

SEMESTER - III

HOSPITAL MANAGEMENT

| HEALTH ENVIRONMENT | HOSPITAL ARCHITECTURE PLANNING DESIGN AND MAINTENANCE |
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| <ol style="list-style-type: none">1. Demographic Cycle2. World Population Trend3. Demographic Trends in India4. Fertility and Fertility Related Statistics5. Family Planning6. National Demographic Goals7. Concept of Disease8. Epidemiological Triad9. Concepts of Control and Prevention10. Epidemiologic Methods11. Community Diagnosis and Treatment12. Communicable and Non-communicable Diseases13. National Health Programmes in India14. International Health15. WHO and Other United Nations Agencies | <ol style="list-style-type: none">1. Concept of Hospital architecture2. Space Required for Separate Functions3. Different types of Hospitals4. History of Hospital Development5. Organization – Structure6. Departmentation and organization structure of different types of hospitals7. Clinical & Non Clinical8. Supportive & Ancillary Service9. Concept of hospital project management10. Categories of projects11. Projects life cycle phases12. Tools and techniques for project management13. Roles and responsibilities of project manager14. Project formulation for hospital construction15. Finalization of project16. Planning scheduling and monitoring17. Project implementation stages18. Organizing systems and procedures for maintenance of hospitals19. Organizing human resources and contracting |

| HOSPITAL MATERIALS MANAGEMENT | HOSPITAL AND PATIENT RELATIONS MANAGEMENT |
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| <ol style="list-style-type: none"> 1. Goals and Objectives of Materials Management 2. Functions of Materials Manager 3. Problems and Issues in Hospitals 4. Information Systems for Materials Management 5. Objectives and Elements of Purchasing, 6. Purchasing Cycle 7. Conditions of Contract 8. Financial Rules 9. Planning and Selection of Equipment, 10. Repair and Maintenance 11. Equipment Audit 12. Planning Consideration of Stores 13. Inspection and Verification of Materials 14. Storage of Materials 15. Condemnation and Disposal 16. Codification and Standardization, 17. Safety Stock and Reorder Level, 18. Economic Order Quantity (EOQ) | <ol style="list-style-type: none"> 1. Patient-centric management 2. Roles of departments/managers in enhancing care 3. Patient counseling & Practical examples of patient centric management in hospitals 4. Systems approach towards quality 5. Models for quality improvement & Variations in practice 6. Types of patient classification systems 7. ICD 9 (CM, PM) 8. Case mix classification systems, DRG, HBG, ARDRG 9. Consumer protection act 10. Need & procedures for medical audit 11. Ethics of trust and ethics of rights 12. Equity and social justice, human dignity 13. Policies & procedures for maintaining medical records 14. Policies & procedures for general safety 15. Disaster plan and crisis management |

HOSPITAL SUPPORTIVE SERVICES AND FACILITIES MANAGEMENT

1. Organization of health services in India
2. Central, States, Defence, Railways and other PSUs
3. International organizations related to health services
4. Organizing and Managing Facility Support Services
5. Hospital Engineering Services
6. Strategies of hospital equipments
7. Installation and commissioning
8. hospital equipment repair and maintenance quality control
9. Imaging, CSSD
10. Medical Records
11. Admission & Discharge Procedure
12. Medical Equipments & Bio medical engineering
13. Ambulance Services
14. General safety of the patients
15. hospital hygiene
16. Disaster Management
17. Dealing with crisis situations
18. Mass casualties

SEMESTER - IV

HOSPITAL MANAGEMENT

| MEDICAL RECORDS ENVIRONMENT | MEDICAL TOUR OPERATIONS ENVIRONMENT |
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| <ol style="list-style-type: none">1. Health Information Management2. Historical Development of Medical Record3. Coding, ICD X, ICD 9-CM, CPT - 4, ICP, ICD4. Assembling, Indexing, master - patient, disease index5. Problem oriented (POMR) integrated6. Analysis of medical record7. Qualitative, Quantitative and statistical8. Audit Legal importance of medical record:9. Electronic Medical Record (EMR)10. Eliminating incorrect data entry and increase overall accuracy11. Understand the latest privacy requirements12. HIPAA and OSHA compliance.13. Importance of maintenance of record in healthcare settings14. Medical Record Policies15. Understanding Global Medical bills-Insurance Policies16. MRO/MRT Training17. Basic Knowledge of Legal aspects of Medical Records including factories Act18. Procedures of Medical Auditing & its importance | <ol style="list-style-type: none">1. history and growth of medical tour operation business2. Types of tour operators3. History and growth of medical tour operation business4. An overview of the travel agents in India, local travel agents5. Product knowledge, linkages, itinerary preparation6. FIT and GIT tariffs, confidential tariffs7. Hotel voucher reservations and Airline Exchange Order8. Planning and scheduling, pick up and transfers and feedback assessment.9. Inbound and outbound10. Developing linkages with principle suppliers11. Guides and escorts12. Role of distribution in Exchange process13. Logistics in tour operations14. Managerial responsibilities and use of technology15. Sources of earning:16. Reservation and cancellation procedure for tour related services17. Agency Management18. Present business trends and future prospects problems and issues |

QUALITY MANAGEMENT AND HOSPITAL ACCREDITATION SYSTEMS

1. Evolution of quality control
2. Non confirming and non-confirming unit
3. Standard or specification
4. Quality management in Hospital Department
5. Patient safety management
6. Hospital acquired infection control
7. Patient satisfaction survey
8. Medical audit, Clinical audit-
Nursing audit
9. TQM tools
10. Demings P-D- C- A- Cycle – JIT
11. 5S Techniques-Pareto Analysis
12. Bench marking
13. Business Process
Reengineering
14. ISO 9000&14000 standards
15. Quality manual
16. Quality Assurance in Hospitals
SOP's