PANJAB UNIVERSITY, CHANDIGARH-160014 (INDIA)

OUTLINES OF TESTS SYLLABI AND COURSES OF READING

FOR

Bachelor of Vocation (Hospital Administration and Management)

Session 2018-19

(1st to 6th Semester)
### Proposed Scheme for B.Voc. (Hospital Administration and Management)
(SEMESTER SYSTEM)

#### Semester I

<table>
<thead>
<tr>
<th>Paper Code</th>
<th>Title</th>
<th>Generic/ Skill Component</th>
<th>Theory/ Practical</th>
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<tr>
<td>*GEN-101</td>
<td>Communication Skills</td>
<td>Generic</td>
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<td>*GEN-102</td>
<td>Fundamentals of Information Technology</td>
<td>Generic</td>
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<td>HAM-103</td>
<td>Hospital Administration-I</td>
<td>Skill</td>
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<td>Principles of Marketing</td>
<td>Skill</td>
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<td>HAM-105</td>
<td>Seminar on Hospital Operations</td>
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#### SEMESTER II

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<td>Soft Skills and Personality Development</td>
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<td>Accounting for Decision Making</td>
<td>Generic</td>
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<td>Managing Quality in Health Care</td>
<td>Skill</td>
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<td>HAM-108</td>
<td>Organizational Behaviour</td>
<td>Skill</td>
<td>Theory/ Practical</td>
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<td>HAM-109</td>
<td>Workshop on Hospital Management Information System</td>
<td>Skill</td>
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<td>Summer Industrial Training</td>
<td>Skill</td>
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</table>

*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 one week of start of 3rd Semester. Viva-Voce examination to be held within 3-weeks of the start of 3rd semester.
<table>
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<td>Value Education And Human Rights</td>
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<td>HAM-202</td>
<td>Human Resource Management</td>
<td>Generic</td>
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<td>HAM-203</td>
<td>Nursing Administration and Management</td>
<td>Skill</td>
<td>Theory</td>
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<td>HAM-204</td>
<td>Hospital Planning &amp; Designing</td>
<td>Skill</td>
<td>Theory/Practical</td>
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<td>HAM-205</td>
<td>Workshop on Human Biology &amp; Medical Terminology</td>
<td>Skill</td>
<td>Practical</td>
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**SEMMESTER IV**

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<td>HAM-206</td>
<td>Community Health &amp; Management of National Health Programmes</td>
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<td>HAM-207</td>
<td>Introduction to Epidemiology &amp; Bio stats</td>
<td>Skill</td>
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<td>Service Marketing</td>
<td>Skill</td>
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<td>HAM-209</td>
<td>Workshop on Risk &amp; Disaster Management</td>
<td>Skill</td>
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<td><strong>SIT-401</strong></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.*
### Semester V

<table>
<thead>
<tr>
<th>Paper Code</th>
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<th>Generic/ Skill Component</th>
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<td>HAM - 302</td>
<td>Medical Ethics &amp; Legal Issues in Hospital</td>
<td>Generic</td>
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<td>HAM - 303</td>
<td>Hospital Material Management</td>
<td>Skill</td>
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<td>HAM - 304</td>
<td>Market Research &amp; Consumer Behaviour in Healthcare</td>
<td>Skill</td>
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<tr>
<td>HAM - 305</td>
<td>Workshop on Healthcare Insurance</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>
<th>Theory/ Practical</th>
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<td>HAM - 306</td>
<td>Management &amp; Organization of Medical records</td>
<td>Generic</td>
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<td>HAM - 307</td>
<td>Management of Supportive Services</td>
<td>Skill</td>
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<td>HAM - 308</td>
<td>Research Methodology</td>
<td>Skill</td>
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<td>HAM - 309</td>
<td>Workshop on Bio Medical Waste</td>
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<td>**SIT - 601</td>
<td>Summer Industrial/ In-house Training and Comprehensive Viva</td>
<td>Skill</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 one week of start of 6th Semester. Viva-Voce examination to be held within 3-weeks of the start of 6th semester.**
Paper Title: Hospital Administration- 1  
Paper Code: HAM-103  
Credits: 6

**Job Role:**  
*Patient Care Coordinator*

**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**

**Introduction To Hospital Administration:** Introduction, Rationale, Role of Hospitals, Evolution of Hospitals, Types & Classification of Hospitals, Hospital Statistics, Legal Aspects of Hospital Administration, Role of Hospitals in new Millennium.

