



BHARATHIDASAN UNIVERSITY, TIRUCHIRAPPALLI - 620 024
B.Sc., HOSPITAL ADMINISTRATION
CHOICE BASED CREDIT SYSTEM –
LEARNING OUTCOMES BASED CURRICULUM FRAMEWORK
(CBCS - LOCF)

(Applicable to the candidates admitted from the academic year 2026 - 2027 onwards)

Sem	Part	Courses	Title	Ins. Hrs.	Credits	Exam. Hours	Maximum Marks		
							Int.	Ext.	Total
I	I	Ability Enhancement Course - I (AEC - I)	(Tamil / Other Languages)	6	3	3	30	70	100
	II	Ability Enhancement Course - II (AEC - II)	English Course - I	6	3	3	30	70	100
	III	Core Course - 1 (CC - 1)	Introduction to Hospital Services	4	4	3	30	70	100
		Core Practical - 1 (CP - 1)	Hospital Visit- Orientation to Healthcare Setup	4	4	3	40	60	100
		Allied Course - 1 (AC - 1)	Basic Biological Science	4	4	3	30	70	100
		Allied Course Practical - 1 (ACP - 1)	Radiology and Laboratory Departments. (X- ray, Scan, CT, MRI and Laboratory)	2	**	**	**	**	**
	IV	Value Education		2	2	3	30	70	100
		Interdisciplinary Course - 1 (IDC - 1)	One Course from Outside Department	2	2	3	30	70	100
	Total			30	22	--	--	--	700
II	I	Ability Enhancement Course – III (AEC - III)	(Tamil / Other Languages)	6	3	3	30	70	100
	II	Ability Enhancement Course – IV (AEC - IV)	English Course – II	6	3	3	30	70	100
	III	Core Course - 2 (CC - 2)	Principles of Hospital Administration	4	4	3	30	70	100
		Core Practical - 2 (CP - 2)	Inpatient and Outpatient Departments	4	4	3	40	60	100
		Allied Course - 2 (AC - 2)	Disease Epidemiology	4	4	3	30	70	100
		Allied Course Practical - 1 (ACP - 1)	Radiology and Laboratory Departments. (X- ray, Scan, CT, MRI and Laboratory)	2	4	3	40	60	100
	IV	Skill Enhancement Course - 1 (SEC - 1)	Hospital Records Management Naan Mudhalvan Course	2	2	3	30	70	100
		Interdisciplinary Course – 2 (IDC - 2)	One Course from Outside Department	2	2	3	30	70	100
	Total			30	26	--	--	--	800

III	I	Ability Enhancement Course – V(AEC - V)	(Tamil / Other Languages)	6	3	3	30	70	100
	II	Ability Enhancement Course – VI (AEC - VI)	English Course – III	6	3	3	30	70	100
	III	Core Course - 3 (CC - 3)	Principles of Economics and its Application to Hospital Services	4	4	3	30	70	100
		Core Practical - 3 (CP - 3)	Hospital Statistics	4	4	3	40	60	100
		Allied Course - 3 (AC - 3)	Healthcare Delivery System	4	4	3	30	70	100
		Allied Course Practical - 2 (ACP - 2)	House Keeping Services	2	**	**	**	**	**
	IV	Skill Enhancement Course - 2 (SEC - 2)	Hospital Supportive Services Naan Mudhalvan Course	2	2	3	30	70	100
		Interdisciplinary Course - 3 (IDC - 3)	One Course from Outside Department	2	2	3	30	70	100
		Health & Wellness @		--	1	--			100
	Total			30	23	--	--	--	800
	I	Ability Enhancement Course – VII (AEC - VII)	(Tamil / Other Languages)	6	3	3	30	70	100
IV	II	Ability Enhancement Course – VIII (AEC - VIII)	English Course – IV	6	3	3	30	70	100
	III	Core Course - 4 (CC - 4)	Financial Management	4	4	3	30	70	100
		Core Practical - 4 (CP - 4)	Medical Equipments and Instruments	4	4	3	40	60	100
		Allied Course - 4 (AC - 4)	Computer Applications in Healthcare Services	4	4	3	30	70	100
		Allied Course Practical - 2 (ACP - 2)	House Keeping Services	2	4	3	40	60	100
	IV	Skill Enhancement Course - 3 (SEC - 3)	Crisis Management in Hospitals Naan Mudhalvan Course	2	2	3	30	70	100
		Interdisciplinary Course – 4 (IDC - 4)	One Course from Outside Department	2	2	3	30	70	100
	Total			30	26	--	--	--	800
	Summer Internship / Industrial Activity during the Summer Vacation after II Year								

V	III	Core Course - 5 (CC - 5)	Materials Management	4	4	3	30	70	100
		Core Course - 6 (CC - 6)	Public Relations in Hospitals.	5	4	3	30	70	100
		Core Course - 7 (CC - 7)	Research Methodology and Biostatistics	5	4	3	30	70	100
		Core Course - 8 (CC - 8)	Legal Aspects in Hospital Management	5	4	3	30	70	100
		Core Practical - 5 (CP - 5)	Medico Legal Cases	5	4	3	40	60	100
	IV	Skill Enhancement Course - 4 (SEC - 4)	Medical Tourism	2	2	3	30	70	100
		Skill Enhancement Course - 5 (SEC - 5) ##	Professional Etiquette in Health Care Naan Mudhalvan Course	2	2	3	30	70	100
		Introduction to Disaster Management		2	2	3	30	70	100
		Summer Internship / Industrial Activity @@	(with Viva-Voce)	--	2	--	20	80	100
	Total			30	28	--	--	--	900
VI	III	Core Course - 9 (CC - 9)	Hospital Personnel Management	4	4	3	30	70	100
		Core Course - 10 (CC - 10)	Ward Administration	5	4	3	30	70	100
		Core Course - 11 (CC - 11)	Total Quality Management in Hospital	5	4	3	30	70	100
		Core Project Work (CPW) @@	Project Work (with Viva-Voce)	6	4	3	20	80	100
	IV	Value Added Course	General Studies for Competitive Examinations	2	1	--	30	70	100
		Skill Enhancement Course - 6 (SEC - 6)	Health Informatics	2	2	3	30	70	100
		Skill Enhancement Course - 7 (SEC - 7) ##	First Aid and Basic Life Support Naan Mudhalvan Course	2	2	3	30	70	100
		Environmental Studies		2	2	3	30	70	100
		Gender Studies		2	1	3	30	70	100
		Extension Activities *		--	1	--	--	--	--
	Total			30	25	--	--	--	900
Grand Total			180	150	--	--	--	4900	

ALLIED COURSE

First Year Students	Second Year Students
Basic Biological Science	Healthcare Delivery System
Disease Epidemiology	Computer Applications in Healthcare Services

SKILL ENHANCEMENT COURSE (SEC)			
Sl. No.	Title of paper	Sl. No.	MANDATORY Naan Mudhalvan Scheme ##
1.	Hospital Records Management	1.	2nd Semester:
2.	Hospital Supportive Services		
3.	Crisis Management in Hospitals	2.	3rd Semester:
4.	Medical Tourism		
5.	Professional Etiquette in Healthcare	3.	4th Semester:
6.	Health Informatics		
7.	First Aid and Basic Life Support	4.	5th Semester:
		5.	6th Semester:

INTERDISCIPLINARY COURSE (IDC) FOR WHO HAVE OPT TAMIL AS PART – I (for other Department Students only)	
1 st Semester	Hospital Dietary Services Management
2 nd Semester	Hospital Infection Control
3 rd Semester	Patient Safety in Healthcare
4 th Semester	Organizational Behaviour in Hospital Administration

INTERDISCIPLINARY COURSE (IDC) # FOR WHO HAVE NOT OPT TAMIL AS PART – I		
Those who have studied Tamil upto 10 th +2 but opt for other languages in degree	1 st Semester	Special Tamil - I
	2 nd Semester	Special Tamil - II
Those who have not studied Tamil in school level	1 st Semester	Basic Tamil - I
	2 nd Semester	Basic Tamil – II
Those students who opt for either special Tamil (or) Basic Tamil as IDCs, have to choose 2 more IDCs courses in their 3rd and 4th Semester from Outside his/her department.		

INTERDISCIPLINARY COURSE (IDC) \$\$ FOR NCC CADETS ONLY	
NCC Course is a Compulsory Course for the NCC Cadets in the 3rd Semester:	NCC Course is a Compulsory Course for the NCC Cadets in the 4th Semester:
Introduction to NCC	1. Special Subject Army (or) 2. Special Subject Navy (or) 3. Special Subject Air force
Those students who opt for NCC Courses as IDCs, have to choose 2 more IDCs courses in their 1 st and 2 nd Semester from Outside his/her department.	

SUMMARY OF CURRICULUM STRUCTURE OF UG PROGRAMMES

Sl. No.	Part	Types of the Courses	No. of Courses	Credits for each Course	Total Credits	Marks
1.	I	Ability Enhancement Course	4	3	12	400
2.	II	Ability Enhancement Course	4	3	12	400
3.	III	Core Course	11	4	44	1100
4.		Core Practical	5	4	20	500
5.		Minor Course (MC)	4	4	16	400
6.		Minor Course Practical (MCP)	2	4	8	200
7.		Core Project Work (CPW)	1	4	4	100
8.	IV	Skill Enhancement Course (SEC)	7	2	14	700
9.		Interdisciplinary Course (IDC)	4	2	8	400
10.		Value Education	1	2	2	100
11.		Health and Wellness	1	1	1	100
12.		Introduction to Disaster Management	1	2	2	100
13.		Summer Internship / Industrial Activity	1	2	2	100
14.		Value Added Course	1	1	1	100
15.		Environmental Studies	1	2	2	100
16.		Gender Studies	1	1	1	100
17.		EXTENSION ACTIVITIES (NCC / NSS / SPORTS / ANTI DRUG CELL / YRC & Any Other Activities	--	1	1	--
Total			49	-	150	4900

\$ For those who have studied Tamil upto 10th +2 (Regular Stream)

+ Syllabus for other Languages should be on par with Tamil at degree level

Those who have studied Tamil upto 10th +2 but opt for

other languages in degree level under Part - I should study special Tamil and those who have not studied Tamil in the school level should study Basic Tamil in Part – IV under the Interdisciplinary Course.

** Examination at the end of the next semester

Naan Mudhalvan Scheme: As per the Naan Mudhalvan Scheme instructions, 5 courses from 2nd to 6th semester should be studied under Skill Enhancement Course.

NCC Course is one of the Choices in the Interdisciplinary Course. Only the NCC Cadets are eligible to choose this course. \$\$ However, NCC Course is a Compulsory Course for the NCC Cadets.

Health and Wellness: Assessments:

- Use self-reflective worksheets to assess their understanding
- submit the worksheets to internal audit / external audit
- Every student's activity report should be documented and the same have to be assessed by the Physical Director with Mentor. The evaluation should be for 100 marks. No examination is required.

Scheme of Evaluation:

Part	Description	Marks
A	Report	40
B	Attendance	20
C	Activities (Observation During Practice)	40
Total		100

Summer Internship / Industrial Activity

Internship will be carried out during the summer vacation after the second year. Viva-Voce will be conducted by the college and Marks shall be sent to the University and the same will be included in the 5th semester Mark Statement.

@@ Summer Internship / Industrial Activity & Project Work

Scheme of Evaluation:

Description	Marks
Report	80
Viva-Voce	20
Total	100

* Extension Activities shall be outside instruction hours.

First Year

CORE COURSE 1
INTRODUCTION TO HOSPITAL
SERVICES
(Theory)

Semester: I

Code:

Credits: 4

COURSE OBJECTIVES:

- To introduce the concept of hospital services in healthcare system.
- To provide knowledge about different types of hospitals and their functions.
- To highlight the roles of healthcare professionals in delivering quality patient care.
- To familiarize students with clinical, diagnostic, and support services available in hospitals.
- To develop understanding of hospital administration and information systems.

UNIT – I Overview of Hospital Services

Definition and concept of hospital services - Evolution of hospital systems - Types of hospital - Functions and objectives of hospitals - Role of hospitals in healthcare delivery system.

UNIT – II Clinical Services in Hospitals

Outpatient services – Inpatient services – Emergency and trauma care services- Specialty services – Role of doctors, nurses, and allied health professionals.

UNIT – III Diagnostic and Therapeutic Services

Laboratory services- Radiology and imaging services- Pharmacy services- Blood bank and transfusion services- Rehabilitation services.

UNIT – IV Support and Utility Services

Housekeeping services – Laundry and linen services – Dietary and nutrition services – Biomedical waste management – Central Sterile Supply Department – Maintenance and engineering services – Security and safety services.

UNIT – V Administrative and Information Services

Hospital Administration and organizational structure – Medical Records Department – Hospital Information systems and Electronic Medical Records – Patient registration and billing services – Quality assurance and accreditation- Patient rights, ethics and legal aspects.

UNIT – VI CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only) :

Recent trends in hospital services and healthcare delivery, Medical Tourism and global healthcare services (Assignment and Seminar)

Recommended Books (Latest Editions)

1. Sunder Paudel. Hospital Management and Administration: Principles and Practice. Jaypee Brothers Medical Publishers, New Delhi, Latest Edition.
2. B. M. Sakharkar. Principles of Hospital Administration and Planning. Jaypee Brothers Medical Publishers, New Delhi, Latest Edition.
3. C. M. Francis and Mario C. D'Souza. Hospital Administration. Jaypee Brothers Medical Publishers, New Delhi, Latest Edition.
4. R. C. Goyal. Hospital Administration and Human Resource Management. PHI Learning Pvt. Ltd., New Delhi, Latest Edition.
5. D. C. Joshi and Mamta Joshi. Hospital Administration. Jaypee Brothers Medical Publishers, New Delhi, Latest Edition.
6. Goel, S. L., and Kumar, R. Hospital Administration and Management. Deep & Deep Publications, New Delhi, Latest Edition.

References

1. World Health Organization (WHO). Hospitals and Health Services Management Guidelines. WHO Publications, Geneva.
2. S. L. Goel. Health Care Administration: Principles and Practices. Sterling Publishers Pvt. Ltd., New Delhi.
3. Sharma, D. C., and Goyal, R. C. Hospital Administration and Management. CBS Publishers & Distributors, New Delhi.
4. Gupta, S. C. Hospital and Health Care Administration. CBS Publishers & Distributors, New Delhi.

e-Books

1. World Health Organization (WHO). Integrated Health Services – Technical Resources and Guidelines.
2. National Accreditation Board for Hospitals and Healthcare Providers (NABH). Accreditation manuals, patient safety guidelines, and quality standards.
3. Ministry of Health and Family Welfare (Government of India). Manuals and guidelines related to hospital services and healthcare delivery systems.
4. Centers for Disease Control and Prevention (CDC). Resources on infection prevention, biomedical waste management, and healthcare safety practices.
5. National Digital Library of India (NDLI). Access to digital books and learning resources related to hospital administration and healthcare services.

COURSE OUTCOMES: (with Mapping)

CO1	Explain the concept, evolution, types, functions, and role of hospitals in the healthcare delivery system.	LO1, LO3, LO5, LO8
CO2	Describe and differentiate various clinical services including outpatient, inpatient, emergency, trauma, and specialty services, and analyze the roles of healthcare professionals.	LO1, LO2, LO4, LO7
CO3	Analyze diagnostic and therapeutic services such as laboratory, radiology, pharmacy, blood bank,	LO1, LO5, LO6, LO8

	and rehabilitation services in hospitals.	
C04	Evaluate the importance and functioning of support and utility services including housekeeping, dietary services, biomedical waste management, CSSD, and hospital safety systems.	LO3, LO4, LO6, LO13
C05	Examine hospital administrative systems, medical records, information systems, billing, and quality assurance practices	LO1, LO6, LO10, LO11
C06	Assess patient rights, ethical practices, legal aspects, and accreditation standards in hospital settings.	LO9, LO12, LO13, LO14

First Year

CORE PRACTICAL 1
HOSPITAL VISIT-ORIENTATION TO
HEALTHCARE SETUP
(Theory)

Semester: I

Code:

Credits: 4

COURSE OBJECTIVES:

- To familiarize students with the healthcare setup and hospital environment.
- To identify the functions of various hospital departments and services.
- To understand the roles of different healthcare professionals.
- To observe patient care processes and hospital operations.
- To develop awareness of infection control, safety, and ethical practices.
- To enhance observational, communication, and reporting skills through hospital visits.

