



BHARATHIDASAN, UNIVERSITY, TIRUCHIRAPPALLI – 620 024

B. Sc. HOSPITAL ADMINISTRATION (Non-Semester)

Course Structure for centre for Distance education (For the candidate admitted from the academic year 2014-2015 onwards)

Year	Part	Title of the Paper	Exam Hours	Total Marks	
I	I	Part I - Language Paper I	3	100	
	II	Part II - English Paper I	3	100	
	III	Major Paper I - Introduction to Hospital Services		3	100
		Major Paper II - Principles of Hospital Administration		3	100
		First Allied Paper – I - Basic Biological Science		3	100
Total				500	
II	I	Part I - Language Paper II	3	100	
	II	Part II - English Paper – II	3	100	
		Major Paper – III - Materials Management		3	100
	III	Major Paper – IV - Organization and Research Methodology		3	100
		Second Allied Paper – II - Hospital Information System		3	100
Total				500	
III	III	Major Paper – V - Ward Administration		3	100
		Major Paper – VI - Human Resource Management		3	100
		Major Paper – VII - Legal Aspects in Hospitals		3	100
		Elective - Hospital Records Management		3	100
		Minor Project Work			100
Total				500	
Grand Total				1500	

- Note**
- 1: FOR ALL THEORY PAPERS passing minimum is 40 % .
 2. Environmental Studies UGC paper is compulsory to study in 1st year

Paper I – INTRODUCTION TO HOSPITAL SERVICES

Unit I

- Concepts of Hospital
- Changing concepts of Hospital
- Philosophies of Hospital

Unit II

- Definition
- Types of Hospital
- Role perception of Hospital
- Hospital as a system

Unit III

- Role of Hospital
- Levels of care
- Health care, delivery system and Hospital
- Changing roles of Hospital

Unit IV

- Factors Influencing Hospital utilization
- Hospital Environment
- Hospital Physical facilities
- Hospital Design
- Types of services

Unit V

Health team and role of

- Doctors
- Nurses
- Pharmacists
- Ancillary Health personnels

Reference:

- 1) Francis cm et,(2004), ``Hospital administration 3rd edition, Jayper Publishers (p)Ltd., New Delhi
- 2) Sakharkar B.M. (1998). ``Principles of Hospital Administration and Planning” Jayper Publication (p) Ltd., New Delhi

Paper II – PRINCIPLES OF HOSPITAL ADMINISTRATION

Objective: To give a proper understanding of the management concepts and techniques as a first step towards developing executives.

Unit –I

Definition of Management – Functions of Management – Schools of Management thought – Principle of Management – contribution of F.W Taylor, Henry Fayol, Elton Mayo, Mc Gregor and Peter F. Ducker – Function of Manager – Delegation.

Unit-II

Planning:- Objectives – Strategies – Programmes – Policies, Long range and short range plans – Controlling – Budgeting – MBO - Functions & Steps – Need for organizational hierarchy in large organization – Principles of sound organization – organization structure – organization chart. Controlling –functions-steps-Budgeting-MBO.

Unit III

Authority – Power – Responsibility – Line and staff authority – Principles of Directing Authority CVSDV of authority – committees. Meaning of communication – Types of communication formal and informal channels – barriers to effective communication. Motivation – importance and characteristics – Positive and negative Motivation theories of motivation.

Unit IV

Interpersonal relations; group dynamics and group behavior, formal & informal groups and Organizational climate; Motivation – Motivation theories by Herzburg. Mc Gregor and Maslow's need Hierarchy – the different types of leadership models and styles of the managerial grid.

Unit V

The individual: Foundation of individual Behaviors, Biographical characteristics, Ability learning.

Value, Values attitudes and job satisfaction. Personality and Emotions.

Reference:

1. L.M. Prasad Principles of Management
2. Tripathi & Reddy Principles of Management
3. Fred Luthans Organisational Behaviour
4. Ronathan S. Rakisch Management for Health Care Services
5. S.L.Goal Health Care Administration
6. Srinivasan Management Process in Health Care.

FIRST ALLIED Paper –I - BASIC BIOLOGICAL SCIENCE

Objectives: To provide elementary knowledge of the various systems of the human body and the diseases affecting them.

Unit I

Anatomy: Structures constituting human body; Main sub-divisions of human body, some commonly used descriptive terms in Anatomy.

Muscles: Types, structure, functions & its distribution in various parts of the body (Head, neck, thorax and abdomen, lower & upper extremity)

Bones & Joints: Types, structure, functions & its distribution in various parts of the body (Head, neck, thorax and abdomen, lower & upper extremity)

Surface making of some structure and clinical correlations of upper limb, lower limb, thorax, abdomen, Head & neck.