**Unit II**

**Clinical Services in Hospitals:** Out Patient Department, In Patient Department, Emergency Department, Operation Theatre, Intensive Care Unit

**Unit – III**

**Diagnostic & Therapeutic Services in Hospitals:** Laboratory Services, Radiology Services, Pharmacy Services, Transfusion Services

**Unit IV**

**Recent Advances in Hospital Administration:** Contracting, Healthcare Financing, Health Insurance, Telemedicine, Medical Tourism, PCPNDT Act, Consumer Protection Act, Human Organ Transplantation Act.

**References:**
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: Principles of Marketing
Paper Code: HAM-104

Job Role : Patient Care Coordinator

Objectives: The main aim of the paper is to understand the nature, tasks and the environment under which marketing operates, to study the theory, principles and practical aspects of various marketing functions, and to learn to take marketing decisions.

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
Marketing Channels: Marketing Channels, Role of Marketing Channels, Identifying Major Channel Alternatives, Types of Intermediaries, Channel-Management Decisions, Retailing, Wholesaling. Marketing Communication: The Role of Marketing Communications, Communications Mix-Advertising, Sales Promotion, Public Relations and Publicity, Events and Experiences, Direct and Interactive Marketing, Personal Selling

References:
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)

Semester: ---- I

Paper Title: Seminar on Hospital Operations
Paper Code: HAM-105 Credits: 6

Job Role: Patient Care Coordinator

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

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

Unit –III

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

Unit-IV

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

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

Semester: ---- II

Paper Title: Managing Quality in Healthcare
Paper Code: HAM-107

Job Role: Patient Relation Executive

Objectives: This course intends to familiarize and develop understanding of the students of the basic principles and practices of quality in health care 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
Quality in Healthcare: Dimensions of quality, parameters to improve quality in healthcare, TQM, Lean Thinking, Six Sigma, Kaizen, Quality Circles

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

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

UNIT-IV

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

Semester: ---- II

Paper Title: Organisational Behaviour
Paper Code: HAM-108 Credits: 6

Job Role: Patient Relation Executive

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

UNIT I

UNIT II

UNIT III

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

References:
3. Hersey Blanchard: Management of Organizational Behaviour, Prentice Hall India
6. U. Pareek: Understanding Organizational Behaviour, Oxford University
B.Voc. (Hospital Administration and Management)

Semester: ---- II

Paper Title: Workshop on Hospital Management Information System
Paper Code: HAM-109 Credits: 6

Job Role: Patient Relation Executive

Objectives: 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

The Information Explosion: Importance of information, Impact on society, teaching and learning, Government. Impact on Healthcare, The future of healthcare technology, healthcare record keeping, Bio-informatics. Hospital Information system: Role of database in HIS; Need of Networking in HIS; Overview of Networking; topologies and its configuration; Structuring medical records to carry out functions like admissions, discharges, treatment history etc. Computerization in pharmacy & billing; automated clinical laboratory systems & radiology information system.

UNIT-II

The right information: The process of decision making, Literature databases, Searching the literature, Example of unit-based literature, Standards of information seeking, Future consideration. Electronic Health Record: Functions of the health record, Changing functions of the patients record, Advantages and Disadvantages of the paper record, Optically scanned and electronic record, Automating the paper record. Advantages and Disadvantages of the EHR, Bedside or point-of-care systems, Human factors and the EHR, Roadblocks and challenges to EHR implementation, The future of EHR.

UNIT-III


UNIT-IV


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

Semester: ---- III

Paper Title: Human Resource Management

Paper Code: HAM-202 Credits: 6

Job Role: Patient Relation Executive

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
Introduction to HRM, Evolution Of Human Resource Management & its role in Hospitals, Organizing the Human Resource department.

