UNIT-IV


References Resources:
2. Joshi, D.C.-Hospital Administration Jaypee Brothers
3. Francis, C.M.-Hospital Administration FRAN
B.Voc. (Hospital Administration and Management)

Semester: ---- V

Paper Title: Medical Ethics and Legal Issues in Hospital
Paper Code: HAM-302

Job Role: Hospital Planner, Hospital Consultant, Hospital Administrator, Health Service Manager, Legal Assistant, Materials Coordinator, Business Operational Specialist, Health Service Project, Administrator.

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

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

UNIT I

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

UNIT II

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

UNIT III

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

UNIT IV

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

References Resources:
1. Medical Ethics/Francs, C.M., Jaypee
2. George D Pozgar: Legal Aspects of Health Care Administration, Jones & Bartlett Publications.
5. P.D. Shenoy: Medical Negligence: What Doctors, Patients & Hospitals should know.
6. Tap as Kumar Koley: Medical Nepli & the Law in India; Duties, Responsibilities, laws.
B.Voc. (Hospital Administration and Management)

Semester: ---- V

Paper Title: Hospital Safety System and Health Care Standards

Paper Code: HAM-304

Credits: 6

Job Role: Hospital Planner, Hospital Consultant, Hospital Administrator, Health Service Manager, Legal Assistant, Materials Coordinator, Business Operational Specialist, Health Service Project, Administrator.

Objectives: To familiarize the students about the hospital safety and health care systems

Instructions for Examiner:

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

UNIT I

HEALTH ADMINISTRATION - Health administration in India- health care delivery system- national health policy.

NATIONAL HEALTH ISSUES - National Health Programmes- Tuberculosis control Programme, DOTS- Programme for control of Blindness- Family welfare progrmme- AIDS control programme, role & functions of National AIDS Control Organisation (NACO).

UNIT II

HEALTHCARE REPORTS - Review of reports on Healthcare- Epidemiological Triad, Levels of Disease Prevention- Disaster Management/Disaster Plan -Fire fighting, Dealing with crisis situations, Natural disasters -floods, earthquakes etc., Mob violence against medical establishments, Bomb threat, Terrorist strike, Political agitation, Mass casualties

UNIT III


UNIT IV

HEALTH STANDARDS - Health standards Health Level (HL), DICOM. Insurance companies and TPAs: Insurance policies and cover - Personal accident insurance benefit- Claims procedures- Administration of patient related schemes- Medical insurance -cashless benefit, reimbursement- CGHS, ECHS, CSMA, ESIC

References Resources:

1. K. Park, ‘Park’s text book of Preventive and Social Medicine’;
4. S.L. Goel organizational structure of healthcare system and hospital administration.
B.Voc. (Hospital Administration and Management)

Semester: ---- V

Paper Title: Hospital Material Management
Paper Code: HAM-305

Credit: 6

Job Role: Hospital Planner, Hospital Consultant, Hospital Administrator, Health Service Manager, Legal Assistant, Materials Coordinator, Business Operational Specialist, Health Service Project, Administrator.

Objectives: The purpose of this course is to learn the specific methods of materials planning, purchasing, processing, stocking and dispensing including equipment purchasing and maintenance.

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

Unit I

UNIT II
Equipment Purchase and Maintenance - Planning and Selection of Equipment, Import of Equipment, Equipment Utilization and Operation, Equipment Repair and Maintenance, Equipment Audit

Unit III

Unit IV
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

References Resources:
1. Shakti Gupta and Sunil Kant, Hospital Stores Management: An Integrated Approach (Jaypee Publications, New Delhi, India)
4. Edward D. Sanderson- Effective Hospital Material Management.
B.Voc. (Hospital Administration and Management)  
Semester: ---- V

Paper Title: Workshop on Hospital Waste Management  
Paper Code: HAM-303  
Credits: 6

Job Role: Hospital Planner, Hospital Consultant, Hospital Administrator, Health Service Manager, Legal Assistant, Materials Coordinator, Business Operational Specialist, Health Service Project, Administrator.

Objectives: The Objective of the Course is to familiarize the learner with the importance, techniques and the procedures involved in the management of Hospital Waste.

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

UNIT-I


UNIT II

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

UNIT-III


UNIT IV


References Resources:
1. Shishir Basakar: Hospital Waste Management
2. Practical handbook on hospital waste management by Dr. Capt. D.B. Acharaya, JBA Publications.
B.Voc. (Hospital Administration and Management)

Semester: ---- VI

Paper Title: Global Healthcare Scenario & Insurance
Paper Code: HAM-308
Credits: 6

Job Role: Hospital Planner, Hospital Consultant, Hospital Administrator, Health Service Manager, Legal Assistant, Materials Coordinator, Business Operational Specialist, Health Service Project, Administrator.

Objectives: The Student is expected to understand the nuances of Insurance and in particular the Health Insurance.

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

UNIT-I

International Health Scenario - International health organization and their role. International Health Regulations, & International health insurance schemes, concept of HMO, PPO, TPA etc. International Aid agencies in healthcare. Medical/Health Insurance, National Community Health Insurance Schemes, Roles of Governments, NGO's, Private Sectors in healthcare financing and distribution, national health insurance schemes

Unit II

Health Tourism concept and history of health tourism and medical health tourism, Process, Legal and Ethical issues, Risks, Common fields of care in Medical Tourism, Merging with pleasure Tourism, Issues of Safety and Security, Concerns, Prevention of Malpractices.