Unit II

Circulation: Structure and functions of Heart; Types of blood vessels and blood flow, Heart Beat, Blood pressure – measuring B.P systolic and diastolic pressure. Circulation of blood through artery, veins and capillaries.

Respiration: Breathing and respiration, respiratory organs, gaseous exchange and transport, factor influencing breathing rate, control of breathing – nervous and chemical control.

Excretion: Structure of kidney, mechanism of urine formation, Glomerular filtration urine formation, tubular function, composition of urine; principle of dialysis ad haemodialysis, skin – its structure of function.

Digestion: Digestion in mouth, digestion in stomach, enzymes – functions of enzymes in digestions. Digestion and abortion. Nervous system – Introduction to nervous system, Neuron, Nerve fiber function and properties, central nervous system Autonomic nervous system. Spinal cord cranial nerves, Receptors and sensations.

Unit III

Bio Chemistry: Structure and properties of Molecules. Electronic configuration of an atom, association of atoms into molecules; physical properties of molecules.

Protein Metabolism with brief description of immunoglobulin's and their diagnostic significance in modern medicine. Amino acid, metabolism – mechanism; biosynthesis and detection of basic errors in laboratory.

Fat metabolism with brief special emphasis on the role of lipids in heart diseases – diagnostic methodologies. Carbohydrate metabolism in brief – explaining the mechanisms of glycogens,

Neoglucogenesis and glycogenolysis with special reference to diabetes mellitus and its laboratory investigations.

Importance enzymes and co-enzymes – their supportive role in brief – their diagnostic values in health and disease. Vitamins and Hormones – source, utilization, excretion, and disease associated with their abnormal levels in the human body – diagnostic methods.

Blood chemistry; brief description of various blood forming elements; their normal and abnormal levels – Laboratory investigation. Some recent Laboratory techniques – chromatography; calorimetry and spectrophotometry; Electrophoresis; Immuno Electrophoresis; Radiation techniques; Ratio immunoassay:

Unit IV

Disease of Heart: Cardiac arrest, congestive heart failure.

Blood Disease: Anaemia-Lukaemia; Agranulosis; Haemophilia.

Disease of stomach and intestinal tract: Gastritis, peptic ulcer, Appendicitis, Hernia and fissure, fistula and hemorrhoids’.

Unit V

Disease of the Ear and Eye: Wax formation, foreign bodies, Otitismedia, mastoditis. Eye:Conjunctivitis, night blindness, cataract, glaucoma.

Disease of the Nose and throat: Sinusitis, Laryngitis.

Endocrine System: Metabolic disorders – Diseases of thyroid, parathyroid – Diabetes mellitus, obesity.

Text Books:

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|-----------------------|-------------------------------|---------------|
| 1. T.S Rangnathan | A Text book of Human Anatomy | S.Chand |
| 2. Sarada Subramanian | Text book of Human Physiology | S.Chand |
| 3. Ganaa | Physiology | Mc. Graw Hill |
| 4. Harper | Bio-Chemistry | Mc.Graw Hill |
| 5. Chaterjee | Bio-Chemistry | Jaypee |
| 6. Panikar | Microbiology | OLM |

Reference Books:

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|--------------------|------------------------------|---------------------|
| 1. I.B Singh | Essentials of Anatomy | Jaypee |
| 2. I.B Singh | Text book of Anatomy | Jaypee Volume 1,2,3 |
| 3. Basmajian | Grants Method of Anatomy | B.J Waverly |
| 4. Sathya Narayana | Bio-Chemistry | Central |
| 5. Vasudevan | Bio-Chemistry | Jaypee |
| 6. J.E Park | Preventive & Social Medicine | Brown and Io.1978 |

Major Paper –III – MATERIALS MANAGEMENT

Objective: Explaining various, purchase procedures, methods of inventory control and other inventory systems. So that the inventories in a hospital can be managed effectively.

Unit I

Introduction to material management – materials requirement, planning, classification of materials – Need for integrate – concept, definition and scope – Advantages of integrated material management concept.

Unit II

Organisation – Based on commodities – based on function. Inter – departmental Relationships – Material planning and Budgeting. ABC Analysis – codification and standardization – source selection – vendor rating – make or buy decision – lease against buying.

Unit III

Purchase Management – Negotiations – Purchase systems material requisition. Purchase order – limited tender – open tenders – comparative statement – follow up, purchase orders, purchase of capital items – pay back period approach – Return on Investment – Internal rate of return – discounted cash flow method.