UNIT-II
Manpower Planning, Recruitment, Selection & Induction; Training & Management Development, Wage and Salary Administration

Unit – III
Employees Performance Appraisal; Working Conditions, Safety, Welfare and Employees Health Services; Promotions, Transfers and Resignations

UNIT-IV
Collective Bargaining in Hospitals, Discipline & Disciplinary Action; Human Resource Audit; Human Relations In Hospitals, Teamwork in Hospitals

References:
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 Management
Paper Code: HAM-203

Job Role:  
Patient Relation Executive

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 – Nature of nursing, nursing as a profession, Code of ethics, Functions of Professional Nursing, Ethical & Legal obligations of Nurses. Need for Nursing Administration. Nursing Implication of the Patients Rights, Nursing Implication for changes in Healthcare delivery system.

UNIT-II

Planning For hospital nursing services, Philosophy & Objectives of nursing services .Nursing services and Computers. Nursing Service department, Organization & Management of the Nursing Service Unit

Unit - III


UNIT-IV


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

Semester: ---- III

Paper Title: Hospital Planning and Designing
Paper Code: HAM-204

Job Role: Patient Relation Executive

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.

UNIT IV

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.

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

Semester: ---- III

Paper Title : Workshop on Human Biology & Medical Terminology
Paper Code: HAM-205
Credits: 6

Job Role: Patient Relation Executive

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

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

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

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

UNIT III
Roots, Prefixes, Suffixes, Abbreviations and symbols-Common roots: element referring to, usage and definition-Common prefixes and suffixes-Common abbreviations: departments, time, general healthcare, routes of medication and laboratory Symbols.

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

References:
1. BM Sakharkar, Principles of Hospital Administration and planning – Jaypee brothers Publications.
2. Francis CM, Mario C de Souza ; Hospital Administration – Jaypee brothers Medical Publishers (P) Ltd., New Delhi,2000
4. Sakharkar BM: Principles of Hospital Administration and planning , Jaypee Brothers Medical Publishers (P) Ltd., New Delhi,1999
7. Grant Method of Anatomy: A Clinical Problem solving approach - John V. Basmajian and Charles E. Slonecker,
8. Roger Watson Anatomy and Physiology for Nurses
10. Stedman’s Medical Dictionary
B.Voc. (Hospital Administration and Management)

Semester: ---- IV

Paper Title: Community Health and Management of National Health Programmes

Paper Code: HAM-206 Credits: 6

Job Role: Duty Manager- Patient Care Services

Objectives: After completion of community health and management of National health programs module, students will be able to recognize and identify the elements in designing the strategies for health care delivery for community.

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

Concepts in Health and Disease – Evolution of medicine, public health and community health; Definition of health: the determinants and relative concept; Agent –Host Environmental factors in health and disease, indices used in measurement of health, levels of prevention; Epidemiology of common communicable diseases and chronic non-communicable diseases and condition.

UNIT-II

Health care delivery system in India: Introduction, Demography and Family Planning; Maternal and child health; Urban health; Occupational health; Mental health; Community geriatrics; Essential Medicines and Counterfeit Medicines

UNIT-III

Health Education: Definition, approach in health education, methods, barrier to effective communication, principles of health education; International Health Regulations and International classification of diseases, International Health agencies and organizations: WHO, UNICEF, UNOP, World Bank, UNFPA, CARE, IHO, Notifiable diseases.

UNIT-IV

National Health Programs: Objectives, strategy, achievements, critical analysis; Cancer screening and national cancer control program, National AIDS Control program and NACO, National leprosy eradication program, Universal immunization program, National vector borne disease control program, RNTCP, RCH, National Program for control of blindness, National Health Policies, National Population Policy, National Rural Health Mission.

References:
1. K.Park : Park’s Textbook of Preventive and Social Medicine, Bhanot Publishers
5. E. G Knox.: Epidemiology in Health Care Planning, Oxford University Press.
B.Voc. (Hospital Administration and Management)

Semester: ---- IV

Paper Title: Introduction To Epidemiology And Bio-Statistics

Paper Code: HAM - 207

Job Role: Duty Manager- Patient Care Services

Objective: The aim of the course is to impart skills and competencies in evaluation of screening process, statistical/epidemiology methods and epidemiologic studies.