Note: Hospital Visit Students shall be taken on a visit to a minimum of 2 hospital of different category hospital. Spend around 60 hours which included the visit time and Expert in Hospital Administration should be the examiner for evaluation.(Viva-Voce)

COURSE OUTCOMES:

C01	Describe the healthcare setup and overall hospital environment.	LO1
C02	Identify the functions of various hospital departments and services.	LO1
C03	Explain the roles and responsibilities of different healthcare professionals.	LO7
C04	Observe and interpret patient care processes and hospital operations.	LO5
C05	Demonstrate awareness of infection control, safety measures, and ethical practices in hospitals.	LO13
C06	Develop observational, communication, and reporting skills through hospital visits.	LO2

COURSE OBJECTIVES:

1. To understand the fundamentals of anatomy and physiology.
2. To learn the structure and functions of the skeletal and muscular systems.
3. To understand the cardiovascular and respiratory systems.
4. To acquire knowledge of the digestive and excretory systems.
5. To understand the nervous, endocrine, and reproductive systems.
6. To develop analytical and self-directed learning skills

UNIT – I Introduction to Anatomy and Physiology

Overview of anatomical terminology and body systems -Introduction to physiological processes- Structure and functions of the cell- Types of tissues- Homeostasis.

UNIT – II Skeletal and Muscular System

Structure and functions of the skeletal system – Types of bones and joints – Structure and functions of muscles –Types of muscles – Mechanism of muscle contraction.

UNIT – III Cardiovascular System and Respiratory System

Structure of heart and blood vessels – Blood circulation and cardiac cycle – Structure and functions of respiratory organs – Mechanism of breathing and gas exchange – Regulation of respiration.

UNIT – IV Digestive and Excretory System

Structure and functions of digestive organs – Process of digestion and absorption – Liver, pancreas and their functions – Structure and functions of kidneys – Formation of urine –Fluid and electrolyte balance.

UNIT – V Nervous, Endocrine and Reproductive System

Structure and functions of nervous system – Central and peripheral nervous system, Structure and functions of endocrine glands, Structure and functions of male and female reproductive systems.

UNIT – VI CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Advance in Medical Imaging: CT Scan, MRI, Ultrasound innovations, 3D imaging organs

Case study Analysis: Study a disease and relate it to body systems

Seminar/ Presentation: Present on recent advancements

Recommended Books (latest editions), References, and e-Books**Text Book:**

Ross & Wilson Anatomy and Physiology in Health and Illness, 14th Edition, October 25, 2022

References :

1. Gray's Anatomy for Students" by Richard Drake, A. Wayne Vogl, and Adam W. M. Mitchell.
2. "Principles of Anatomy and Physiology" by Gerard J. Tortora and Bryan H. Derrickson.
3. "Atlas of Human Anatomy" by Frank H. Netter.
4. "Textbook of Medical Physiology" by Arthur C. Guyton and John E. Hall.
5. "Clinically Oriented Anatomy" by Keith L. Moore, Arthur F. Dalley, and Anne M. R. Agur.
6. "Essential Clinical Anatomy" by Keith L. Moore and Anne M. R. Agur.
7. "Anatomy & Physiology: The Unity of Form and Function" by Kenneth S. Saladin.
8. "Human Anatomy & Physiology" by Elaine N. Marieb and Katja N. Hoehn.
9. "Grant's Dissector" by Patrick W. Tank.
10. "Anatomy: A Photographic Atlas" by Johannes W. Rohen, Chihiro Yokochi, and Elke Lütjen-Drecoll.

e-Books

Anatomy & Physiology with Atlas (Patton et al.) 11th Edition, Elsevier
Principles of Anatomy and Physiology (Wiley e-book)

COURSE OUTCOMES: (with Mapping)

C01	Explain basic anatomical terminology, body organization, cell structure, tissues, and homeostasis.	LO1, LO3, LO5, LO8
C02	Describe the structure and functions of the skeletal and muscular systems and analyze mechanisms of movement and muscle contraction.	LO1, LO4, LO5, LO8
C03	Illustrate the structure and functions of the cardiovascular and respiratory systems, including circulation, breathing, and gas exchange.	LO1, LO3, LO5, LO8
C04	Explain the structure and functions of the digestive and excretory systems, including digestion, absorption, and fluid-electrolyte balance.	LO1, LO4, LO5, LO8
C05	Describe the structure and functions of the nervous, endocrine, and reproductive systems and their role in coordination and regulation.	LO1, LO3, LO5, LO8
C06	Apply knowledge of anatomy and physiology to analyze health conditions and recent advancements through self-directed learning activities	LO2, LO6, LO10, LO11, LO15

Code: **RADIOLOGY AND LABORATORY DEPARTMENTS**
(X-Ray, Scan, CT, MRI and Laboratory)
(Practical)

Credits:**COURSE OBJECTIVES:**

- To understand diagnostic department organization and functions.
- To learn diagnostic equipment and investigations.
- To understand patient preparation and positioning techniques.
- To acquire knowledge of the roles of diagnostic healthcare professionals.
- To learn laboratory sample handling and report generation.
- To develop safety and infection control practices in diagnostic services

Observation

- Layout and organization of radiology and laboratory departments.
- Different diagnostic equipments (X-ray, CT, MRI, ultrasound, lab analyzers).
- Types of investigations/tests performed in each section.
- Patient preparation procedures before diagnostic tests.
- Patient positioning and handling techniques during procedures.
- Role of healthcare professionals (radiologist, technician, lab staff).
- Sample collection, labeling, and transportation in the laboratory.
- Safety measures such as radiation protection and use of PPE.
- Infection control and biomedical waste management practices.
- Report generation and interpretation in diagnostics.

Note:

The practical should contain objectives and organization chart, function, register with their formative for each department. (viva-voce).

COURSE OUTCOMES:

CO1	Explain the organization and functions of radiology and laboratory departments.	LO1, LO10
CO2	Identify diagnostic equipment and investigations performed.	LO1, LO8
CO3	Describe patient preparation, positioning, and sample handling procedures.	LO2, LO4
CO4	Explain the roles of healthcare professionals in diagnostics.	LO5, LO7, LO14
CO5	Apply safety, infection control, and biomedical waste management practices.	LO3, LO8, LO13
CO6	Understand diagnostic report generation and promote continuous learning.	LO6, LO9, LO11, LO15

First Year

INTERDISCIPLINARY COURSE 1

Semester: I

Code:

**HOSPITAL DIETARY SERVICES
MANAGEMENT
(Theory)**

Credits: 2

COURSE OBJECTIVES:

- To understand the fundamentals of food and nutrition.
- To learn food hygiene and safety practices.
- To understand hospital dietary services and their functions.
- To acquire knowledge of therapeutic nutrition and diet planning.
- To learn the management of dietary services.
- To understand inventory control, purchasing and documentation.

UNIT – I Basics of Food and Nutrition

Food- meaning, concept and types, Nutrition-definition, role of nutrition in growth and development, food pyramid, Energy suppliers of nutrition with caloric value.

UNIT – II Food Hygiene and Safety

Food hygiene and sanitation in hospital kitchens - Personal hygiene of food handlers - Food safety standards and regulations - Prevention of food contamination and food-borne diseases.

UNIT – III Introduction to Hospital Dietary Services

Definition and importance of dietary services in hospitals - objectives and functions of the dietary department - organization structure of hospital dietary services - Role and responsibilities of dietician and dietary staff - Relationship of dietary services with other hospital departments.

UNIT – IV Therapeutic Nutrition and Diet Planning

Principles of diet therapy - Modification of normal diet for disease conditions, centralized and decentralized system of supply - Different types of diet.

UNIT – V Management and Administration of Dietary Services

Inventory control of dietary department, Purchase procedure, stock verification, Stocking, role of storekeeper, Record keeping and documentation, Waste management in dietary services.

UNIT – VI CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Emerging trends in hospital nutrition and dietetics , Role of nutrition in lifestyle diseases (diabetes, obesity, hypertension) (Seminar/Presentation)

Recommended Books (latest editions), References, and e-Books

Text Book

1. Textbook of Hospital Food Service Management - Manjiri Ranade- 2024
2. Food Science – Dr.B.Srilakshmi, New Age International Publishers, Latest Edition (8th Edition, 2024)
3. A Textbook for the Health Worker (ANM), Volume I & II, A. M. Chalkley, New Age International Publishers, Latest Edition (2018 / 2022 reprints)

References

1. Indian Council of Medical Research (ICMR) – National Institute of Nutrition (NIN). Dietary Guidelines for Indians. Latest Edition.
2. World Health Organization (WHO). Five Keys to Safer Food Manual. WHO Publications, Geneva.
3. Food Safety and Standards Authority of India (FSSAI). Food Safety and Standards Regulations and Guidance Documents. Latest Edition.
4. Garrow, J. S., James, W. P. T., and Ralph, A. Human Nutrition and Dietetics. Churchill Livingstone, Latest Edition.
5. Payne-Palacio, J., and Theis, M. Foodservice Management: Principles and Practices. Pearson Education, Latest Edition.

e-Books

- 1.Springer eBooks (Clinical Nutrition Series)
- 2.Elsevier eBooks (Nutrition & Dietetics Collection)

COURSE OUTCOMES: (with Mapping)

C01	Explain the basic concepts of food, nutrition, and their role in growth and development.	LO1, LO3, LO8
C02	Demonstrate knowledge of food hygiene, sanitation, and safety practices in hospital settings.	LO1, LO4, LO8, LO13
C03	Describe the organization and functions of hospital dietary services and roles of dietary personnel.	LO1, LO2, LO7
C04	Apply principles of therapeutic nutrition and diet planning for various disease conditions.	LO3, LO4, LO5, LO8
C05	Analyze and manage dietary service operations including inventory, purchasing, and documentation.	LO4, LO5, LO6, LO14
C06	Evaluate current trends in nutrition and develop self-directed learning through seminars and presentations.	LO9, LO10, LO11, LO15

Year: First Year

**CORE COURSE - II
PRINCIPLES OF HOSPITAL
ADMINISTRATION
(Theory)**

Semester: II

Code:

Credits: 4

COURSE OBJECTIVES:

- To understand the fundamentals of management.
- To learn planning and decision-making processes.
- To understand organizing and motivation techniques.
- To acquire knowledge of leadership and communication skills.
- To learn controlling principles and control techniques.
- To develop managerial and decision-making skills.

UNIT – I Introduction to Management

Management: Concept - nature and importance-Management Vs. administration - Management skills- Levels of management - Early contributors - Taylor's scientific management theory, Fayol's principles of management, Elton Mayo, McGregor and Peter F Drucker.

UNIT – II Planning

Functions of Management-Planning: nature- scope and its significance-Types of plans- planning process- barriers to effective planning.

UNIT – III Organising

Organising: Concept, forms of organisational structure, departmentalization, Span of control, delegation of authority, authority and responsibility, organisational design.

UNIT – IV Leadership and Motivation

Leadership: Concept- functions- styles and theories.

Motivation: Concept- motivation and performance-theories of motivation-approaches for improving motivation.

UNIT – V Controlling and Communication

Controlling: Meaning-steps in a control process- need for control- types of control methods- essentials of effective control systems- problems in central process-control techniques. Communication: Process- importance- channels- barriers to communication- communication and management- role of communication in managerial effectiveness.

UNIT – VI CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Students analyze real-world business situations related to current management trends such as digital transformation, sustainability, and healthcare management.

Students present topics on emerging concepts like: Artificial Intelligence in Management , Digital Marketing Strategies , Corporate Social Responsibility (CSR) ,Healthcare Management Innovations.

Recommended Books (latest editions), References, and e-Books

Text Book:

1. Ramaswamy, I. (2011). Principles of Business Management, (8th ed.), Himalaya Publishing House, New Delhi.
2. L M. Prasad, Principles of Management

References :

1. Koontz. H & Weihrich. H (2016). Essentials of Management: An International Perspective (8th ed.), Tata McGraw Hills, New Delhi.
2. Ghuman, K & Aswathapa, K, (2017). Management concepts and cases (10th ed.), Tata McGraw Hills, New Delhi.
3. Robbins, S. (2017). Management, (13th ed.), Pearson Education, New Delhi

e-Books

1. National Digital Library of India (NDLI)
Repository of e-books, journals, and learning materials related to management studies.
2. eGyanKosh (IGNOU Digital Repository)
Study materials on Principles of Management and Organizational Behaviour.
3. Open Textbook Library
Free online textbooks on management principles and practices.

COURSE OUTCOMES: (with Mapping)

C01	Explain the concept, nature, importance of management, differences between management and administration, and contributions of early management thinkers.	LO1, LO2, LO10, LO15
C02	Demonstrate understanding of planning and decision-making processes, types of plans, and identify barriers affecting effective planning.	LO3, LO4, LO5, LO11
C03	Analyze organizational structure, delegation, authority-responsibility relationships, and apply motivation theories to improve workplace performance.	LO1, LO5, LO7, LO14
C04	Evaluate leadership styles and communication processes, and assess their role in enhancing managerial effectiveness.	LO2, LO3, LO12, LO14
C05	Apply control techniques and methods to monitor performance and solve problems in organizational settings.	LO4, LO5, LO8, LO13
C06	Develop the ability to integrate management concepts and apply research-based approaches to solve real-world organizational problems and support continuous improvement.	LO6, LO9, LO11, LO15

Code:

**INPATIENT AND OUTPATIENT
DEPARTMENTS**
(Practical)

Credits: 4

COURSE OBJECTIVES:

- To provide diagnosis and treatment to patients
- To ensure accessible and continuous care (OPD & IPD)
- To offer preventive, promotive, and curative services
- To facilitate referral and admission when required
- To promote patient recovery and rehabilitation.
- To maintain quality care, safety, and patient satisfaction.

Observation in OPD and IPD Services

- Registration, admission, and token system
- Patient flow, waiting time, and bed allocation procedures.
- Doctor-patient interaction and patient care services
- Consultation, prescription, and medication administration process.
- Diagnostic and laboratory referrals.
- Pharmacy services and medication supply.
- Monitoring of vital signs and use of medical equipment.
- Doctor-nurse-staff coordination in patient management.
- Hygiene, cleanliness, infection control, and seating arrangements.
- Record maintenance
- Admission, transfer and discharge procedures
- Patient safety and quality of care practices.

(Viva-Voce)

COURSE OUTCOMES:

C01	Explain registration, admission, token system, patient flow, and bed allocation procedures.	LO1, LO10
C02	Describe consultation, prescription, medication administration, diagnostic referrals, and pharmacy services.	LO1, LO2
C03	Demonstrate knowledge of monitoring vital signs and the use of medical equipment in patient care.	LO4, LO8
C04	Analyze doctor-patient interaction and coordination among healthcare professionals in patient management.	LO5, LO7, LO14
C05	Apply principles of hygiene, infection control, patient safety, and quality care practices.	LO3, LO13
C06	Explain record maintenance and admission, transfer, and discharge procedures, fostering reflective and lifelong learning.	LO6, LO9, LO11, LO15

COURSE OBJECTIVES:

1. To provide knowledge on diseases of heart, blood, and circulatory system
2. To understand disorders of digestive, urinary, and reproductive systems
3. To study diseases of bones and nervous system and their basic management
4. To gain awareness of ENT and eye disorders
5. To understand endocrine and skin diseases and their effects on health

UNIT - I DISEASES OF THE HEART AND BLOOD

Cardiac arrest, Heart Block, Pericarditis, Valvular disease - Congestive heart failure, hypertension, Myocardial infarction. Anaemia – Leukaemia, Agranulosis, Haemophilia.

UNIT II DISEASES OF THE MOUTH, STOMACH AND FEMALE REPRODUCTIVE SYSTEM

Stomatitis, Gastritis, Peptic Ulcer, Appendicitis, Hernia and Fissure, Cystitis, Nephritis. Female reproductive system-Fibroids, Cysts, Abortion and Ectopic Pregnancy, Mastitis.