Unit IV

Import procedures – letter of credit – bill of lading import substitution – public buying – Rate and running contracts, Buyer seller Relations and ethics. Import procedure – Letter of credit – bill of lading – impart substitution – public buying – Rate and running contracts. Buyer seller relation and ethics.

Unit V

Stores Management – functions of stores – Location and layout – Definition of inventory – need for inventory – store systems & procedure – goods received note. Store Receipt voucher, Bin card – store issue voucher discrepancy. Stores Accounting and stock verification – LIFO –FIFI Average price method – obsolescence, surplus and scrap management – EOQ –practical inventory systems – safety stock P system and System & IT. Computer in Material Management Application of Material Management an Integrated Approach.

Text Books:-

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|---------------------------------|--|-----------------------|
| 1. Gopalakrishnan
Sundaresan | Material Management
and Integrated Approach | Prentice Hall, India. |
| 2. A.K Dutta | Integrated Materials Management | Prentice Hall, India. |

Reference Books:

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|-------------------------------------|--|-----------------------|
| 1. Starr & Mill | Inventory Control Theory
And Practice | Prentice Hall, India |
| 2. P.Gopalakrishnan
M.S.Sandilya | Stores Management And
Logistics | Prentice Hall, India. |

Major Paper – IV HOSPITAL ORGANISATION AND RESEARCH METHODOLOGY

Objective: To provide knowledge about the uniqueness of hospital organization. To have an idea about Research Methodology.

Unit I

To learn the elements of Hospital as an organization, Code of ethics, Broad Classification, Duties of Administration, Role – Definition, Challenges of Hospital Management, Highlight of entire aspects of Hospital Administration, Role of Hospital Administrator in Health Care Management at various levels of Health services, Policy, issues and Trends.

Unit II

Application Of Management Techniques In Hospital System: Hospital Planning And Management: Principles for planning Hospital – definition, facilities and services identified. Short introduction to functional Area management strategic and operational planning. “A model of strategic planning” factors influencing strategic planning – role of administrator in planning and controlling as “Two managed functions”.

Unit III

Organizational Services: What are the different types of organizational services? Their expected role? Planning functional programme & Design stage. Bed distribution defined; space requirement for Non-Teaching general Hospitals defined; queuing theory – its application in the Estimation of Bed needs; Simulation based occupancy systems – Comparison with “Hill; Burton programme” and “position assumption”.

Unit IV

Health system Engineering – Major functions, Tasks and resources. The art of programming, Budgeting and control in Health care Organization; Management of control process – Programming phase, Budgeting phase and controlling phase.

Unit V

Research Methodology: Scientific method and research process, Research methodology – an overview. Research design, Interview techniques and questionnaire design sampling, Qualitative and Quantitative research, Communication research, collecting data Techniques of documentations, Data analysis interpretation, Dissemination of Data.

Reference Books:

1. Sankar Rao Hospital Organization and Administration
2. Kurt Darr Hospital Organization and Management
3. Henny Minizberg Structuring of Organization
4. Addison C. Berett Improving Management Performance in Healthcare Organization
5. C.R.Kothari Research Methodology Methods and Techniques

SECOND ALLIED Paper II – HOSPITAL INFORMATION SYSTEMS

This is Course introduces the student to information systems terminology, structures, specific applications and their relationship to management functions in health services organizations. The goal of the course is to ensure that students are schooled in the terminology, conceptual models, applications and limitations systems in health services. Syllabus covers following topics.

Unit I: Introduction to Management Information Systems

What is an Information System, Information technologies, what is a system? Feedback and Control, Components of Information System, Information System Resources, Overview of Hardware and software, Relationship of Hospital Information System to managerial function such as a communications, coordination, control strategic and process planning and decision making.

Unit II: Overview and basic concepts of Hospital Information Systems.

Need for Hospital Information System, Understanding of the structures of information system in health administration.

Unit III: Data Recourse Management

Foundation data concepts, Types of databases, Database maintenance and Application development, implementing data recourse management.

Unit IV: Decision Support

Information, decisions and management, Information quality, Decision structure, DSS components, Using DSS.

Unit V: Security and Ethical Challenges

Introduction, Technology ethics, guidelines, Computer crime, Privacy issues, Computer monitoring, challenges in working conditions, Ergonomics.

Text books

1. Management Information systems – Managing Information technology in the Business enterprises – James A.O Brien Tata McGraw Hill 6th Edition (2004).
2. Management Information systems – Organization and Technology – Kenneth C. Landon. Jane P. London PH1 4th Edition (1998).

Major Paper – V - WARD ADMINISTRATION

Objective: To highlight the various aspects of ward Management

Unit I

Introduction – definition, History, Need for Ward management – Principles of Ward management, factors involved in good ward management.