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

A. General Epidemiology and Epidemiological methods: Definitions, concept and evolution of epidemiological concept, Aims of epidemiology, measurement of morbidity and mortality, methods of epidemiology, uses of epidemiology data, association and causation screening, immunity, investigation of an epidemic.

UNIT-II

Environmental Sanitation and Health aspects: Definition of environment; Water: water borne diseases, water pollution methods of purification, water quality, Air-pollution indicator and precaution, radiation: hazards and prevention, lighting, noise, housing standards. Disposal of wastes and Hospital waste management. Nutrition and Health: Classification and sources of various nutrients, requirements, assessment, nutritional diseases; Genetics and Health: Basic principles, genetic predisposition, prevention and social measure, Disaster Management.

UNIT-III

Biostatistics: Definition, scope and uses of biostatistics and medical research collection, classification and presentation of statistical data, sources and user of statistics, sampling, numerical summaries (proportions, means, SD, Median and percentile), Graphical summaries

UNIT-IV

Health statistics and health information system in India: Methods of registration – fallacies/ difficulties, samples registration schemes, common rates and ratios, normal curve and Poisson distribution, Hypothesis testing, test of significance, normal test, ‘t’ test and chi-square test.

References:
1. K.Park : Park’s Textbook of Preventive and Social Medicine, Bhanot Publishers
5. E. G Knox.: Epidemiology in Health Care Planning, Oxford University Press.
B.Voc. (Hospital Administration and Management)  
Semester: ---- IV

Paper Title: Service Marketing  
Paper Code: HAM - 208  
Job Role : Duty Manager- Patient Care Services

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

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

Unit II  
Consumer Expectations of services , Customer Perception of Services, Building Customer Relationship. Service Recovery, Service Innovation & Design

Unit III  
Employees & Customer ’s role in service delivery .Role of Intermediaries & Electronic Channels .Managing Demand & Capacity.

Unit IV  

References:  
5. Sales Management PH1, New Delhi, 1997. Milica Z.Bookman, Karla R.Bookman; Medical Tourism in Developing Countries., Palgrave Macmillan. 200
B.Voc. (Hospital Administration and Management)

Semester: ---- IV

Paper Title: Workshop on Risk & Disaster Management

Paper Code: HAM- 209

Job Role: Duty Manager- Patient Care Services

Unit I


Unit II


Unit III


Unit IV


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

Paper Title: Medical Ethics and Legal Issues in Hospital
Paper Code: HAM-302 Credits: 6

Job Role: Duty Manager- Patient Care Services

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

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

UNIT I

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

UNIT II

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

UNIT III

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

UNIT IV

HEALTH CARE LAWS - A brief account of various laws related to healthcare: -Human Organs Transplantation Act, Inquest and its proceedings, The Drugs and Magic Remedies Act, Registration of Birth and Death Act, 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:
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, lights.
B.Voc. (Hospital Administration and Management)

Semester: ---- V

Paper Title: Hospital Material Management  
Paper Code: HAM-303  
Credits: 6

Job Role: Duty Manager- Patient Care Services

Objectives: 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

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:
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: Market Research & Consumer Behaviour in Healthcare
Paper Code: HAM-304
Job Role: Duty Manager- Patient Care Services

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

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

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

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

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

References:
1. S.L. Gupta: Marketing Research, Excel Books
5. Gilbert A Churchill, Jr. Dawn Iacobucci: Marketing Research
B.Voc. (Hospital Administration and Management)

Semester: ----- V

Paper Title: Workshop on Healthcare Insurance
Paper Code: HAM-305 Credits: 6

Job Role: Duty Manager- Patient Care Services

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

Instructions for Examiner:

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

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

UNIT- II

Special problems in Health Insurance: Adverse selection, moral hazard, co-variate risks, information gap problems; Mediclaim Scheme: Premium, Penetration, Problem in Coverage.

UNIT-III

Insurances for Hospital/ Medical establishments: Health Insurance: Uni-Heart care insurance, Trauma care group insurance, Coverages, Exclusions, limitations, terms & conditions. Liability Insurance: Meaning of Liability, special features of liability insurance, Professional Indemnity insurance for Doctors, Medical establishments and Liability insurance for hospitals, Coverages, Exclusions, limitations, terms & conditions.