UNIT III DISEASES OF THE BONES AND NERVOUS SYSTEM

Arthritis, osteomyelitis and osteoporosis. Migraine Headache, Coma, Epilepsy, Neuritis, Thrombosis, Meningitis, Spinal cord Injury, Stroke.

UNIT IV DISEASE OF THE EAR, EYE, NOSE AND THROAT:

Wax formation, Foreign Bodies, Otitis media, Mastoiditis, Conjunctivitis, Cataract, Glaucoma. Sinusitis, Tonsillitis, Laryngitis.

UNIT V DISEASE OF THE ENDOCRINE SYSTEM AND SKIN

Diseases of thyroid, parathyroid, Diabetes Mellitus, Obesity. Burns, Plastic Surgery, Urticaria, Psoriasis, Eczema.

UNIT – VI CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Case study analysis on recent diseases and treatments
Seminar presentation on emerging health issues
Assignment on lifestyle diseases and prevention
Group discussion on current healthcare trends

Recommended Books (latest editions), References, and e-Books**Text Book:**

1. Graw Hill MC, Anatomy and Physiology, 3rd Edition, 2003
2. Carol D Tappora Marcia A Lewis, F A Devis Company, Edition 3, 2000

Reference Books

1. Singh IB : Essentials of Anatomy –Jaypee
2. Singh IB : Text Book of Anatomy – Jaypee Volume 1,2,3
3. V Renganathan T S, A Textbook of Human Anatomy, V Chand Publication 2010.
4. Ross and Wilson: Anatomy and Physiology in Health and illness.
5. Burton : Micro Biology for Health Science –LIPWW

e-Books

1. Merck Manual Professional Edition – Cardiovascular and Hematologic Disorders
2. NCBI Bookshelf – Gastrointestinal and Reproductive System Disorders

COURSE OUTCOMES: (with Mapping)

C01	Explain the causes, symptoms, diagnosis, and management of diseases related to the heart, blood, and circulatory system.	LO1, LO3, LO5
C02	Describe the disorders affecting the mouth, digestive system, urinary system, and female reproductive system along with their prevention and treatment.	LO1, LO2, LO4
C03	Discuss the diseases and injuries related to bones, joints, muscles, and the nervous system and identify appropriate healthcare measures.	LO1, LO3, LO5, LO8
C04	Identify the common diseases of the ear, eye, nose, and throat and explain their clinical manifestations and management.	LO1, LO2, LO4
C05	Illustrate the disorders of the endocrine system and skin, including their causes, complications, preventive measures, and treatment.	LO1, LO3, LO5
C06	Analyze current health issues, lifestyle diseases, and recent treatment approaches through case studies, seminars, assignments, and group discussions.	LO2, LO6, LO7, LO9, LO10, LO11, LO14, LO15

COURSE OBJECTIVES:

1. To understand the fundamentals of medical records management.
2. To learn medical record documentation and filing systems.
3. To acquire knowledge of disease classification and coding systems.
4. To understand electronic health records and hospital information systems.
5. To learn the legal and quality aspects of medical records.
6. To develop skills in effective and secure records management.

UNIT – I INTRODUCTION TO HOSPITAL RECORDS MANAGEMENT

Meaning and importance of medical records. Objectives and functions of the Medical Records Department (MRD). Types of hospital records – inpatient, outpatient, emergency, birth and death records. Roles and responsibilities of medical record personnel.

UNIT II – MEDICAL RECORD DOCUMENTATION AND FILING SYSTEMS

Methods of documentation in hospitals. Components of medical records. Admission and discharge records. Filing systems – alphabetical, numerical, terminal digit filing. Indexing methods. Record retention and preservation. Forms and registers used in hospitals.

UNIT III – DISEASE CLASSIFICATION AND CODING

Introduction to International Classification of Diseases (ICD). Importance of coding in hospitals. Preparation of hospital statistics. Morbidity and mortality statistics.

UNIT IV – ELECTRONIC HEALTH RECORDS AND HOSPITAL INFORMATION SYSTEM

Electronic Medical Records (EMR) and Electronic Health Records (EHR). Hospital Information System (HIS). Digital storage and retrieval of records. Data security and confidentiality. Telemedicine and health informatics.

UNIT V – QUALITY ASSURANCE AND LEGAL ASPECTS OF MEDICAL RECORDS

Medical audit and quality assurance in medical records. Accreditation standards related to records management. Legal value of medical records. Consent forms and medico-legal cases. Confidentiality and patient rights. Record management policies and procedures. Role of medical records in insurance and claims processing.

UNIT – VI: CURRENT CONTOURS (Self-Directed Learning Activities for CIA Only)

- Case study analysis on electronic health records and hospital information systems
- Seminar presentation on recent trends in health informatics
- Assignment on medico-legal aspects of hospital records
- Group discussion on data privacy and digital healthcare systems

Recommended Books (latest editions), References, and e-Books

Text Book:

1. Medical Records Organization and Management – Albert M. Ciampi, Medical Records Organization and Management, Physicians' Record Company, Latest Edition.
2. Hospital Medical Records: Organization & Management – G.D. Mogli, Hospital Medical Records: Organization & Management, Jaypee Brothers Medical Publishers, Latest Edition.
3. Principles of Hospital Administration and Medical Records – S.L. Goel, Principles of Hospital Administration and Medical Records, Deep & Deep Publications, Latest Edition.
4. Medical Record Manual: A Guide for Developing Countries – World Health Organization, Medical Record Manual: A Guide for Developing Countries, Latest Edition.

Reference Books

1. Hospital Administration – C.M. Francis and Mario C. Desouza, Hospital Administration, Jaypee Brothers Medical Publishers.
2. Health Information Management – M.A. George and Shonali Ghosh, Health Information Management, Current Publications.
3. Essentials of Medical Records – Margret Skurka, Essentials of Medical Records, McGraw-Hill Education.
4. Hospital Information Systems – K. Park, Hospital Information Systems and Health Informatics, Banarsidas Bhanot Publishers.
5. Medical Records and Health Information Management – R.D. Lele, Medical Records and Health Information Management, Popular Prakashan.

e-Books

1. IGNOU eGyanKosh modules on Medical Records and Hospital Administration
2. Open WHO Digital Health courses, WHO Digital Health publications, NHSRC guidelines

COURSE OUTCOMES: (with Mapping)

C01	Explain the concepts, importance, functions, and legal aspects of hospital records management and Medical Records Department services.	LO1, LO2, LO10, LO13
C02	Describe methods of medical record documentation, filing systems, indexing, coding, retention, and preservation of records in hospitals.	LO1, LO3, LO4, LO5
C03	Apply disease classification and coding systems for preparation of hospital statistics, reports, and healthcare documentation.	LO1, LO4, LO5, LO8
C04	Analyze the applications of Electronic Medical Records (EMR), Electronic Health Records (EHR), and Hospital Information Systems (HIS) in healthcare management.	LO3, LO5, LO9, LO10
C05	Evaluate quality assurance measures, accreditation standards, confidentiality, patient rights, and medico-legal aspects related to medical records.	LO3, LO5, LO9, LO13
C06	Develop self-directed learning, teamwork, leadership, and research-related skills through case studies, seminars, assignments, and discussions on digital healthcare systems.	LO3, LO5, LO9, LO13

COURSE OBJECTIVES:

- To understand the fundamentals of infection control.
- To learn sterilization and disinfection practices.
- To acquire knowledge of standard precautions and safety measures.
- To understand infection prevention practices in healthcare settings.
- To learn surveillance and quality control methods in infection control.
- To develop awareness of current trends and challenges in infection prevention and control

UNIT – I: INTRODUCTION TO INFECTION CONTROL

Definitions, types of infections, and routes of transmission, Healthcare-Associated Infections, Role of infection control in hospitals, Infection Control Committee (ICC).

UNIT – II: STERILIZATION AND DISINFECTION

Procedures and agents used for cleaning and disinfection of hospital environments, Central Sterile Supply Department (CSSD): Importance and functioning of the CSSD. Sterilization methods.

UNIT – III: STANDARD PRECAUTIONS AND SAFETY MEASURES

Hand hygiene, personal protective equipment (PPE) and other precautions, Needle stick injuries and post-exposure prophylaxis (PEP), Biomedical waste management, Environmental Cleaning and Sanitation.

UNIT – IV: INFECTION PREVENTION PRACTICES

Aseptic techniques and isolation precautions, nosocomial infections, Prevention of common HAIs, Laundry and linen management, Food hygiene in hospitals.

UNIT – V: SURVEILLANCE, MONITORING AND QUALITY CONTROL

Infection surveillance: Methods for monitoring and tracking hospital-acquired infections, Infection control audits and quality indicators, Outbreak investigation and management.

UNIT – VI: CURRENT CONTOURS (Self-Directed Learning Activities for CIA Only)

Infection control challenges during pandemics.
Innovations in sterilization and disinfection technologies.
Case studies on healthcare-associated infection prevention.

Text Book:

1. Handbook of Hospital Infection Control, Sanjai Singhal, New Delhi, First Edition 2013.

Reference Books:

1. Hospital Infection Control Guidelines: Principles and Practice by Shakti Kumar Gupta.
2. Infection Control Practice by Shady Negm.
3. National Guidelines for Infection Prevention and Control in Healthcare Facilities by the Indian Council of Medical Research (ICMR) and the National Centre for Disease.

e-Books

1. World Health Organization (WHO) – Infection Prevention and Control Publications

Website: <https://www.who.int/teams/integrated-health-services/infection-prevention-control>

2. OpenWHO Learning Platform

Website: <https://openwho.org>

COURSE OUTCOMES: (with Mapping)

C01	Understand the concepts of infection control, types of infections, routes of transmission, healthcare-associated infections (HAIs), and the role of infection control programs in hospitals.	LO1, LO8
C02	Explain the structure, functions, and responsibilities of the Hospital Infection Control Committee (HICC) in ensuring patient and healthcare worker safety.	LO1, LO13, LO14
C03	Describe the principles and methods of cleaning, disinfection, sterilization, and the functioning of the Central Sterile Supply Department (CSSD).	LO1, LO4, LO8
C04	Apply standard precautions, hand hygiene, personal protective equipment (PPE), biomedical waste management, and other safety measures in healthcare settings.	LO2, LO4, LO7, LO13
C05	Demonstrate infection prevention practices including aseptic techniques, isolation precautions, prevention of nosocomial infections, and hospital hygiene management.	LO3, LO4, LO7
C06	Develop competencies in infection surveillance, outbreak investigation, quality control, and evaluation of emerging trends and innovations in infection control.	LO5, LO6, LO9, LO10, LO11, LO15

Code:

**PRINCIPLES OF ECONOMICS AND ITS
APPLICATION TO HOSPITAL SERVICES**
(Theory)

Credits: 4

COURSE OBJECTIVES:

- To understand demand, supply, and consumer behaviour.
- To learn the theory of the firm and market structures.
- To acquire knowledge of national income and circular flow of income.
- To understand distribution theory and factor pricing.
- To learn business economics and health economics.
- To develop economic and decision-making skills.

UNIT – I: FUNDAMENTALS OF DEMAND, SUPPLY AND CONSUMER BEHAVIOUR

Analysis of Demand and Supply; Marginal Utility; Indifference Curve; Elasticity of Demand; Elasticity of Supply; Forces Governing the supply of Factors of Production – Land, Labour, Capital and Enterprise.

UNIT – II: THEORY OF THE FIRM AND MARKET STRUCTURES

Theory of the Firm; Price Fixation; The time element in economic Theory; Concept of normal profit; Market – Perfect Competition; Imperfect Competition; Monopoly; Duopoly; Oligopoly; Monopolistic Competition.

UNIT – III: NATIONAL INCOME AND CIRCULAR FLOW OF INCOME

National Income; Circular Flow, Measurement Difficulties in measurement; Uses.

UNIT – IV: THEORY OF DISTRIBUTION AND FACTOR PRICING

Theory of Distribution, Principle of Substitution, Marginal Productivity, Interest Profit, Economic Evaluation.

UNIT – V: HEALTH ECONOMICS

Health Economics – Healthcare Financing-Cost Effective analysis, cost benefit analysis, health Insurance, Resource allocation in healthcare, Health policy evaluation, economic burden of disease.

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Emerging Trends in the Indian Economy, Healthcare Financing and Health Insurance, Health Sector Reforms and Government Health Schemes - Seminar Presentation, Case Study, Assignment.

Recommended Books (latest editions), References, and e-Books**Text Book:**

1. D. N. Dwivedi – Managerial Economics (Latest Edition), Vikas Publishing House.

2. M. L. Jhingan – Microeconomic Theory (Latest Edition), Vrinda Publications.
3. Ahuja, H. L. – Principles of Economics (Latest Edition), S. Chand Publishing.
4. Samuelson, P. A. & Nordhaus, W. D. – Economics (Latest Edition), McGraw-Hill Education.
5. Mankiw, N. Gregory – Principles of Economics (Latest Edition), Cengage Learning.

Reference Books

1. Dewett, K. K. & Navalur, M. H. – Modern Economic Theory (Latest Edition), S. Chand Publishing.
2. Mishra, S. K. & Puri, V. K. – Indian Economy (Latest Edition), Himalaya Publishing House.
3. Folland, S., Goodman, A. C., & Stano, M. – The Economics of Health and Health Care (Latest Edition), Routledge.
4. Parkin, M. – Economics (Latest Edition), Pearson Education.

e-Books / Online Resources

1. [e-PG Pathshala – Economics](#)
2. [OpenStax Economics e-Book](#)

COURSE OUTCOMES: (with Mapping)

CO1	Explain the fundamental concepts of demand, supply, consumer behaviour, utility, elasticity, and factor pricing in economics.	LO1, LO2
CO2	Analyze the theory of the firm, price determination mechanisms, and different market structures in economic systems.	LO3, LO5, LO8
CO3	Describe the concepts of national income, circular flow of income, methods of measurement, and their significance in economic analysis.	LO1, LO5
CO4	Examine the theories of distribution, marginal productivity, substitution, interest, profit, and economic evaluation of resources.	LO3, LO4, LO5
CO5	Apply economic principles to business decision-making and evaluate the role of economics in healthcare organizations and health systems.	LO4, LO6, LO14
CO6	Assess emerging trends in the Indian economy, healthcare financing, health insurance, government health schemes, and contemporary issues in health economics through self-directed learning activities.	LO2, LO6, LO11, LO15

COURSE OBJECTIVES:

- To understand OP registration and follow-up procedures.
- To learn OP and IP record maintenance.
- To acquire knowledge of computerized data entry systems.
- To understand admission, discharge, transfer, and death recording procedures.
- To learn ward census preparation and hospital statistics.
- To develop skills in calculating and interpreting healthcare indicators.

Observation

- Daily Census
- Admission and Discharges Procedure
- Against Medical Advice Procedure
- Medico Legal Case Procedure
- Mortality, Morbidity
- Bed Occupancy Rate
- Bed Turn Over Rate
- Average Length of Stay
- Infant and Maternal Mortality Rate
- Health reports and Notifiable diseases

Note:

The practical should contain objectives and organisation chart, function, register and records with their formative in particular department. (viva-voce)

COURSE OUTCOMES:

C01	Explain daily census, admission, discharge, and against medical advice (AMA) procedures followed in hospitals.	LO1, LO10
C02	Describe medico-legal case procedures, mortality, morbidity, and notifiable disease reporting systems.	LO1, LO13
C03	Calculate and interpret hospital statistical indicators such as Bed Occupancy Rate, Bed Turnover Rate, and Average Length of Stay.	LO4, LO5, LO8
C04	Analyze maternal and infant mortality rates to support healthcare decision-making and quality improvement.	LO3, LO5, LO6
C05	Maintain and interpret health records and reports for effective hospital administration.	LO2, LO6, LO10
C06	Develop reflective and self-directed learning skills through the application of hospital statistics in patient care evaluation.	LO9, LO11, LO15

COURSE OBJECTIVES:

- To understand the concepts and organization of the healthcare delivery system.
- To learn the structure and functioning of healthcare services in India.
- To understand the roles of healthcare professionals and national health programmes.
- To acquire knowledge of health information systems and quality assurance mechanisms.
- To understand emerging trends, challenges, and innovations in healthcare delivery.
- To develop analytical and self-directed learning skills related to healthcare systems and services

UNIT – I: INTRODUCTION TO HEALTHCARE DELIVERY SYSTEM

Definition, concept, objectives, Principles, Components, functions and factors influencing healthcare delivery system, Evolution and development of healthcare services, Determinants and Levels of healthcare.