Unit II

Human Resources Management Of Wards: Hierarchical structure in wards, Role of medical and Para medical, Administrative and Nursing personnel's, their power and authority, job functions, job description & responsibilities; Role of ward secretary as a key person in ward management supervisory role of hospital personnel developments activities.

Unit III

Location, types, design, physical facilities & equipment required for emergency & casualty ward, Intensive care units, post operative ward, Neonatal intensive Care and inpatient ward

Specialty Wards: Maternity ward, orthopedic ward, physiotherapy, Cardiac, Nephrology, Neurology, Isolation, general medical & surgical wards; autopsies and mortuary locations & functions. Care & use of equipments; Relationship with other departments.

Supportive services: Dietary, Lab, Radiology, Nursing, General /store, Pharmacy, physiotherapy etc. Auxiliary service. House keeping. Linen & Laundry, CSSD.

Unit-IV

Ward environment-Ventilation, heating, lighting, elimination of noise, drinking water facilities, safe drinking water –safety measures.

Fire lighting equipments, Prevention of cross infection, Emergency drug stock, and maintenance –waste disposal (sterilization) Housekeeping-Linen & Laundry.

Unit V

Daily ward routines, ward procedure, admission and discharge and transfers, care of critically ill patients, record maintenance – preparation of Reports and presentation of reports (Hospital statistics), Inventory maintenance, Risk management in ward, ward level Intending, Billing procedure.

Text Books:-

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|-----------------------------------|---|-------------------|
| 1. Janet Reienstein Carpman Myron | Planning Health Facilities
Patients and visitors | Tata MC Graw Hill |
| 2. Jaffrey J.Eromeit and Malcom | Building a Hospital a
prime Administration | Tata MC Graw Hill |

Reference Books:

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|---------------------|---|-------------------|
| 1. John S.Brason | Hospital and Hospital House Keeping | |
| 2. John Blackman | Hospital Waste Management | Tata MC Graw Hill |
| 3. Charles B.Miller | How to Organise and maintenance an
Efficient hospital Department | Tata MC Graw Hill |

Major Paper –VI HUMAN RESOURCE MANAGEMENT

Objective: To provide knowledge about the tools and techniques in the management of Human Resource.

Unit I

Concepts of HRM, in health care services, Manpower planning, Job analysis, Job specification

Unit II

Recruitment and selection, placement, Job enrichment, job rotation

Unit III

Training and Development Methods of training – Training need, Training programme designing. Evaluation of training, Performance appraisal.

Unit IV

Wage and salary administration, Motivation of hospital employees, employees, employees welfare occupational safety. Collective bargaining, counseling, participative management, Medical insurance.

Unit V

Discipline and Disciplinary Action.

Text Books:-

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|--------------|---|--|
| 1. H.L.Kumar | Labour Problems And Remedies | Universal Law |
| 2. H. Kumar | What Everybody Should Know
About Labour Laws | Universal Law Publishing
Co.Pvt.Ltd |

Reference Books:

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|-------------------|---|---|
| 1. Frank Ruchill | Human Resource Management | |
| 2. R.C.Goyal | Human Resource Management In
Hospitals(3 rd Ed) | Prentice Hall Of India
Private Limited |
| 3. Edwin B.Flippo | Personnel Management | Tata MC Graw |

ELECTIVE – HOSPITAL RECORDS MANAGEMENT

Unit I

Medical Record: Definition – Importance with reference to patient doctor, hospital & research.

Briefs mention about ownership rights & privileges', policies governed, procedures with references to numbering system, unit system, International Classification of disease & & barcode and its applications in Hospitals.

Unit II

Steps In Initiating Records: Register book, patient index disease index, doctor index, Active/inactive records storage, listing of various IP / OP Records. Maintenance of medical records.

Unit III

Organization & Staffing – Role of hospital administration – role of Medical records Dept. in Medical Audit and Legal systems.. Records processing application of data analysis & computer technologies. Legal potentialities of Medical research in our city.

Unit IV

International classification of diseases, Bar coding & its application in medicine& Hospital Services

Unit V

Role of Medical record department in Medical Audit & legal system (consumer protection Act) Medico legal cases.

Text books:

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| 1. D.N.Eihance / Veena Eihance,
B.M.Agarwal | Fundamentals Of Statistics | Kitab Mahal |
| 2. Richard I.levin
David S.Rubin | Statistics for Management | T.M.Publication |

Reference Books:

1. Mendel Hall.W – Introduction To Probability / T.M Publication Statistics (7th Ed) T.M.Publication
2. P.S.S.Sundar Rao G.Jesudian & J.Richards An Introduction To Biostatis---