UNIT- IV

Contemporary issues in Health Insurance: Foreign investment in Indian Insurance Sector, Insurance sector and supervisory approaches, Changing market structure and emerging opportunities, reforms and emerging economic environment for Health Insurance.

References:
4. Tom Sorell (ed.): Health Care, Ethics and Insurance, Routledge publications..
Paper Title: Management & Organization of Medical Records

Job Role: Hospital Administrator

Objectives: This course is aimed at developing awareness among students regarding concept of location, layout and the infrastructure and staff requirements. They are expected to develop general procedures and policies for management of super specialty 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
Medical Record organization & procedures: Role of medical records in healthcare delivery, General medical records standards and policies, legal aspects of medical records and electronic health records

UNIT II
Medical Record procedures: Medical Audit, International Classification of diseases -10, Organization and Management of medical record department

UNIT III
Medical Record procedures II: Central registration & appointment section, outpatient clinic, Accident & emergency service, admissions office, ward, processing of outpatient & inpatient records, Hospital statistics, filling & retrieving of patient files, medical record library journal

UNIT IV

References:
2. GD Mogli: Medical Records Organization And Management, Jay Pee Publications.
4. Shakti Kumar Gupta, Sunil Kant, R Chandrashakhar: Modern Trends in Planning and Designing of Hospitals-Principles & Practice, Jay Pee Publications.
5. GD Mogli: Health Records Paper to paperless: Jay Pee Publications.
6. Shakti Gupta, Sunil Kant: Hospital and Healthcare Administration, Jaypee Publications.
B.Voc. (Hospital Administration and Management)

Semester: ---- VI

Paper Title: Management Of Supportive Services In Hospitals

Paper Code: HAM-307 Credits: 6

Job role: Hospital Administrator

Objectives: The students are expected to appreciate need and functions of support departments as well as the physical facilities required.

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

Administrative Services: Hospital Security Services , Hospital Transportation System ,Hospital Equipments Management Public Relations in Hospital , Mortuary Services of Hospital, Public Relation Department, Marketing Department.

Unit - II

Supportive Services: Admitting department, Medical Records Department (MRD), Central Sterilization & Supply Department (CSSD), Pharmacy, Materials Management, Food Services Department, Laundry & Liner Services, Housekeeping,

Unit - III

Public Areas/Staff Facilities: Entrance/lobby, Waiting area, Gift shop/Book Shop/Florist, Coffee Shop cum Snacks Bar, Meditation/ Quiet room, Staff facilities; Management of Hospital Parking and Traffic Control

UNIT-IV

Utility Services: Hospital Engineering Department, Maintenance Department, Clinical (Biomedical Engineering), Electrical System, Air Conditioning System, Water supply and sanitary system, Centralized Medical gas system, Communication system. Environment Control, Solid Waste Management.

References:

1. B.M. Sakharkar: Principles of Hospital Administration & Planning, Jay Pee Publications
2. G.D. Kunders: Hospitals-Facilities Planning and Management, Tata McGraw Hill
5. Dr. S.L. Goel and Dr. R. Kumar: Hospital Administration & Management Theory & Practice, Deep & Deep Publications.
B.Voc. (Hospital Administration and Management)

Semester: ---- VI

Paper Title: Research Methodology
Paper Code: HAM-308

Credits: 6

Job Role: Hospital 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
Introduction, Research Planning and Design
Meaning, Purpose, Types and Methods of Research Research Process
Steps in Research Planning Problems: Components, Selecting and Defining Problem Purpose, Objectives and Hypothesis Research Strategies Ethical Aspects in Health Research Economic Considerations Data Collection Plans: Questioning, Information Gathering and Sources Plans for Analysis of Data Proposal Writing Research Design in case of different researches

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

Semester: ---- VI

Paper Title: Workshop on Bio Medical Waste
Paper Code: HAM-309
Credits: 6

Job Role: Hospital Administrator

Objectives: The 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:
1. Shishir Basakar: Hospital Waste Management
2. Practical handbook on hospital waste management by Dr. Capt. D.B. Acharaya, JBA Publications.