UNIT – II: ORGANIZATION OF HEALTHCARE SERVICES IN INDIA

Structure of the healthcare system in India- Public and private, rural and urban, Primary Health Centres (PHCs), Community Health Centres (CHCs), taluk, District Hospitals, medical colleges and specialty hospitals, National Health Mission (NHM).

UNIT – III: INTERNATIONAL ORGANIZATION AND NGOS

WHO-United Nations Children's Fund-United Nations Population Fund-World Bank-ILO (International Labour Organisation). NGOs- Red Cross-CARE-Save the children-PATH-Project HOPE.

UNIT – IV: NATIONAL HEALTH PROGRAMS

National health programmes in India- TB, AIDS, Mental Health, Vector Borne Disease, Hepatitis-Immunization-Elderly- Ayushman Bharat Programme - Universal Health Coverage (UHC).

UNIT – V: EMERGING TRENDS AND CHALLENGES IN HEALTHCARE DELIVERY

Digital health, telemedicine and e-health initiatives, Future directions and innovations in healthcare services.

UNIT – VI: CURRENT CONTOURS (Self-directed Learning Activities for Continuous Internal Assessments Only)

- Preparation of assignments on recent developments in healthcare delivery systems.
- Field visits to healthcare institutions and submission of observational reports.
- Case studies on the functioning of different levels of healthcare services.
- Group discussions on national health programmes and healthcare challenges.
- Presentations on digital health technologies and emerging healthcare models.

Recommended Books (latest editions), References, and e-Books

1. Park, K. Park's Textbook of Preventive and Social Medicine. Banarsidas Bhanot Publishers, Jabalpur.
2. Kishore, J. National Health Programs of India. Century Publications, New Delhi.
3. Sunder Lal and Adarsh. Textbook of Community Medicine: Preventive and Social Medicine. CBS Publishers & Distributors, New Delhi.
4. Agarwal, A. N. Hospital Administration and Management. Lotus Publishers, New Delhi.
5. Goel, S. L., and Kumar, R. Health Care System and Management. Deep & Deep Publications, New Delhi.

References

1. Ministry of Health and Family Welfare (MoHFW), Government of India. National Health Policy.
2. World Health Organization (WHO). Health Systems: Improving Performance (World Health Report).
3. National Health Systems Resource Centre (NHSRC). Indian Public Health Standards (IPHS) Guidelines.
4. National Health Authority (NHA). Guidelines on Ayushman Bharat and Health Insurance Schemes.
5. National Medical Commission (NMC). Guidelines and Standards for Healthcare Education and Services.

e-Books

1. World Health Organization (WHO) e-Library – Publications on health systems, Universal Health Coverage, and primary healthcare.
2. Ministry of Health and Family Welfare (MoHFW) – National health policies, reports, and programme guidelines.
3. National Health Systems Resource Centre (NHSRC) – Resources on Indian Public Health Standards and health system strengthening.
4. National Health Authority (NHA) – Information on Ayushman Bharat and healthcare financing initiatives.
5. National Digital Health Mission (NDHM) – Resources on digital health and Health Management Information Systems.

COURSE OUTCOMES: (with Mapping)

C01	Explain the concepts, components, levels, and principles of the healthcare delivery system.	LO1, LO10
C02	Describe the structure and functioning of healthcare services and healthcare organizations in India.	LO1, LO5, LO10
C03	Apply knowledge of healthcare workforce roles and national health programmes in healthcare delivery.	LO1, LO4, LO7
C04	Analyze health information systems, quality assurance mechanisms, and patient safety practices in healthcare settings.	LO3, LO5, LO8, LO13
C05	Evaluate emerging trends, healthcare financing mechanisms, and challenges affecting healthcare delivery systems.	LO3, LO5, LO9, LO10
C06	Develop self-directed learning, communication, teamwork, and leadership skills through field visits, case studies, and presentations related to healthcare systems.	LO2, LO6, LO7, LO11, LO14, LO15

Second Year

ALLIED COURSE PRACTICAL 2

**Semester:
III,IV**

Code:

HOUSE KEEPING SERVICES
(Practical)

Credits: 4

COURSE OBJECTIVES:

- To observe the organization and functioning of the housekeeping department.
- To understand the cleaning and disinfection procedures followed in different hospital areas.
- To study waste segregation and disposal practices adopted by housekeeping staff.
- To identify infection prevention and safety measures implemented in housekeeping services.
- To assess the role of housekeeping services in maintaining a clean and safe hospital environment.

Observation

- Organizational structure of the housekeeping department
- Duty allocation and supervision of housekeeping staff
- Cleaning schedules and methods used in wards, OPD, ICU, and operation theatres
- Cleaning equipment and disinfectants used
- Linen handling procedures
- Biomedical waste segregation and disposal practices
- Colour coding system for waste management
- Personal protective equipment (PPE) used by housekeeping personnel
- Pest control and environmental sanitation measures
- Documentation and maintenance of housekeeping records

Note:

The practical should contain objectives and organization chart, function, register and records with their formative in particular department.
(viva-voce)

COURSE OUTCOMES:

C01	Explain the organizational structure and functions of the housekeeping department in hospitals.	LO1, LO10
C02	Describe duty allocation, supervision, cleaning schedules, and methods followed in different hospital areas.	LO1, LO7, LO14
C03	Identify cleaning equipment, disinfectants, linen handling procedures, and PPE used by housekeeping personnel.	LO1, LO8
C04	Apply biomedical waste segregation, colour coding systems, and disposal practices in healthcare settings.	LO3, LO4, LO13
C05	Analyze pest control measures and environmental sanitation practices to promote patient safety.	LO5, LO8, LO13
C06	Maintain housekeeping records and develop reflective and self-directed learning related to quality housekeeping services.	LO6, LO9, LO11, LO15

COURSE OBJECTIVES:

- To understand the fundamentals of hospital supportive services.
- To learn the functions of dietary, laundry, and linen services.
- To understand housekeeping practices and biomedical waste management.
- To acquire knowledge of CSSD operations and maintenance services.
- To understand patient support services and emergency preparedness.
- To develop practical skills related to hospital supportive services.

UNIT – I: FUNDAMENTALS OF HOSPITAL SUPPORTIVE SERVICES

Definition, Objectives, importance, Classification, Roles and responsibilities of healthcare personnel involved in supportive services, Quality assurance and patient safety in supportive services, Policies, protocols, and documentation related to hospital support services.

UNIT – II: LINEN AND LAUNDRY SERVICES

Organization and functions of Laundry and Linen Services, Collection, segregation, washing, sterilization, and distribution of linen, Infection prevention and quality control measures in laundry services

UNIT – III: HOUSEKEEPING AND BIOMEDICAL WASTE MANAGEMENT

Organization, objectives, and functions of the Housekeeping Department, Cleaning procedures for patient care areas and critical units, Pest control and environmental sanitation in hospitals, Biomedical waste management: categories, segregation, collection, transportation, and disposal methods, Color coding and handling of healthcare waste as per regulatory guidelines, Occupational safety measures for housekeeping personnel

UNIT – IV: CENTRAL STERILE SUPPLY DEPARTMENT AND MAINTENANCE SERVICES

Central Sterile Supply Department (CSSD): organization, layout, and functions, Processing, storage, and distribution of sterile supplies, Maintenance services: preventive and breakdown maintenance of hospital equipment, Role of engineering and maintenance departments in hospital functioning, Safety measures related to electrical, fire, and equipment hazards

UNIT – V: SUPPORT SERVICES IN PATIENT CARE AND EMERGENCY PREPAREDNESS

Transport services: patient transfer and ambulance services, Security services and their role in ensuring hospital safety, Mortuary services: organization, functions, and ethical considerations, Public relations and reception services in hospitals, Role of supportive services during disasters

and emergency situations, Interdepartmental coordination for effective patient care and service delivery

UNIT – VI: CURRENT CONTOURS (Self-directed Learning Activities for Continuous Internal Assessments Only)

Preparation of assignments on innovations in hospital support services and patient safety initiatives.

Case studies on hospital-acquired infection prevention and environmental management.

Demonstration of biomedical waste segregation and inventory management practices.

Group discussions and presentations on disaster preparedness and the role of supportive services in healthcare institutions.

Recommended Books (latest editions), References, and e-Books

1. Sakharkar, B. M. Principles of Hospital Administration and Planning. Jaypee Brothers Medical Publishers, New Delhi.
2. Kunders, G. D. Hospitals: Planning, Design and Management. Tata McGraw-Hill Education, New Delhi.
3. Goel, S. L., and Kumar, R. Hospital Administration and Management: Concepts and Principles. Deep & Deep Publications, New Delhi.
4. Kavitha, R. Hospital Supportive Services Management. CBS Publishers & Distributors, New Delhi.
5. Gupta, S. K., and Kant, S. Hospital and Health Care Administration: Principles and Practice. Jaypee Brothers Medical Publishers, New Delhi.

References

1. Park, K. Park's Textbook of Preventive and Social Medicine. Banarsidas Bhanot Publishers.
2. Government of India. Biomedical Waste Management Rules and Amendments. Ministry of Environment, Forest and Climate Change.
3. National Accreditation Board for Hospitals and Healthcare Providers (NABH). Accreditation Standards for Hospitals.
4. World Health Organization (WHO). Safe Management of Wastes from Health-Care Activities. WHO Publications.
5. Agarwal, A. N. Hospital Administration and Management. Lotus Publishers.

e-Books

1. World Health Organization (WHO) – Publications on hospital services, infection prevention, and healthcare waste management.
2. National Health Systems Resource Centre (NHSRC) – Guidelines and manuals on hospital support services.
3. National Accreditation Board for Hospitals and Healthcare Providers (NABH) – Standards, checklists, and quality assurance guidelines.
4. Centers for Disease Control and Prevention (CDC) – Resources on environmental infection control and healthcare facility management.

COURSE OUTCOMES: (with Mapping)

C01	Explain the concepts, organization, functions, and importance of hospital supportive services in healthcare institutions.	LO1, LO10
C02	Describe the principles and operational aspects of dietary, laundry, and linen services for effective patient care.	LO1, LO5, LO8
C03	Apply housekeeping practices and biomedical waste management procedures to maintain a safe hospital environment.	LO1, LO4, LO13
C04	Demonstrate understanding of CSSD operations, sterilization techniques, and maintenance services essential for hospital functioning.	LO1, LO4, LO8
C05	Analyze the role of patient support services and emergency preparedness in ensuring quality healthcare delivery.	LO3, LO5, LO14
C06	Develop teamwork, leadership, and self-directed learning skills through field visits, case studies, demonstrations, and practical activities related to supportive services.	LO2, LO7, LO11, LO14, LO15

COURSE OBJECTIVES:

- To understand the concept and importance of patient safety in healthcare.
- To identify common types of medical errors and adverse events.
- To learn strategies for prevention and quality improvement.
- To understand safety standards and accreditation systems.
- To promote a culture of safety in healthcare organizations.

UNIT – I: INTRODUCTION TO PATIENT SAFETY

Definition and Importance of Patient Safety; Types of Medical Errors; Adverse Events; Patient Safety Goals.

UNIT – II: HUMAN FACTORS AND SAFETY

Human Errors in Healthcare; Communication Failures; Teamwork and Leadership; Safety Culture.

UNIT – III: RISK MANAGEMENT

Risk Identification and Assessment; Incident Reporting Systems; Root Cause Analysis; Preventive Strategies.

UNIT – IV: QUALITY AND ACCREDITATION

Quality Assurance in Healthcare; Patient Safety Standards; Accreditation Bodies (NABH, JCI); Clinical Audits.

UNIT – V: INFECTION CONTROL AND SAFETY PRACTICES

Hospital Acquired Infections; Hand Hygiene; Biomedical Waste Management; Medication Safety; Surgical Safety.

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Artificial Intelligence and Patient Safety, Patient Safety during Public Health Emergencies, Case Studies on Medical Errors and Safety Improvements.

Recommended Books (latest editions), References, and e-Books**Text Books**

1. Patient Safety – Charles Vincent
2. Hospital Administration – C. M. Francis

Reference Books

1. WHO Patient Safety Curriculum Guide
2. Textbook of Preventive and Social Medicine – K. Park

e-Books

WHO Official Website National Health Portal of India e-PG Pathshala
NPTEL

COURSE OUTCOMES: (with Mapping)

C01	Explain the concepts, principles, and importance of patient safety, medical errors, adverse events, and patient safety goals in healthcare organizations.	LO1, LO2, LO13
C02	Describe human factors affecting patient safety, including communication, teamwork, leadership, and safety culture.	LO2, LO7, LO14
C03	Apply risk management techniques such as risk assessment, incident reporting, root cause analysis, and preventive strategies to improve patient safety.	LO4, LO5, LO8
C04	Analyze quality assurance systems, accreditation standards, and clinical audit processes for enhancing healthcare quality and patient safety.	LO3, LO5, LO6
C05	Demonstrate infection prevention and control measures, biomedical waste management, medication safety, and surgical safety practices.	LO1, LO8, LO13
C06	Evaluate contemporary issues and emerging technologies related to patient safety and recommend improvements in healthcare delivery.	LO3, LO9, LO10, LO11, LO15

COURSE OBJECTIVES:

- To understand the fundamentals of financial management in healthcare organizations.
- To learn hospital accounting principles and financial statement preparation.
- To acquire knowledge of costing methods and budgeting techniques in hospitals.
- To understand financial planning, control, and investment decision-making processes.
- To learn revenue management, medical billing, and reimbursement systems in healthcare.
- To develop financial analysis and decision-making skills for effective hospital management.

UNIT – I: BASICS OF FINANCIAL MANAGEMENT

Meaning, importance, Unique features, Financial objectives (profit vs. non-profit) of financial management in healthcare - Role of financial manager in hospitals, Financial environment in healthcare sector.

UNIT – II: FINANCIAL ACCOUNTING IN HOSPITALS

Basics of accounting principles - Hospital accounting system - Preparation and analysis of Balance Sheet, Income & Expenditure Statement - Cash Flow and Fund flow Statement -Cost centers and revenue centers in hospitals - Depreciation methods in hospital assets.

UNIT – III: COSTING AND BUDGETING

Cost concepts and classification - Costing methods in hospitals: Activity-Based Costing (ABC) - Marginal costing, Cost analysis of hospital services - Budgeting: Types of budgets (capital, operating, flexible) - Budget preparation and control - Break-even analysis in healthcare.

UNIT – IV: FINANCIAL PLANNING, CONTROL AND DECISION MAKING

Financial planning process - Capital budgeting decisions: Payback period, Net Present Value (NPV) - Internal Rate of Return (IRR) - Working capital management - Ratio analysis: Liquidity ratios, Profitability ratios, Efficiency ratios.

UNIT – V: REVENUE MANAGEMENT IN HOSPITALS

Pricing of hospital services - Revenue cycle management (RCM) - Health insurance and third-party payment systems - Medical billing and coding basics - Claims management and reimbursement process.

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

- Seminar Presentation on Contemporary Financial Issues in Healthcare
- Case Study Analysis of Hospital Financial Performance
- Budget Preparation Exercise for a Healthcare Facility
- Analysis of Hospital Annual Reports
- Group Discussion on Emerging Trends in Healthcare Financing

Recommended Books (latest editions), References, and e-Books

Text Book

1. Khan, M. Y. & Jain, P. K. Financial Management: Text, Problems and Cases. McGraw Hill Education.
2. Pandey, I. M. Financial Management. Vikas Publishing House.