UNIT-III


Unit IV


References Resources:
2. T.Mahundhar: Health Insurance Sector in India/Abhijeet Publications.
4. Thompson R: Health Tourism
5. Kshiti/Patukale: Mediclaim & Health Insurance.
B.Voc. (Hospital Administration and Management)
Semester: ---- VI

Paper Title: Hospital Planning and Management
Paper Code: **HAM-309**
Credits: 6

Job Role: Hospital Planner, Hospital Consultant, Hospital Administrator, Health Service Manager, Legal Assistant, Materials Coordinator, Business Operational Specialist, Health Service Project, Administrator.

**Objectives:** To provide the knowledge of planning, designing and safety management in hospital services.

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

**UNIT I**

**PLANNING AND ORGANIZATION OF THE HOSPITALS** - Roles of hospital in healthcare-hospital planning and design-outpatient Services the nursing unit-intensive care unit-nursing services-effective hospital management directing and leading-controlling – financial management.

**Unit II**

**CLINICAL AND ADMINISTRATIVE SERVICES** - Radiology and imaging services-laboratory services-operation theatre suite pharmacy central sterile supply department- hospital infection- materials management-evaluation of hospital services.

**UNIT III**

**DESIGNING OF HOSPITAL SERVICES** - Engineering department - maintenance management- clinical engineering electrical system- air conditioning system- water supply and sanitary system centralized medical gas system-communication system- solid waste management and transportation.

**HOSPITAL SUPPORT SERVICES AND SAFETY SYSTEMS** - Designing support services and safety management -Admitting department- medical records department- food service department laundry and linen service-housekeeping volunteer department- safety in hospital fire safety- Alarm system- disaster management.

**Unit IV**

**INFECTION CONTROL** - Importance of infection control-hand hygiene-aseptic techniques-isolation precautions-disinfection and sterilization-clinical laboratory standards to infection control health care workers safety.

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

Paper Title: Computers in Medicine
Paper Code: HAM-310

Job Role: Hospital Planner, Hospital Consultant, Hospital Administrator, Health Service Manager, Legal Assistant, Materials Coordinator, Business Operational Specialist, Health Service Project, Administrator.

Objectives: To familiarize the student with use of computers in medicine

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

UNIT I
INTRODUCTION - Computer hardware and software - programming languages - use in medical field - need of computing hospitals - cost effectiveness - help of computerization to physicians.

UNIT II

UNIT III
MEDICAL IMAGING - Basics of computer assisted medical imaging: Nuclear medicine - digital subtraction radiography - computerized ultra sonography - X-ray, CT, Nuclear magnetic resonance. Basics of computer assisted medical decision making - general model algorithms - fuzzy set theory - cognitive set theory - cognitive models - QMR, KES and TIA.

UNIT IV
COMPUTER IN INTENSIVE CARE UNITS - Metabolic balance up keeping - pulmonary function evaluation - Cardio vascular evaluation - Computer assisted therapy - computer for case of renal disorders.
COMPUTER AIDS - Computer aids for the handicapped: Basic discussion with examples - introduction to computer assisted instruction in medicine - ISDN in medicine.

References Resources:
3. Laura B. Madsen- Data Drivers Healthcare.
B.Voc. (Hospital Administration and Management)

Semester: ---- VI

Paper Title: Workshop on Research Methodology
Paper Code: HAM-311

Credits: 6

Job Role: Hospital Planner, Hospital Consultant, Hospital Administrator, Health Service Manager, Legal Assistant, Materials Coordinator, Business Operational Specialist, Health Service Project, Administrator.

Objectives: At the end of this course, the students will be able to Design research methods, collect and analyze data, Prepare research report and independently conduct research in their field of study / area of work.

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

Unit I

Unit II
Sampling Methods Census Vs Sampling Universe, Sampling Frame, Sampling Design, Errors, Precision and Confidence Level Principles of Sampling Steps in Sampling Design Systematic Bias & Causes of Bias Types of Sampling Design Merits and Limitations of Sampling

Data Collection Primary and Secondary Data Methods of Collecting Primary Data: Questioning and Observation Prerequisites / Basic Tenets of Interviewing Designing a Questionnaire Pre-testing / Pilot Study

Unit III
Data Analysis: Biostatistics Functions, Scope and Limitations Presentation of Data Measures of Central Tendency Measures of Variation Correlation and Regression Analysis Forecasting and Time Series Analysis Probability Sampling Estimating of Parameters Tests of Hypothesis Chi Square Test Statistical Quality Control

Unit IV
Interpretation and Report Writing Reasons, Techniques and Precautions in Interpretation Significance of Report Writing Steps in Report Writing Layout of a Research Report Types of Reports University Prescribed Guidelines Precautions

References Resources:
1. CR Kothari, Research Methodology Methods and Techniques (Wiley Eastern Ltd., New Delhi)
2. PSS Sundar Rao and J Richard, An Introduction to Biostatistics – A Manual for students in Health Sciences (Prentice – Hall of India Pvt. Ltd., New Delhi)
3. Stephen Polgar and Shane S Thomas, Introduction to Research in the Health Sciences (Churchill Livingstone Publications)
4. BK Mahajan, Methods in Biostatistics (Jaypee Brothers Medical Publishers P. Ltd., New Delhi) SP Gupta and MP Gupta, Business Statistics (Sultan Chand & Sons, New Delhi)