

**P.G. Diploma in
Hospital Management**

Prospectus No.20131520

**संत गाडगे बाबा अमरावती विद्यापीठ
SANT GADGE BABA AMRAVATI UNIVERSITY**

**वाणिज्य विद्याशाखा
(FACULTY OF COMMERCE)**

**PROSPECTUS
OF
POST GRADUATE DIPLOMA IN
HOSPITAL MANAGEMENT
Semester - I Exam. Winter 2013
Semester - II Exam. Summer 2014**



2013

(Visit us at www.sgbau.ac.in)

Price Rs. /-

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SANT GADGE BABA AMRAVATI UNIVERSITY
SPECIAL NOTE FOR INFORMATION OF THE STUDENTS

(1) Notwithstanding anything to the contrary, it is notified for general information and guidance of all concerned that a person, who has passed the qualifying examination and is eligible for admission only to the corresponding next higher examination as an ex-student or an external candidate, shall be examined in accordance with the syllabus of such next higher examination in force at the time of such examination in such subjects, papers or combination of papers in which students from University Departments or Colleges are to be examined by the University.

(2) Be it known to all the students desirous to take examination/s for which this prospectus has been prescribed should, if found necessary for any other information regarding examinations etc. refer the University Ordinance Booklet the various conditions/provisions pertaining to examinations as prescribed in the following Ordinances-

Ordinance No. 1	:	Enrolment of Students.
Ordinance No.2	:	Admission of Students
Ordinance No. 4	:	National Cadet Corps
Ordinance No. 6	:	Examination in General (relevant extracts)
Ordinance No. 18/2001	:	An Ordinance to provide grace marks for passing in a Head of passing and Improvement of Division (Higher Class) and getting Distinction in the subject and condonation of defficiency of marks in a subject in all the faculties prescribed by the Statute NO.18, Ordinance 2001.
Ordinance No.9	:	Conduct of Examinations (Relevant extracts)

Ordinance No.10	:	Providing for Exemptions and Compartments
Ordinance No. 19	:	Admission of Candidates to Degrees
Ordinance No.109	:	Recording of a change of name of a University Student in the records of the University
Ordinance No. 6/2008	:	For improvement of Division
Ordinance No.19/2001	:	An Ordinance for Central Assessment Programme, Scheme of Evaluation and Moderation of answerbooks and preparation of results of the examinations, conducted by the University, Ordinance 2001.

Dineshkumar Joshi
Registrar

Sant Gadge Baba Amravati University

PATTERN OF QUESTION PAPER ON THE UNIT SYSTEM.

The pattern of question paper as per unit system will be broadly based on the following pattern :-

- (1) Syllabus has been divided into units equal to the number of question to be answered in the paper. On each unit there will be a question either a long answer type or a short answer type.
- (2) Number of question will be in accordance with the unit prescribed in the syllabi for each paper i.e. there will be one question on each unit.
- (3) For every question long answer type or short answer type there will be an alternative choice from the same unit. However, there will be no internal choice in a question.
- (4) Division of marks between long answer and short answer type question will be in the ratio of 40 and 60
- (5) Each short answer type question shall contain 4 to 8 short sub question with no internal choice.

DIRECTION

No. 36/2010

Date : 24/6/2010

Subject : **Scheme of examination and other provisions for the examinations leading to the P.G.Diploma courses in Computer Management, Hospital Management, Retail Management, and Insurance and Risk Management in the faculty of Commerce.**

Whereas, the Govt. of Maharashtra Ministry of Higher and Technical Education Dept. Mumbai has granted the permission to start the P.G.Diploma courses in Computer Management, Hospital Management, Retail Management, and Insurance and Risk Management in the affiliated colleges of the University vide its G.R. Nos. एनजीसी-२००८/(२७५/०८) मशि-३, दिनांक १२/८/२००८, एनजीसी-२००९/(१६९/०९) मशि-४, दिनांक ११ जुलै, २००९ and एनजीसी-२००९/(१६९/०९) मशि-४, दिनांक १४ जुलै, २००९

AND

Whereas, the Academic Council has resolved to accept the Scheme of Examination, Eligibility criteria and other details provisions for the P.G.Diploma courses in Computer Management, Hospital Management, Retail Management, and Insurance and Risk Management in its meeting held on 28/5/2010 vide item No. 48 R-2, R-3, R-4 & R-5.

AND

Whereas, the Academic Council has resolved to refer the matter to the Ordinance Committee for preparing the Ordinance/Regulation for the said P.G.Diploma courses.

AND

Whereas, the Academic Council has resolved to accept the syllabi for P.G.Diploma courses in Computer Management, Hospital Management, Retail Management, and Insurance and Risk Management to be implemented from the academic session 2010-11.

AND

Whereas, the Scheme of Examination, Eligibility criteria and Syllabi is to be made available for the said courses from the academic session 2010-11.

AND

Whereas, the admissions for the P.G. Diploma in Computer Management, Hospital Management, Retail Management, and Insurance and Risk Management in the faculty of Commerce are to be made in the Academic Session 2010-11.

AND

Whereas, Examinations leading to the P.G. Diploma in Computer Management, Hospital Management, Retail Management, and Insurance and Risk Management in the faculty of Commerce are to be conducted in Winter-2010.

AND

Whereas, the matter of Scheme of Examination, Eligibility criteria and other detail provisions is required to be regulated by an Ordinance, and making Ordinance is time consuming process.