Reference Books

1. Brigham, E. F. & Ehrhardt, M. C. Financial Management: Theory and Practice. Cengage Learning.
2. Prasanna Chandra. Financial Management: Theory and Practice. McGraw Hill Education.
3. Gapenski, L. C. & Reiter, K. L. Healthcare Finance: An Introduction to Accounting and Financial Management. Health Administration Press.
4. Baker, J. J., Baker, R. W. & Dworkin, N. R. Health Care Finance: Basic Tools for Nonfinancial Managers. Jones & Bartlett Learning.
5. Nowicki, M. Introduction to the Financial Management of Healthcare Organizations. Health Administration Press.
6. Zelman, W. N., McCue, M. J., Glick, N. D. & Thomas, M. S. Financial Management of Health Care Organizations. Jossey-Bass.

e-Books

1. [National Digital Library of India \(NDLI\)](#)
2. [e-PG Pathshala – Commerce and Management](#)
3. [National Programme on Technology Enhanced Learning \(NPTEL\)](#)
4. Open Textbook Library – Finance Resources
5. [World Health Organization \(WHO\) Publications on Health Financing](#)
6. [The World Bank Open Knowledge Repository](#)

COURSE OUTCOMES: (with Mapping)

C01	Explain the concepts, scope, objectives, and significance of financial management in healthcare organizations and hospitals.	LO1, LO2
C02	Prepare and interpret hospital financial statements, accounting records, and depreciation methods used in healthcare institutions.	LO1, LO5, LO10
C03	Apply costing and budgeting techniques to analyze healthcare service costs and support financial planning and control.	LO4, LO5, LO8
C04	Analyze financial planning tools, capital budgeting methods, working capital management, and financial ratios for managerial decision-making.	LO3, LO5, LO6
C05	Evaluate revenue management systems, including pricing, health insurance, medical billing, claims management, and reimbursement processes.	LO3, LO4, LO10, LO13
C06	Assess contemporary financial issues in healthcare and develop solutions through case studies, seminars, and self-directed learning activities.	LO6, LO9, LO11, LO14, LO15

Code:

**MEDICAL EQUIPMENTS AND
INSTRUMENTS**
(Practical)

Credits: 4

COURSE OBJECTIVES:

- To understand the uses of diagnostic devices.
- To learn the functions of monitoring devices.
- To acquire knowledge of therapeutic equipment.
- To understand the applications of laboratory equipment.
- To learn the functions of CSSD equipment and sterilization processes.
- To develop skills in the safe handling and use of hospital equipment.

Observation

Diagnostic Devices: ECG, X-ray, Ultrasound, CT/MRI

Monitoring Devices: Multi-parameter monitors, pulse oximeters, fetal monitors

Therapeutic Devices: Ventilators, defibrillators, Ambu Bag, infusion pumps, Suction Apparatus dialysis units

Laboratory Equipment: Centrifuges, microscopes, analyzers, sterilizers

Central Sterile Supply Department (CSSD): Autoclave, Hot Air Oven, Sterilization Trays, Packing and Sealing Equipment.

Note:

The record book should include the objectives, organizational chart, functions, and equipment used in the healthcare system. It should also contain details of the registers and records maintained in each department, along with their respective formats. (viva- voce).

COURSE OUTCOMES:

C01	Explain the principles and applications of diagnostic devices such as ECG, X-ray, Ultrasound, and CT/MRI.	LO1, LO8
C02	Describe the functions and uses of monitoring devices including multi-parameter monitors, pulse oximeters, and fetal monitors.	LO1, LO4
C03	Demonstrate knowledge of therapeutic devices such as ventilators, defibrillators, Ambu bags, infusion pumps, suction apparatus, and dialysis units.	LO1, LO4, LO8
C04	Identify the operation and significance of laboratory equipment including centrifuges, microscopes, analyzers, and sterilizers.	LO1, LO10
C05	Explain the organization and sterilization procedures of the Central Sterile Supply Department (CSSD) using autoclaves, hot air ovens, sterilization trays, and packing equipment.	LO3, LO13
C06	Develop analytical and reflective skills in the safe handling and maintenance of medical equipment for lifelong learning.	LO5, LO9, LO11, LO15

Code:**COMPUTER APPLICATIONS IN
HEALTHCARE SERVICES
(Theory)****Credits: 4****COURSE OBJECTIVES:**

- To understand the fundamentals of computers and their applications in healthcare.
- To learn the concepts and components of Hospital Information Systems (HIS), EHR, and EMR.
- To acquire knowledge of computer applications in hospital administration and management.
- To understand health informatics, healthcare databases, and data management practices.
- To learn the principles of data privacy, confidentiality, and security in healthcare.
- To develop awareness of emerging technologies and digital innovations in healthcare.

UNIT – I: INTRODUCTION TO COMPUTERS IN HEALTHCARE

Fundamentals of computers: Hardware and software, Types and components of computer systems, Operating systems and application software, Role of computers in healthcare services.

UNIT – II: HOSPITAL INFORMATION SYSTEMS (HIS)

Hospital Information System (HIS): Concepts and components, Patient registration and appointment management systems, Clinical Information Systems (CIS), Benefits and challenges of digital health records.

UNIT – III: COMPUTER APPLICATIONS IN HOSPITAL ADMINISTRATION

Billing, coding, and insurance claim processing, Inventory and pharmacy management systems, Human Resource Management Systems (HRMS), Financial and accounting applications in hospitals.

UNIT – IV: HEALTH INFORMATICS AND DATA MANAGEMENT

Health informatics: Concepts and scope, Healthcare databases and data management, Data collection, storage, retrieval, and reporting, Clinical decision support systems (CDSS), Data privacy, confidentiality, and security in healthcare.

UNIT – V: EMERGING TECHNOLOGIES IN HEALTHCARE

Telemedicine and Telehealth services, Artificial Intelligence (AI) in healthcare, Mobile health (mHealth) applications, Cloud computing in healthcare, Internet of Medical Things (IoMT) and future trends in digital healthcare.

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Electronic Health Record (EHR) demonstration, Case study analysis on digital healthcare solutions, Seminar on emerging healthcare technologies, Assignment on telemedicine and health informatics

Recommended Books:

Text Book:

1. Computer Applications in Business by S.V. Srinivasa Vallabhan.
2. Hospital Information System by S.A Kelkar.
3. Health Informatics: A Practical Guide for Healthcare and Information Technology Professionals by Robert E. Hoyt and Ann K. Yoshihashi.

Reference Books:

1. Biomedical Informatics: Computer Applications in Health Care and Biomedicine by Edward H. Short life and James J. Cimino.
2. Effective Healthcare Information Systems by Adi H. K. Varma.
3. Management Information System in Hospitals: A Computer Based Approach by M. M. Sharma.

e-Books / Online Resources

1. [National Digital Library of India \(NDLI\)](#)
2. [e-PG Pathshala – Computer Science and Health Informatics Resources](#)
3. [National Programme on Technology Enhanced Learning \(NPTEL\)](#)

COURSE OUTCOMES: (with Mapping)

C01	Understand the fundamentals of computer systems, software applications, and their role in healthcare services.	LO1, LO10
C02	Explain the concepts, components, and functions of Hospital Information Systems (HIS), EHR/EMR, and Clinical Information Systems.	LO1, LO10, LO13
C03	Apply computer applications in hospital administration, including medical records, billing, coding, inventory, HRMS, and financial systems.	LO4, LO5, LO10
C04	Analyze healthcare data management processes, databases, clinical decision support systems, and data security requirements.	LO3, LO5, LO6, LO10
C05	Evaluate emerging digital healthcare technologies such as telemedicine, AI, cloud computing, mobile health, and IoMT applications.	LO3, LO8, LO10, LO11
C06	Develop practical and analytical skills through EHR demonstrations, case studies, seminars, and assignments related to digital healthcare solutions.	LO2, LO7, LO9, LO11, LO14, LO15

COURSE OBJECTIVES:

- To understand the concept and types of crises in healthcare.
- To develop skills for disaster preparedness and emergency response.
- To analyze risk factors and crisis situations in hospitals.
- To apply crisis communication and decision-making strategies.
- To coordinate multidisciplinary response teams effectively.
- To promote resilience, recovery, and continuous improvement.

UNIT – I: INTRODUCTION TO CRISIS MANAGEMENT

Meaning and types of crisis (natural, man-made, medical) - Disaster vs emergency vs crisis - Impact of crisis on healthcare systems - Principles of crisis management

UNIT – II: DISASTER PREPAREDNESS AND PLANNING

Hospital disaster preparedness plan - Risk assessment and vulnerability analysis - Resource planning and logistics - Role of government agencies

UNIT – III: EMERGENCY RESPONSE AND OPERATIONS

Emergency response systems - Triage and patient prioritization - Incident command system - Coordination with ambulance and emergency services

UNIT – IV: CRISIS COMMUNICATION AND DECISION MAKING

Communication during crisis - Media handling and public communication - Decision-making under pressure - Leadership in crisis situations

UNIT – V: RECOVERY, REHABILITATION, AND EVALUATION

Post-crisis recovery strategies - Psychological support and counselling - Rehabilitation services - Evaluation and lessons learned - Role of World Health Organization in emergency response

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Case studies on disaster management (COVID-19, floods, etc.) - Preparation of hospital disaster management plan - Mock drills and simulation exercises - Seminar on crisis leadership - Field visit report (emergency services) - Review of national disaster management policies

Recommended Books:

1. Srinivasan, R. – Disaster Management in Hospitals
2. Haddow, G.D. – Introduction to Emergency Management

3. Gupta, A.K. – Disaster Management
4. Sharma, D.K. – Hospital Administration
5. Alexander, D. – Principles of Emergency Planning and Management
6. World Health Organization – Emergency & Disaster Guidelines
7. National Disaster Management Authority (India) – Guidelines

e-Books

1. World Health Organization (WHO) – Health Emergency and Disaster Risk Management
Website: <https://www.who.int/emergencies>
2. Open WHO Learning Platform
Website: <https://openwho.org>

COURSE OUTCOMES: (with Mapping)

C01	Explain the concepts, types, and principles of crisis management in healthcare.	LO1, LO3
C02	Apply disaster preparedness and risk assessment strategies in hospital settings.	LO4, LO5
C03	Analyze emergency response systems and crisis situations effectively.	LO3, LO8
C04	Demonstrate effective communication and decision-making during crises.	LO2, LO14
C05	Evaluate recovery and rehabilitation strategies in post-crisis situations.	LO6, LO7
C06	Develop ethical, leadership, and lifelong learning approaches in crisis management.	LO13, LO15, LO11

Code:

**ORGANIZATIONAL BEHAVIOUR IN
HOSPITAL ADMINISTRATION**

Credits: 2

(Theory)

COURSE OBJECTIVES:

- To understand organizational behaviour in healthcare settings.
- To learn individual behaviour and motivation in organizations.
- To understand group dynamics and teamwork.
- To acquire knowledge of leadership and organizational culture.
- To learn decision-making and professional ethics.
- To develop interpersonal and organizational effectiveness skills.

UNIT – I: INTRODUCTION TO ORGANIZATIONAL BEHAVIOUR

Meaning, nature, importance of organizational Behaviour (OB), Evolution and foundations of OB, Theories, Challenges and opportunities for OB in hospitals.

UNIT – II: INDIVIDUAL BEHAVIOUR IN ORGANIZATIONS

Personality and its determinants, Perception and attribution, Attitudes, values, and job satisfaction, Learning and motivation theories, Stress management and employee well-being in hospitals.

UNIT – III: GROUP BEHAVIOUR AND TEAM DYNAMICS

Nature and types of groups, Group development and group dynamics, Team building and teamwork in healthcare organizations, Communication process and barriers, Conflict management and negotiation in hospitals.

UNIT – IV: LEADERSHIP AND ORGANIZATIONAL CULTURE

Leadership concepts and theories, Leadership styles in healthcare organizations, Power, authority, and organizational politics, Organizational culture and climate, Managing change and organizational development in hospitals.

UNIT – V: HUMAN BEHAVIOUR AND ORGANIZATIONAL EFFECTIVENESS

Employee engagement and performance management, Decision-making and problem-solving, Emotional intelligence in healthcare management, Ethics and professional behaviour in hospitals, Organizational effectiveness and quality of work life.

UNIT – VI: CURRENT CONTOURS (Self-Directed Learning Activities for Continuous Internal Assessments Only)

- Case Study Analysis on Hospital Organizational Behaviour
- Group Discussion on Leadership Challenges in Hospitals
- Role Play on Conflict Resolution and Communication
- Seminar on Employee Motivation and Engagement

- Assignment on Organizational Culture in Healthcare Institutions

Recommended Books (latest editions), References, and e-Books

Text Book

1. Organizational Stephen P. Robbins, Timothy A. Judge & Neharika Vohra Behaviour, Pearson Education.
2. L. M. Prasad – Organizational Behaviour, Sultan Chand & Sons.

Reference Books

1. K. Aswathappa – Organizational Behaviour, Himalaya Publishing House.
2. Fred Luthans – Organizational Behavior: An Evidence-Based Approach, McGraw-Hill Education.
3. John W. Newstrom – Organizational Behavior: Human Behavior at Work, McGraw-Hill Education.
4. Pareek, Udai – Understanding Organizational Behaviour, Oxford University Press.
5. Borkowski, Nancy – Organizational Behavior in Health Care, Jones & Bartlett Learning.
6. McShane, Steven L. & Von Glinow, Mary Ann – Organizational Behavior, McGraw-Hill Education.

e-Books / Online Resources

1. [National Digital Library of India \(NDLI\)](#)
2. [e-PG Pathshala – Management Studies](#)
3. [National Programme on Technology Enhanced Learning \(NPTEL\)](#)
4. Open Textbook Library – Business and Management Resources
5. [OpenStax – Organizational Behavior Resources](#)

COURSE OUTCOMES: (with Mapping)

C01	Understand the concepts, principles, and significance of Organizational Behaviour in healthcare and hospital settings.	LO1, LO2
C02	Explain individual behaviour, personality, perception, motivation, and their influence on employee performance in hospitals.	LO1, LO5, LO13
C03	Analyze group dynamics, teamwork, communication, conflict management, and their role in healthcare organizations.	LO2, LO4, LO7
C04	Evaluate leadership styles, organizational culture, organizational change, and their impact on hospital effectiveness.	LO3, LO5, LO14
C05	Apply decision-making, problem-solving, emotional intelligence, and ethical practices to enhance organizational performance in healthcare institutions.	LO4, LO5, LO13
C06	Assess contemporary organizational behaviour issues in healthcare and develop strategies to improve employee engagement, workplace well-being, and organizational effectiveness.	LO6, LO9, LO11, LO15

COURSE OBJECTIVES:

- To understand the fundamentals of materials management in healthcare organizations.
- To learn purchasing and procurement procedures.
- To acquire knowledge of inventory management techniques and stock control systems.
- To understand storage, distribution, and storekeeping practices.
- To learn value analysis, quality assurance, and cost control in materials management.
- To develop skills in efficient planning and management of hospital materials and supplies.

UNIT – I: INTRODUCTION TO MATERIALS MANAGEMENT

Meaning, objectives, scope and importance of materials management, Principles and functions of materials management, materials requirement and planning, classification of materials, Need for integration and advantages of integrated material management.

UNIT – II: PURCHASING AND PROCUREMENT MANAGEMENT

Purchase Management: Meaning and objectives, Principles and procedures of purchasing -- Purchase requisition and purchase order process. – Negotiations in purchasing -Vendor selection and evaluation - Tendering procedures: Open tender, limited tender, and single tender systems.

UNIT – III: INVENTORY MANAGEMENT

Meaning and objectives, and need for inventory management - Inventory control techniques: ABC, VED, HML, FSN, and SDE analyses, Economic Order Quantity (EOQ), Safety Stock, Practical inventory systems: P system and Q system. Stock verification, Stock valuation methods: FIFO and LIFO.

UNIT – IV: STORAGE AND DISTRIBUTION MANAGEMENT

Stores Management: Meaning and functions of stores – Principles of storage, Store layout and storekeeping functions - store systems & procedures – Goods received note. Store Receipt voucher, Bin card and stores ledger, inspection and discrepancy reporting, stores issue voucher, Codification and standardization of materials, Distribution systems.

UNIT – V: MATERIALS PLANNING AND CONTEMPORARY PRACTICES

Value analysis and value engineering - Disposal of obsolete, surplus and scrap materials - Computer applications in materials management - Quality assurance in materials, Cost control techniques in materials management.

UNIT – VI: CURRENT CONTOURS (Self-Directed Learning Activities for Continuous Internal Assessments Only)

- Seminar on Green Supply Chain Management in Healthcare.
- Case Study Analysis on Hospital Inventory Management.
- Assignment on E-Procurement Systems in Hospitals.
- Group Discussion on Challenges in Healthcare Supply Chain Management.
- Analysis of Materials Management Practices in NABH-Accredited Hospitals.

Recommended Books (Latest Editions)

Text Books

1. Gopalakrishnan, P. & Sundaresan, M. – Materials Management: An Integrated Approach. Prentice Hall of India.
2. Datta, A. K. – Materials Management: Procedures, Text and Cases. Prentice Hall of India.

Reference Books

1. Dobler, D. W. & Burt, D. N. – Purchasing and Supply Management. McGraw-Hill Education.
2. Leenders, M. R., Fearon, H. E., Flynn, A. E. & Johnson, P. F. – Purchasing and Supply Management. McGraw-Hill Education.
3. Ramakrishna, R. V. – Materials Management: Profit Centre Concept. Galgotia Publishing Company.
4. Sharma, S. C. – Materials Management and Materials Handling. Khanna Publishers.
5. Bhat, K. S. – Materials Management: A Supply Chain Perspective. Himalaya Publishing House.
6. Sahay, B. S. – Supply Chain Management for Global Competitiveness. Macmillan India Ltd.

e-Books

1. [National Digital Library of India \(NDLI\)](#)
2. [e-PG Pathshala – Management Studies Resources](#)
3. Open Textbook Library – Business and Supply Chain Resources
4. [World Health Organization – Health Product and Supply Chain Publications](#)

COURSE OUTCOMES: (with Mapping)

C01	Understand the concepts, principles, and functions of materials management in healthcare organizations.	LO1, LO5
C02	Explain purchasing procedures, procurement methods, negotiations, and vendor management practices.	LO1, LO2, LO13
C03	Apply inventory control techniques and stock management systems for effective materials management.	LO4, LO5, LO8
C04	Describe storage, storekeeping procedures, codification, and distribution systems for efficient materials handling.	LO1, LO4, LO10
C05	Analyze value engineering, quality assurance, and cost control techniques to improve materials management practices.	LO3, LO5, LO6
C06	Evaluate contemporary issues and emerging trends in healthcare supply chain and materials management through self-directed learning activities.	LO9, LO10, LO11, LO14, LO15

COURSE OBJECTIVES:

- To understand the fundamentals of public relations in hospitals.
- To learn internal and external public relations practices in healthcare settings.
- To acquire knowledge of media relations and health communication strategies.
- To understand the planning and implementation of public relations programmes in hospitals.
- To learn crisis communication, patient relations, and reputation management practices.
- To develop effective communication and public relations skills for healthcare organizations.

UNIT – I: INTRODUCTION TO PUBLIC RELATIONS IN HOSPITALS

Meaning, nature, importance, Principles, objectives and functions of public relations, organization of PR department, Code of ethics, Role and qualities of a Public Relations Officer (PRO).

UNIT – II: INTERNAL AND EXTERNAL PUBLIC RELATIONS

Internal publics and External publics, Communication strategies for effective stakeholder relationships, Patient relations and customer service in hospitals, patient grievance handling.

UNIT – III: MEDIA RELATIONS AND HEALTH COMMUNICATION

Media relations, Preparation of press releases and media briefs, Organizing press conferences and media interactions, Health education and public awareness campaigns, Use of social media in hospital public relations.

UNIT – IV: PUBLIC RELATIONS PRACTICES IN HOSPITALS

Planning and organizing PR programmes, Public relations events and community outreach activities, Crisis communication and reputation management in healthcare, Feedback mechanisms and patient satisfaction surveys, Role of PR in hospital accreditation and quality initiatives.

UNIT – V: CONTEMPORARY PUBLIC RELATIONS IN HEALTHCARE

Corporate communication in hospitals, Digital public relations and online reputation management, Patient engagement and relationship management, Ethical and legal issues in healthcare communication, Evaluation and measurement of public relations effectiveness.

UNIT – VI: CURRENT CONTOURS (Self-Directed Learning Activities for Continuous Internal Assessments Only)

- Seminar on Digital Public Relations in Healthcare.
- Case Study Analysis on Hospital Crisis Communication.

- Assignment on Patient Satisfaction and Feedback Systems.
- Group Discussion on Ethical Issues in Healthcare Communication.
- Analysis of Public Relations Practices in NABH-Accredited Hospitals.

Recommended Books (latest editions), References, and e-Books

Text Books

1. Jethwaney, Jaishri N. & Sarkar, N. N. – Public Relations: Concepts, Strategies and Tools. Sage Publications.
2. Balan, K. R. – Corporate Public Relations. Himalaya Publishing House.

Reference Books

1. Cutlip, Scott M., Center, Allen H. & Broom, Glen M. – Effective Public Relations. Pearson Education.
2. Seitel, Fraser P. – The Practice of Public Relations. Pearson Education.
3. Wilcox, Dennis L., Cameron, Glen T. & Reber, Bryan H. – Public Relations: Strategies and Tactics. Pearson Education.
4. Lesly, Philip. – Lesly's Handbook of Public Relations and Communications. McGraw-Hill Education.
5. Seth, M. – Public Relations: Principles and Practice. Lakshmi Narain Agarwal Educational Publishers.
6. Suresh, K. – Hospital Administration and Human Resource Management. Jaypee Brothers Medical Publishers.

e-Books / Online Resources

1. [National Digital Library of India \(NDLI\)](#)
2. [e-PG Pathshala – Journalism and Mass Communication Resources](#)
3. [National Programme on Technology Enhanced Learning \(NPTEL\)](#)
4. [Open Textbook Library – Communication and Management Resources](#)
5. [World Health Organization \(WHO\) Publications on Risk Communication and Community Engagement](#)

COURSE OUTCOMES: (with Mapping)

C01	Understand the concepts, principles, functions, and ethics of public relations in hospitals.	LO1, LO13
C02	Explain the role of internal and external publics and effective communication strategies in healthcare settings.	LO2, LO7, LO12
C03	Apply media relations and health communication techniques for public awareness and stakeholder engagement.	LO2, LO4, LO10
C04	Organize public relations programmes, community outreach activities, and crisis communication initiatives in hospitals.	LO4, LO7, LO14
C05	Evaluate patient relations, feedback mechanisms, and quality-focused public relations practices in healthcare organizations.	LO3, LO5, LO9, LO13
C06	Assess contemporary trends in healthcare public relations, including digital communication and reputation management.	LO6, LO10, LO11, LO15

Code:

**RESEARCH METHODOLOGY AND
BIostatISTICS**
(Theory)

Credits: 4

COURSE OBJECTIVES:

- To understand the fundamentals of research methodology and research ethics.
- To learn research designs and sampling techniques used in health research.
- To acquire knowledge of data collection, presentation, and research reporting methods.
- To understand the basic concepts and applications of biostatistics in healthcare.
- To learn inferential statistical techniques and hypothesis testing.
- To develop skills in conducting, analyzing, and reporting research studies.

UNIT – I: INTRODUCTION TO RESEARCH METHODOLOGY

Meaning, definition, characteristics, and importance of research, types of research, Research process, Identification and formulation of research problems, Research objectives, Review of literature, Research ethics and ethical principles in health research.

UNIT – II: RESEARCH DESIGN AND SAMPLING TECHNIQUES

Meaning and purpose of research design, Types of research design, Variables in research, Sampling methods: Probability sampling and non-probability sampling, Determination of sample size.

UNIT – III: METHODS OF DATA COLLECTION AND PRESENTATION

Sources of data: Primary and secondary data, Tools and techniques of data collection Development and validation of research instruments, Pilot study: Meaning and importance, Data editing, coding, classification, and tabulation, Presentation of data using tables, charts, graphs, diagrams, and frequency distributions, Preparation of research reports and documentation.

UNIT – IV: INTRODUCTION TO BIOSTATISTICS

Meaning, definition, scope, and applications of biostatistics in health care - Measures of central tendency: Mean, median, and mode, Measures of dispersion: Range, quartile deviation, mean deviation, variance, and standard deviation, Correlation: Meaning, types, and methods of measuring correlation, Normal distribution and its characteristics.

UNIT – V: INFERENCE STATISTICS AND RESEARCH REPORTING

Concept of probability and sampling distribution, Hypothesis testing: Null and alternative hypotheses Parametric and non-parametric tests , Chi-square test, t-test, ANOVA, Interpretation of statistical results, Writing and

formatting of research reports, dissertations, and journal articles, Referencing styles and plagiarism prevention.

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Seminar Presentation: Present on an emerging trend or innovation in research methodology or biostatistics.

Case Study Analysis: Critically analyze the research methods used in a published healthcare study.

Recommended Books (latest editions), References, and e-Books
Text Books

1. Kothari, C.R., & Garg, G. (2024).
Research Methodology: Methods and Techniques (5th Multi-colour Edition). New Delhi: New Age International Publishers. ISBN: 9789389802559.
2. Mahajan, B.K. (2016).
Methods in Biostatistics for Medical Students and Research Workers (8th Edition). New Delhi: Jaypee Brothers Medical Publishers.
3. Daniel, W.W., & Cross, C.L. (2018).
Biostatistics: A Foundation for Analysis in the Health Sciences (11th Edition). Wiley-Blackwell.
4. Suresh, K.P., & Chandrashekara, S. (2018).
Biostatistics: A Manual of Statistical Methods for Use in Health, Nutrition and Anthropology (1st Edition). Jaypee Brothers Medical Publishers.
5. Rao, P.S.S.S., & Richard, J. (2012).
An Introduction to Biostatistics: A Manual for Students in Health Sciences. Prentice Hall of India.

References

1. Hulley, S.B., Cummings, S.R., Browner, W.S., Grady, D.G., & Newman, T.B. (2013).
Designing Clinical Research (4th Edition). Lippincott Williams & Wilkins.
2. Creswell, J.W., & Creswell, J.D. (2018).
Research Design: Qualitative, Quantitative, and Mixed Methods Approaches (5th Edition). Sage Publications.
3. Pagano, M., & Gauvreau, K. (2018).
Principles of Biostatistics (2nd Edition). CRC Press.
4. Altman, D.G. (1991).
Practical Statistics for Medical Research. Chapman and Hall/CRC.
5. Dawson, B., & Trapp, R.G. (2004).
Basic and Clinical Biostatistics (4th Edition). McGraw-Hill Education.

e-Books and Online Resources

1. National Digital Library of India (NDLI)
[National Digital Library of India](https://www.ndli.org/)
2. World Health Organization (WHO) – Research Resources
WHO Research for Health Resources

3. ICMR – National Ethical Guidelines for Biomedical and Health Research
[ICMR Bioethics Unit](#)

COURSE OUTCOMES: (with Mapping)

C01	Explain the concepts, principles, processes, and ethical considerations involved in research methodology and health research.	LO1, LO6, LO13
C02	Select appropriate research designs, identify variables, and apply suitable sampling techniques for conducting healthcare research studies.	LO1, LO4, LO5, LO6
C03	Develop and utilize data collection tools, organize research data, and prepare research reports using appropriate documentation methods.	LO2, LO6, LO10, LO11
C04	Apply descriptive biostatistical methods to classify, summarize, analyze, and interpret healthcare data.	LO1, LO5, LO8
C05	Employ inferential statistical techniques such as hypothesis testing, Chi-square test, t-test, and ANOVA to draw evidence-based conclusions from research data.	LO3, LO4, LO5, LO8
C06	Critically appraise healthcare research findings and demonstrate lifelong, self-directed learning through seminars, case study analyses, and exploration of emerging trends in research methodology and biostatistics.	LO3, LO9, LO11, LO15

Code:

**LEGAL ASPECTS IN HOSPITAL
MANAGEMENT**
(Theory)

Credits: 4

COURSE OBJECTIVES:

- To understand the legal framework governing healthcare institutions.
- To study patient rights and responsibilities.
- To analyze medico-legal cases and negligence issues.
- To apply laws related to hospital administration and management.
- To ensure ethical and legal compliance in healthcare delivery.
- To develop awareness of legal documentation and reporting systems.

UNIT – I: INTRODUCTION TO MEDICAL LAW

Meaning and scope of medical law - Sources of law in healthcare - Legal system in India - Role of National Medical Commission

UNIT – II: PATIENT RIGHTS AND MEDICAL ETHICS

Patient rights and responsibilities - Informed consent - Confidentiality and privacy - Bioethics in healthcare

UNIT – III: MEDICAL NEGLIGENCE AND LIABILITY

Definition and types of negligence - Elements of medical negligence - Civil and criminal liability - Consumer Protection Act and medical services

UNIT – IV: LEGAL ASPECTS OF HOSPITAL ADMINISTRATION

Licensing and registration of hospitals - Biomedical waste management rules - Clinical Establishments Act - Drugs and Cosmetics Act

UNIT – V: MEDICO-LEGAL CASES AND DOCUMENTATION

Types of medico-legal cases - Documentation and record keeping - Legal reports and certificates - Court procedures and evidence - Role of World Health Organization in ethical healthcare guidelines

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Case studies on medical negligence - Analysis of court judgments - Hospital legal audit assignment - Preparation of consent forms - Seminar on medico-legal issues - Visit to legal/medical records department

Recommended Books (latest editions), References, and e-Books

1. Tandon, P.N. – Medical Law and Ethics in India
2. Francis, C.M. – Medical Ethics
3. Bhatia, R. – Law and Ethics in Healthcare
4. Sharma, D.K. – Hospital Administration
5. Modi, J.P. – A Textbook of Medical Jurisprudence and Toxicology
6. National Medical Commission – Ethical Guidelines
7. World Health Organization – Patient Rights & Ethics Resources

References

1. Government of India. The Consumer Protection Act, 2019. Ministry of Consumer Affairs, Food and Public Distribution.
2. Government of India. The Drugs and Cosmetics Act, 1940 and Rules thereunder.
3. Bhatia, K.L. Medical Negligence and Compensation. Universal Law Publishing, 2020.
4. World Health Organization (WHO). Patient Safety and Ethical Healthcare Guidelines. Geneva: WHO Publications, Latest Edition.

e-Books

1. World Health Organization (WHO) – Ethics and Patient Safety Publications Official reports and guidelines on patient safety, quality of care, and ethical healthcare practices.
2. e-PG Pathshala
Open educational resources covering medical ethics, health law, and hospital administration.
3. National Digital Library of India (NDLI)
Access to books, journals, theses, and educational materials related to medical law and healthcare management.
4. PubMed Central (PMC)
Free full-text research articles on informed consent, patient rights, medical negligence, and medico-legal documentation.

COURSE OUTCOMES: (with Mapping)

C01	Explain the legal framework and regulations governing hospitals	LO1, LO9
C02	Demonstrate understanding of patient rights, consent, and ethical principles.	LO2, LO13
C03	Analyze medico-legal cases and issues related to negligence and liability.	LO3, LO5
C04	Apply legal provisions in hospital administration and compliance.	LO4, LO6
C05	Evaluate medico-legal documentation and reporting systems.	LO6, LO8
C06	Develop professional and ethical practices in healthcare legal scenarios.	LO11, LO15

COURSE OBJECTIVES:

- To understand the registration and documentation procedures of medico-legal cases.
- To familiarize with the management of common medico-legal situations in hospitals.
- To learn consent procedures and reporting mechanisms related to medico-legal cases.
- To identify the roles of various departments in medico-legal case management.
- To apply legal, ethical, and professional communication practices in healthcare settings.
- To develop skills in preparing observation reports on medico-legal practices.

Practical Observation

1. Registration Procedures of medico-legal cases in the Emergency and Medical Records Department.
2. Medico-Legal Documentation
3. Management of Common Medico-Legal Cases
4. Consent Procedures
5. Reporting Mechanisms
6. Interdepartmental roles in managing medico-legal cases.
7. Legal and Ethical Practices
8. Professional Communication Practices among healthcare personnel, patients, relatives and law enforcement officials in medico-legal situations.
9. Preparation of Observation Report.

NOTE:

The practical should contain objectives and organisation chart, function, medico- legal cases register and records with their formative in each department.(viva-voce)

COURSE OUTCOMES:

C01	Explain the registration procedures and documentation requirements for medico-legal cases in healthcare settings.	LO1, LO10
C02	Describe the management of common medico-legal cases, including consent and reporting procedures.	LO1, LO4, LO13
C03	Analyze the roles and responsibilities of different departments involved in managing medico-legal cases.	LO5, LO7, LO14
C04	Apply legal and ethical principles in handling medico-legal situations within healthcare organizations.	LO3, LO13
C05	Demonstrate effective professional communication with healthcare personnel, patients, relatives, and law enforcement officials during medico-legal situations.	LO2, LO7, LO12
C06	Prepare observation reports and develop reflective and self-directed learning related to medico-legal practices.	LO6, LO9, LO11, LO15

COURSE OBJECTIVES:

- To understand the concept and scope of medical tourism.
- To analyze global trends and factors influencing medical tourism.
- To study infrastructure and services required for medical tourists.
- To apply marketing strategies in healthcare tourism.
- To understand legal, ethical, and quality aspects.
- To develop skills for managing international patients effectively.

UNIT – I: INTRODUCTION TO MEDICAL TOURISM

Definition, concept, and scope - History and evolution - Types of medical tourism (curative, preventive, wellness) - Global scenario and growth trends.

UNIT – II: MEDICAL TOURISM IN INDIA

Growth of medical tourism in India - Advantages (cost, quality, skilled professionals) - Government initiatives and policies - Role of hospitals and accreditation.

UNIT – III: INFRASTRUCTURE AND SERVICES

Hospital facilities and international standards - Travel, accommodation, and hospitality services - Role of facilitators and coordinators - Patient support services.

UNIT – IV: MARKETING OF MEDICAL TOURISM

Branding of hospitals - Digital marketing strategies - International collaborations - Patient relationship management.

UNIT – V: LEGAL, ETHICAL, AND QUALITY ISSUES

Legal aspects in international healthcare - Ethical issues in medical tourism - Patient safety and quality standards - Role of World Health Organization in healthcare quality.

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Case studies of successful medical tourism hospitals - Study of government schemes (Incredible India, Heal in India) - Patient journey mapping exercise - Hospital visit and report - Seminar on global medical tourism trends - Assignment on ethical issues.

Recommended Books:

1. Connell, J. – Medical Tourism
2. Horowitz, M.D. – Medical Tourism: Globalization of the Healthcare Marketplace
3. Bookman, M.Z. & Bookman, K.R. – Medical Tourism in Developing Countries
4. Lunt, N. – Handbook on Medical Tourism and Patient Mobility
5. Ministry of Tourism & Ministry of Health (India) – Medical Tourism Reports.

References

1. World Health Organization (WHO). Quality of Care: Patient Safety and Healthcare Standards. Geneva: WHO Publications, Latest Edition.
2. Ministry of Tourism, Government of India. Medical and Wellness Tourism Guidelines. Government of India Publications, Latest Version.
3. National Accreditation Board for Hospitals and Healthcare Providers (NABH). Accreditation Standards for Hospitals. Latest Edition.
4. Bookman, Milica Z., and Bookman, Karla R. Medical Tourism in Developing Countries. Palgrave Macmillan, 2019.
5. Hall, C. Michael. Medical Tourism: The Ethics, Regulation and Marketing of Health Mobility. Routledge, 2020.

e-Books

1. Ministry of Tourism, Government of India – Medical and Wellness Tourism Resources Official reports, policies, and guidelines related to medical tourism in India.
2. National Medical Library of India
Digital access to healthcare management and medical tourism resources.

COURSE OUTCOMES: (with Mapping)

C01	Explain the concept, scope, and global trends of medical tourism.	LO1, LO3
C02	Analyze the growth and opportunities of medical tourism in India.	LO3, LO5
C03	Apply knowledge of infrastructure and services for international patient care.	LO4, LO6
C04	Demonstrate marketing and communication strategies in healthcare tourism.	LO2, LO10
C05	Evaluate legal, ethical, and quality issues in medical tourism.	LO5, LO13
C06	Develop professional and lifelong learning skills in managing medical tourism services.	LO11, LO15, LO12

Code:

**PROFESSIONAL ETIQUETTE IN
HEALTHCARE**
(Theory)

Credits: 2

COURSE OBJECTIVES:

- To understand the importance of professional etiquette in healthcare settings.
- To develop appropriate behavior, attitude, and professionalism.
- To enhance communication and interpersonal skills with patients and staff.
- To apply ethical principles and workplace discipline.
- To build teamwork and leadership qualities.
- To promote cultural sensitivity and patient-centered care.

UNIT – I: INTRODUCTION TO PROFESSIONAL ETIQUETTE

Meaning and importance of etiquette - Professionalism in healthcare - Personal grooming and appearance - Workplace behavior and discipline

UNIT – II: COMMUNICATION ETIQUETTE

Verbal and non-verbal communication - Telephone etiquette - Email and digital communication etiquette - Patient interaction etiquette

UNIT – III: WORKPLACE ETHICS AND CONDUCT

Professional ethics in healthcare - Confidentiality and privacy - Respect, integrity, and accountability - Code of conduct in hospitals

UNIT – IV: INTERPERSONAL SKILLS AND TEAMWORK

Team dynamics in healthcare - Conflict management - Leadership qualities - Emotional intelligence

UNIT – V: CULTURAL COMPETENCE AND PATIENT-CENTERED CARE

Cultural sensitivity in healthcare - Respect for diversity - Patient rights and dignity - Role of World Health Organization in promoting ethical care

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Role play on professional behaviour - Case studies on ethical dilemmas - Assignments on workplace etiquette - Observation report from hospital visit - Seminar on healthcare professionalism - Self-assessment of professional skills

Recommended Books:

1. S. Neeraja – Communication and Education Technology for Nurses
2. B. Scudder – Professional Etiquette in Healthcare

3. Shirley Taylor – Model Business Letters, Emails and Other Business Documents
4. K. Aswathappa – Organizational Behaviour
6. D.K. Sharma – Hospital Administration
7. World Health Organization – Ethics and Patient Care Guidelines
8. Ministry of Health & Family Welfare – Professional Conduct Guidelines

References

1. World Health Organization (WHO). Framework on Integrated People-Centred Health Services. Geneva: WHO Publications, Latest Edition.
2. World Health Organization (WHO). Global Competency and Outcomes Framework for Universal Health Coverage. Geneva: WHO Publications, Latest Edition.
3. National Medical Commission (NMC). Professional Conduct Regulations and Guidelines. Latest Edition.
4. Indian Society for Healthcare Quality (ISHQ). Guidelines on Patient-Centered Care and Communication Standards.
5. National Accreditation Board for Hospitals and Healthcare Providers (NABH). Patient Rights and Education Standards. Latest Edition.

e-Books

1. World Health Organization (WHO) e-Library – Publications related to patient-centered care, healthcare ethics, cultural competence, and quality improvement.
2. National Digital Library of India (NDLI) - Access to books, theses, and learning resources on communication skills, leadership, and healthcare professionalism.

COURSE OUTCOMES: (with Mapping)

C01	Explain the principles and importance of professional etiquette in healthcare.	LO1, LO9
C02	Demonstrate effective communication and professional behavior in healthcare settings.	LO2, LO12
C03	Analyze ethical issues and apply professional conduct in workplace situations.	LO3, LO13
C04	Apply interpersonal skills, teamwork, and leadership in healthcare environments.	LO4, LO7, LO14
C05	Evaluate cultural competence and patient-centered care practices.	LO5, LO12
C06	Develop self-directed learning and professional growth for lifelong learning.	LO11, LO15

Third Year

**SUMMER INTERNSHIP / INDUSTRIAL
ACTIVITY**

Semester: V

Code:

Credits: 2

Note:

During the Internship Training the student should prepare a report based on the training at Hospital. The report should contain objectives, organisational/ departmental chart, functions, register and records with their format for each department. Internal and External evaluators appointed by the university will evaluate the reports of Internship.(viva-voce).

COURSE OBJECTIVES:

- To understand the concepts, functions, and importance of personnel management in hospitals.
- To acquire knowledge of human resource planning, recruitment, selection, and induction processes.
- To develop an understanding of employee training, performance appraisal, and career development practices.
- To familiarize with employee welfare measures, motivation techniques, and grievance handling procedures.
- To gain knowledge of labour laws, ethical issues, and emerging trends in hospital personnel management.
- To understand digital HR practices, employee engagement, and workforce diversity in healthcare organizations.

UNIT – I: INTRODUCTION TO HOSPITAL PERSONNEL MANAGEMENT

Meaning, Objectives and functions, importance, Evolution and principles of personnel management in hospitals, Role and responsibilities of the Human Resource Department, Organizational structure of the Personnel, Qualities and competencies of a Human Resource Manager.

UNIT – II: HUMAN RESOURCE PLANNING AND PROCUREMENT

Human resource planning: Concept, objectives, and process, Job analysis: Job description and job specification, Recruitment: Sources and methods, Selection process and placement, Orientation and induction programmes.

UNIT – III: Training, Development and Performance Management

Meaning and importance of training and development, Identification of training needs, Methods of training. Performance appraisal: Objectives, methods and challenges, Promotion, transfer and career development.

UNIT – IV: EMPLOYEE WELFARE MEASURES

Wage and salary administration, Motivation of hospital employees, Employee health and safety programmes, Grievance handling and disciplinary procedures, Retirement Services.

UNIT – V: LEGAL ASPECTS, AND EMERGING TRENDS

Labour laws applicable to hospital employees, Ethical and legal issues in personnel management, Retention strategies and employee engagement, Emerging trends in hospital personnel management, digital HR practices and workforce diversity.

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Seminar Presentation: Present on an emerging trend in hospital human resource management.

Case Study Analysis: Analyze a real-life HR issue and its resolution in a healthcare organization.

Group Discussion: Discuss challenges in healthcare workforce management and retention.

Recommended Books (latest editions), References, and e-Books

1. Dessler, G. (2024). Human Resource Management (17th Edition). Pearson Education.
2. Armstrong, M., & Taylor, S. (2023). Armstrong's Handbook of Human Resource Management Practice (16th Edition). Kogan Page.
3. Aswathappa, K. (2023). Human Resource Management: Text and Cases (11th Edition). McGraw Hill Education.
4. Rao, V.S.P. (2023). Human Resource Management: Text and Cases (5th Edition). Excel Books.
5. Flippo, E.B. (Reprint Edition). Personnel Management. McGraw-Hill Education.
6. Srinivasan, A.V. (2022). Managing a Modern Hospital (3rd Edition). Response Books, Sage Publications.
7. Goel, S.L., & Kumar, R. (2022). Hospital Administration and Management. Deep & Deep Publications.

References

1. Prasad, L.M. (2022). Human Resource Management. Sultan Chand & Sons.
2. Gupta, C.B. (2022). Human Resource Management. Sultan Chand & Sons.
3. Robbins, S.P., Judge, T.A., & Vohra, N. (2023). Organizational Behavior (19th Edition). Pearson.
4. Rao, T.V. (2019). Performance Management and Appraisal Systems. Sage Publications.
5. Agarwala, T. (2021). Strategic Human Resource Management. Oxford University Press.
6. Park, K. (2023). Park's Textbook of Preventive and Social Medicine (for occupational health and employee welfare aspects).

e-Books

1. [National Digital Library of India \(NDLI\)](#)
2. [e-PG Pathshala](#)
3. [National Programme on Technology Enhanced Learning \(NPTEL\)](#)
4. [World Health Organization \(WHO\)](#)
5. [International Labour Organization \(ILO\)](#)
6. [Society for Human Resource Management \(SHRM\)](#)

COURSE OUTCOMES: (with Mapping)

C01	Explain the concepts, principles, functions, and significance of personnel management in hospital organizations.	LO1, LO5
C02	Apply human resource planning, recruitment, selection, placement, and induction processes in healthcare institutions.	LO1, LO4, LO5
C03	Demonstrate understanding of employee training, development, performance appraisal, and career advancement programs.	LO2, LO6, LO14
C04	Analyze employee welfare measures, compensation systems, grievance handling procedures, and industrial relations in hospitals.	LO3, LO5, LO7
C05	Interpret personnel records, labor laws, ethical issues, and HR information systems relevant to hospital administration.	LO1, LO10, LO13
C06	Evaluate emerging trends in hospital personnel management and engage in self-directed learning for continuous professional development.	LO9, LO11, LO15

COURSE OBJECTIVES:

- To understand the fundamentals of ward management.
- To learn the roles and responsibilities of ward personnel.
- To acquire knowledge of hospital wards and supportive services.
- To understand ward safety, infection control, and waste management practices.
- To learn ward operational and administrative procedures.
- To develop managerial skills for effective ward administration.

UNIT – I: INTRODUCTION TO WARD MANAGEMENT

Meaning, definition, scope, and importance of ward management, Objectives and principles of ward management, Organization and functions of hospital wards, factors involved in good ward management.

UNIT – II: WARD PERSONNEL ADMINISTRATION AND DEVELOPMENT

Human Resource Management of wards: Hierarchical structure in wards, Role of medical and para medical, administrative and nursing personnel power, authority, job functions and responsibilities; Role of ward secretary, supervisory role of hospital personnel development activities.

UNIT – III: HOSPITAL WARDS

Location, types, design, physical facilities and equipment required for hospital wards.

UNIT – IV: WARD ENVIRONMENT AND SAFETY

Ward environment, Ventilation, heating and lighting in hospital wards, elimination and control of noise, drinking water facilities and sanitation, Fire safety measures and fire fighting equipment, Prevention and control of cross infection, Safety standards and emergency preparedness in wards.

UNIT – V: WARD OPERATIONS AND ADMINISTRATIVE PROCEDURES

Daily ward routines and ward procedures, Admission, discharge and transfer of patients, care and management of critically ill patients, Ward records and documentation, Preparation and presentation of ward reports, inventory and stock maintenance, Billing procedures.

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Assignment on the role of multidisciplinary healthcare teams in ward management.

Seminar presentation on recent trends and technologies in ward administration and patient care.

Field visit to hospital wards and submission of an observation report.

Group discussion on quality improvement initiatives in hospital wards.

Recommended Books (latest editions), References, and e-Books

1. Dash, Manjubala. Comprehensive Textbook of Nursing Administration and Ward Management. 2nd ed. New Delhi: Jaypee Brothers Medical Publishers; 2026. ISBN: 9789366165950.
2. Das Gupta, Joydeep. Hospital Administration and Management: A Comprehensive Guide. 4th ed. New Delhi: Jaypee Brothers Medical Publishers; 2026. ISBN: 9789372023886.
3. Joshi, D.C., and Mamta Joshi. Hospital Administration. 2nd ed. New Delhi: Jaypee Brothers Medical Publishers; 2025. ISBN: 9789390595303.
4. Francis, C.M., and Mario C. de Souza. Hospital Administration. 3rd revised ed. New Delhi: Jaypee Brothers Medical Publishers; 2025. ISBN: 9788171797219.
5. Venkatesan, Latha. A Textbook of Administration, Ward Management and Education. 1st ed. New Delhi: Vikas Publishing House; 2025.

References

1. Goel, S.L., and Kumar, R. Hospital Administration and Management: Principles and Practice. New Delhi: Deep & Deep Publications.
2. Gupta, S.K., and Kant, S. Hospital and Health Care Administration: Principles and Practice. New Delhi: Jaypee Brothers Medical Publishers.
3. Bhatia, Dinesh, et al. (Eds.). A Guide to Hospital Administration and Planning. Singapore: Springer Nature; 2023.
4. Marquis, B.L., and Huston, C.J. Leadership Roles and Management Functions in Nursing: Theory and Application. 11th ed. Philadelphia: Wolters Kluwer.
5. Huber, D. Leadership and Nursing Care Management. 7th ed. St. Louis: Elsevier.

e-Books

1. Jaypee Digital Platform (e-Jaypee) – Nursing and Hospital Administration e-books.
[e-Jaypee Digital Platform](#)
2. SpringerLink – Access to healthcare management and hospital administration e-books.
[SpringerLink e-Books](#)
3. World Health Organization (WHO) Publications – Guidelines on patient safety, infection prevention, and healthcare services.
[WHO Publications](#)
4. National Medical Library, Government of India – Access to digital health information resources.

COURSE OUTCOMES: (with Mapping)

C01	Explain the basic concepts and principles of ward management.	LO1, LO10
C02	Describe the roles and responsibilities of personnel involved in ward administration.	LO1, LO2, LO7
C03	Illustrate the management of different hospital wards and supportive services.	LO1, LO4, LO7
C04	Apply safety, infection control, and waste management practices in wards.	LO3, LO4, LO8, LO13
C05	Demonstrate competency in ward procedures, documentation, and inventory management.	LO2, LO4, LO5, LO10
C06	Develop leadership, teamwork, ethical values, and lifelong learning skills in ward management.	LO7, LO11, LO13, LO14, LO15

Code:

**TOTAL QUALITY MANAGEMENT IN
HOSPITAL
(Theory)**

Credits: 4

COURSE OBJECTIVES:

- To understand Total Quality Management in healthcare.
- To learn quality management principles and theories.
- To acquire knowledge of quality assurance and patient safety practices.
- To understand quality improvement tools and techniques.
- To learn healthcare accreditation standards and regulatory requirements.
- To develop quality improvement skills for organizational excellence.
-

UNIT – I: INTRODUCTION TO TOTAL QUALITY MANAGEMENT IN HEALTHCARE

Definition, importance and principles of Total Quality Management (TQM), Dimensions of healthcare quality, Benefits and challenges of implementing TQM in healthcare organizations, Role of healthcare professionals in maintaining and improving quality.

UNIT – II: QUALITY GURUS AND QUALITY MANAGEMENT PRINCIPLES

Quality management theories and concepts, Contributions of W. Edwards Deming and Deming's 14 Principles for Management, Joseph M. Juran and the Juran Trilogy, Philip B. Crosby and the Zero Defects concept, Application of quality gurus' principles in healthcare settings, Leadership and employee involvement in quality improvement.

UNIT – III: QUALITY IMPROVEMENT, AND PATIENT SAFETY

Quality Improvement (QI): principles and approaches, Continuous Quality Improvement (CQI), Clinical audit: purpose and process, Patient safety initiatives and International Patient Safety Goals (IPSG), Medical errors and adverse events, Infection prevention and control, Incident reporting systems, Sentinel events and corrective actions.

UNIT – IV: QUALITY IMPROVEMENT TOOLS AND TECHNIQUES

Basic quality improvement tools, Benchmarking in healthcare, Root Cause Analysis (RCA), Introduction to Six Sigma concepts and methodology, Lean management principles and their application in healthcare organizations.

UNIT – V: ACCREDITATION, STANDARDS, AND REGULATORY REQUIREMENTS IN HEALTHCARE

NABH: objectives, standards, and accreditation process, JCI standards, ISO standards relevant to healthcare organizations, Licensing and statutory requirements in healthcare institutions, Documentation and continuous monitoring for quality compliance and organizational excellence.

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Seminar presentation on emerging trends in healthcare quality management and patient safety.

Review national and international accreditation systems such as NABH, JCI, and ISO standards.

Group discussion on quality culture, leadership, and teamwork in healthcare organizations.

Prepare a reflective report on quality improvement initiatives observed during hospital visits.

Recommended Books (latest editions), References, and e-Books

1. Dahlgaard, Jens J., Kristensen, Kai, and Kanji, Gopal K. Fundamentals of Total Quality Management: Process Analysis and Improvement. Latest Edition. Routledge.
2. Joshi, D.C., and Joshi, Mamta. Hospital Administration. 2nd ed. New Delhi: Jaypee Brothers Medical Publishers; 2025.
3. Goel, S.L., and Kumar, R. Hospital Administration and Management: Principles and Practice. Latest Edition. New Delhi: Deep & Deep Publications.
4. Tague, Nancy R. The Quality Toolbox. 3rd ed. Milwaukee: ASQ Quality Press.
5. Evans, James R., and Lindsay, William M. Managing for Quality and Performance Excellence. 12th ed. Boston: Cengage Learning.

References

1. Juran, Joseph M., and De Feo, Joseph A. Juran's Quality Handbook: The Complete Guide to Performance Excellence. 7th ed. McGraw-Hill Education.
2. Crosby, Philip B. Quality Is Free: The Art of Making Quality Certain. McGraw-Hill.
3. Qvretveit, John. Health Service Quality: An Introduction to Quality Methods for Health Services. Blackwell Publishing.
4. World Health Organization. Quality of Care: A Process for Making Strategic Choices in Health Systems. WHO Publications.
5. National Accreditation Board for Hospitals and Healthcare Providers (NABH). NABH Accreditation Standards for Hospitals. Latest Edition.

e-Books

1. National Accreditation Board for Hospitals & Healthcare Providers (NABH) – Accreditation standards, guides, and quality resources. <https://nabh.co>
2. World Health Organization (WHO) Publications – Resources on patient safety, quality improvement, and healthcare quality. <https://www.who.int/publications>
3. Joint Commission International (JCI) Resources – International patient safety goals and accreditation standards. <https://www.jointcommissioninternational.org>

4. Agency for Healthcare Research and Quality (AHRQ) – Patient safety tools and quality improvement resources.
<https://www.ahrq.gov>
5. SpringerLink – e-books on healthcare quality management and hospital administration.
<https://link.springer.com>

COURSE OUTCOMES: (with Mapping)

C01	Explain the concepts, principles, dimensions, and evolution of quality management in healthcare services.	LO1, LO10
C02	Describe the contributions of quality gurus and apply their principles to healthcare quality improvement initiatives.	LO1, LO3, LO5
C03	Demonstrate understanding of Quality Assurance, Quality Improvement, TQM, CQI, patient safety practices, and risk management processes in healthcare organizations.	LO1, LO4, LO8, LO13
C04	Utilize quality improvement tools and techniques to identify, analyze, and solve quality-related problems in healthcare settings.	LO3, LO4, LO5, LO8
C05	Interpret accreditation standards, regulatory requirements, and quality frameworks applicable to healthcare institutions.	LO1, LO6, LO10, LO13
C06	Develop teamwork, leadership, ethical values, and self-directed learning skills for continuous quality improvement and lifelong professional development.	LO7, LO9, LO11, LO14, LO15

The candidate shall undertake a project work, either individually or in a group, and submit the project report at the end of the final year of the programme. The Head of the Department shall assign a faculty guide/supervisor to each student or group of students at the beginning of the final year. The guide shall assist the students in selecting an appropriate project topic and provide necessary guidance throughout the project work.

The completed project report, duly certified by the guide and the Head of the Department, shall be submitted to the University on or before the date prescribed by the University.

The project report shall be evaluated by an Internal Examiner and an External Examiner appointed by the University. The candidate(s) shall also appear for a Viva-Voce Examination to defend and present the project work.

ASSESSMENT / EVALUATION / VIVA VOCE:

1. PROJECT REPORT EVALUATION (Both Internal & External)

I. Plan of the Project	20 marks
II. Execution of the Plan/Collection of Data/ Organisation of Materials/ Hypothesis, Testing etc. and presentation of the report	45 marks
III. Individual initiative	15 marks
2. Viva-Voce/Internal/External	20 marks
TOTAL	100 marks

PASSING MINIMUM:

Project	VIVA-VOCE 20 Marks 40% out of 20 Marks (i.e. 8 Marks)	Dissertation 80 Marks 40% out of 80 Marks)
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COURSE OBJECTIVES:

- To understand the fundamentals of health informatics and information systems.
- To study electronic health records and healthcare data management.
- To analyze the role of IT in improving healthcare delivery.
- To apply data management and security practices in healthcare.
- To understand legal and ethical issues in health informatics.
- To develop digital literacy and informatics skills for healthcare professionals.

UNIT – I: INTRODUCTION TO HEALTH INFORMATICS

Definition, scope, and importance - Evolution of health informatics - Components of health information systems - Role of IT in healthcare

UNIT – II: HEALTH INFORMATION SYSTEMS

Types of health information systems - Hospital Information System (HIS) - Electronic Health Records (EHR) and Electronic Medical Records (EMR) - Clinical decision support systems

UNIT – III: HEALTHCARE DATA MANAGEMENT

Data collection, storage, and retrieval - Database management systems - Data quality and standardization - Health data analytics basics

UNIT – IV: INFORMATION TECHNOLOGY IN HEALTHCARE

Telemedicine and e-health - Mobile health (mHealth) - Artificial intelligence in healthcare - Digital health initiatives

UNIT – V: LEGAL, ETHICAL, AND SECURITY ISSUES

Data privacy and confidentiality - Cybersecurity in healthcare - Legal frameworks and regulations - Role of World Health Organization in digital health

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Case studies on HIS implementation - Practical exposure to EHR systems - Assignment on telemedicine services - Seminar on digital health trends - Hospital IT department visit and report - Data privacy policy analysis

Recommended Books:

1. Shortliffe, E.H. & Cimino, J.J. – Biomedical Informatics
2. Nelson, R. & Staggers, N. – Health Informatics: An Interprofessional Approach
3. Wager, K.A. – Health Care Information Systems
4. Lippeveld, T. – Design and Implementation of Health Information Systems
5. Sharma, D.K. – Hospital Administration
6. World Health Organization – Digital Health Guidelines
7. Ministry of Health & Family Welfare (India) – Digital Health Mission Resources

References

1. World Health Organization (WHO). Global Strategy on Digital Health 2020–2025. Geneva: WHO Publications.
2. National Accreditation Board for Hospitals and Healthcare Providers (NABH). Standards for Information Management Systems in Hospitals.
3. National Medical Commission (NMC). Guidelines on Telemedicine Practice in India.
4. Information Technology Act, 2000 (India) and relevant amendments pertaining to electronic records and cybersecurity.
5. Digital Personal Data Protection Act, 2023 (India). Regulations concerning health data privacy and security.

e-Books

1. World Health Organization (WHO) Digital Health Repository - Publications and reports on digital health strategies, telemedicine, artificial intelligence, and health information systems.
2. OpenWHO Learning Platform - Free online courses on digital health, telemedicine, data management, and health information systems.

COURSE OUTCOMES: (with Mapping)

CO1	Explain the fundamentals and components of health informatics systems.	LO1, LO10
CO2	Apply knowledge of health information systems such as HIS and EHR.	LO4, LO10
CO3	Analyze healthcare data management and informatics processes.	LO3, LO5
CO4	Demonstrate the use of IT tools and digital technologies in healthcare.	LO2, LO10
CO5	Evaluate legal, ethical, and security issues in health informatics.	LO5, LO13
CO6	Develop self-learning and lifelong learning skills in digital health technologies.	LO11, LO15

COURSE OBJECTIVES:

- To understand the principles and importance of first aid.
- To learn Basic Life Support (BLS) procedures.
- To acquire knowledge of first aid management for medical emergencies.
- To understand first aid measures for injuries and trauma.
- To learn disaster management and emergency response principles.
- To develop skills in providing safe and effective first aid care.

UNIT – I: INTRODUCTION TO FIRST AID

Meaning, definition, aims, and principles of first aid, Importance and scope of first aid in healthcare settings, Qualities and responsibilities of a first aider, Contents and maintenance of a first aid kit, Legal and ethical considerations in first aid, Emergency action principles and assessment of the scene.

UNIT – II: BASIC LIFE SUPPORT

Definition, objectives, and importance of Basic Life Support, Chain of Survival and activation of emergency medical services, Assessment of responsiveness and breathing, Cardiopulmonary Resuscitation (CPR) techniques for adults, children, and infants, Airway management and rescue breathing, Use of Automated External Defibrillator (AED).

UNIT – III: FIRST AID FOR MEDICAL EMERGENCIES

First aid management of fainting and unconsciousness, Seizures and epilepsy, Shock and its management, Poisoning: types, signs, symptoms, and first aid measures, Heat stroke, heat exhaustion, and hypothermia, Diabetic emergencies and asthma attacks.

UNIT – IV: FIRST AID FOR INJURIES AND TRAUMA

Wounds: classification and first aid management, Control of bleeding and bandaging techniques Fractures, sprains, strains, and dislocations, Burns and scalds: classification and first aid care, Head, spinal, chest, and abdominal injuries, Transportation and safe transfer of injured persons.

UNIT – V: DISASTER MANAGEMENT AND COMMUNITY EMERGENCIES

Concept and principles of disaster management, Role of first aid during disasters and mass casualty incidents, Triage: principles and categories, First aid in road traffic accidents, Drowning, electrocution, and animal bites, Community preparedness, health education, and emergency response planning.

UNIT – VI: CURRENT CONTOURS (Self-directed learning activities for Continuous Internal Assessments Only):

Preparation of assignments on emerging trends in emergency care and pre-hospital services.

Case study discussions on first aid management of common emergencies and accidents.

Observation and reporting of first aid practices during community health programmes, disaster drills, or healthcare settings.

Demonstration and peer teaching of CPR, choking management, and first aid procedures using simulation models.

Recommended Books (latest editions), References, and e-Books

1. American Heart Association. Basic Life Support (BLS) Provider Manual. Latest Edition. Dallas, TX: American Heart Association. ISBN: 978-1-68472-310-2 (Print Version).
2. St John Ambulance, St Andrew's First Aid, and British Red Cross. First Aid Manual. 11th Edition. Dorling Kindersley (DK), 2021. ISBN: 9780241541227.
3. American Academy of Orthopaedic Surgeons (AAOS). First Aid, CPR, and AED Standard. Latest Edition. Jones & Bartlett Learning.
4. Proehl, J. A. Emergency Nursing Procedures. Latest Edition. Elsevier Publications.
5. Tintinalli, J. E. Tintinalli's Emergency Medicine: A Comprehensive Study Guide. Latest Edition. McGraw-Hill Education.

References

1. International Federation of Red Cross and Red Crescent Societies (IFRC). International First Aid, Resuscitation and Education Guidelines. Latest Edition.
2. World Health Organization (WHO). Basic Emergency Care: Approach to the Acutely Ill and Injured. Geneva: WHO.
3. National Health Mission (India). Emergency Care and First Aid Training Guidelines. Government of India.
4. American Heart Association. Guidelines for Cardiopulmonary Resuscitation (CPR) and Emergency Cardiovascular Care (ECC). Latest Update.
5. European Resuscitation Council (ERC). Resuscitation Guidelines. Latest Edition.

e-Books

1. American Heart Association eBooks
[American Heart Association Professional Resources](#)
2. World Health Organization – Basic Emergency Care Resources
WHO Emergency Care Resources
3. International Federation of Red Cross and Red Crescent Societies (IFRC)
[IFRC First Aid Resources](#)
4. National Digital Library of India (NDLI)
[National Digital Library of India](#)

5. National Medical Library (Government of India)
National Medical Library

COURSE OUTCOMES: (with Mapping)

C01	Explain the concepts, principles, legal aspects, and responsibilities related to first aid and emergency care.	LO1, LO10, LO13
C02	Demonstrate Basic Life Support skills, including CPR, airway management, rescue breathing, and the use of an AED during emergencies.	LO1, LO4, LO8, LO14
C03	Apply appropriate first aid measures for common medical emergencies such as shock, seizures, poisoning, diabetic emergencies, and asthma attacks.	LO1, LO4, LO5, LO8
C04	Perform first aid procedures for injuries and trauma, including wound care, bleeding control, fracture management, burn care, and safe transportation of victims.	LO1, LO4, LO5, LO7
C05	Analyze disaster situations and participate effectively in triage, community emergency preparedness, and mass casualty management.	LO3, LO5, LO7, LO14
C06	Develop self-directed learning, teamwork, and leadership skills through case studies, simulations, peer teaching, and observation of emergency care practices.	LO2, LO6, LO7, LO11, LO14, LO15