Now, therefore I, Dr. Kamal Singh, Vice-Chancellor, Sant Gadge Baba Amravati University, Amravati in exercise of the powers conferred upon me under section (8) of section 14 of the Maharashtra Universities Act, 1994, do hereby direct as under-

- i) This Direction may be called, "Examinations leading to the P.G.Diploma in Computer Management, Hospital Management, Retail Management, and Insurance and Risk Management (Semester Pattern) (One Year Course) in the faculty of Commerce, Direction, 2010.
 - ii) This direction shall come into force from the academic session 2010-11.
 - iii) The Eligibility criteria for admissions, other detail provisions related to examinations and scheme of examinations for the P.G.Diploma courses in Computer Management, Hospital Management, Retail Management, and Insurance and Risk Management shall be as given below-
1. The examinations of the P.G.Diploma courses in Computer Management, Hospital Management, Retail Management, and Insurance and Risk Management shall be held Semester wise at such places and on such dates as may be appointed by the Board of Examinations.
 2. i) An applicant for admission to the Semester-I examination shall have -
obtained a Bachelor's degree of this University in any faculty or of any other Statutory University whose Degree is recognized as equivalent thereto by Sant Gadge Baba Amravati University.
ii) The applicant for Semester-II course shall have been the regular students of Semester-I course.
 3. Without prejudice to the other provisions of Ordinance No.6 relating to the examinations in general, the provisions of paragraphs 5,8,10,27 and 32 of the said ordinance shall apply to every collegiate candidates.
 4. The duration of these courses shall be of one year into two semesters.
 5. The medium of instructions for these courses shall be English.
 6. The P.G. Diploma courses shall be of two Semesters. Each semesters consisting of theory papers and Practical/Project carrying 100 marks each.

7. The fees for the examinations shall be as prescribed by the University from time to time.
8. An applicant for the examination prosecuting a regular course of study to the P.G.Diploma course shall not seek admission to any other academic courses in this or any other University.
9. The Sessional/Internal marks shall be awarded by the Head of the College/Department in consultation with the teachers as per the scheme provided under the scheme of examinations of the respective courses.
10. The scope of the subjects shall be as indicated in the syllabus.
11. The scope of papers and detail scheme of examinations for theory/ Practical/Project shall be as indicated in Annexure-A (for P.G.Diploma in Computer Management), Annexure-B(for P.G.Diploma in Hospital Management), Annexure-C (for P.G.Diploma in Retail Management), and Annexure-D (for P.G.Diploma in Insurance and Risk Management) respectively.
12. An examinees who will unsuccessful at the examinations shall be eligible for admission to the examinations on payment of a fresh fee prescribed for the examinations together with an ex-student fee shall be as per Ordinance No.12 and on compliance with the conditions of the Ordinance in force from time to time.
13. An examinee who has failed at the Sessional/Practical/Project examinations only shall be required to register himself afresh for doing the Sessional/Practical/Project work again in the College/ Department concerned in the subject or subjects in which he so failed, on payment of a fresh examination fee shall be as per Ordinance No.12. The Head of the Department/College, shall, on being satisfied about the completion of the Sessional/Practical/ Project of such a candidate, send the fresh Sessional/Practical/ Project marks to the University and these fresh Sessional/ Practical/Project marks shall be taken into consideration for computing his result at the examination.
14. Successful examinees obtaining 60% or more marks in the aggregate at the examination shall be placed in the First Division and those obtaining less than 60% but not less than 50% in the second division.
15. The provisions of Ordinance No.18 of 2001 shall be applicable to the examinees of this course.
16. No persons shall be admitted to this examinations if he has already passed the same examination or an equivalent examination of any other Statutory University.
17. A successful examinee shall receive a P.G.Diploma in the prescribed form, signed by the Vice-Chancellor.

**SCHEME OF EXAMINATION
P. G. DIPLOMA IN COMPUTER MANAGEMENT
SEMESTER-I**

Subject Code	Subject title	Duration of exam. hours	Theory/ Sessional	Max. Marks	Minimum Passing Marks	Periods Per Week
101	Principles of Management	3	Theory Sessional	80 20	40 10	4
102	Computer Fundamentals & Operating System	3	Theory Sessional	80 20	40 10	4
103	Object Oriented Programming	3	Theory Sessional	80 20	40 10	4
104	Practical	-	Practical	100	50	4

SEMESTER-II

Subject Code	Subject title	Duration of exam. hours	Theory/ Sessional	Max. Marks	Minimum Passing Marks	Periods Per Week
201	Management Information System	3	Theory Sessional	80 20	40 10	4
202	Web Page Designing	3	Theory Sessional	80 20	40 10	4
203	E-Commerce	3	Theory Sessional	80 20	40 10	4
204	Practical	-	Practical	100	50	4

Scheme for Sessional Marks

1.	Two Class Room Test (5 Marks each)–	10 Marks
2.	Home Assignment	– 05 Marks
3.	Seminar	– 05 Marks
	Total	– 20 Marks

Scheme of Practical Examination

Division of marks for Practical

Record preparation	–	20 Marks
Practical	–	40 Marks
Paper	–	20 Marks
Viva	–	20 Marks
	Total	- 100 Marks

Evaluation of the practical work is based on Internal and External examiners. The final marks will be allotted as the average of marks given by the both examiners.

Annexure-B**P.G. DIPLOMA IN HOSPITAL MANAGEMENT****SEMESTER-I**

Subject Code	Subject title	Duration of exam. hours	Theory/ Sessional	Max. Marks	Minimum Passing Marks	Periods Per Week
101	Hospital Planning & Administration	3	Theory Sessional	80 20	40 10	4
102	Health Care & Management of Services	3	Theory Sessional	80 20	40 10	4
103	Human Resource Management & Organizational Behavior	3	Theory Sessional	80 20	40 10	4
104	Computer Fundamentals & Software Related to Hospital	3	Theory Sessional	80 20	40 10	4

SEMESTER-II

Subject Code	Subject title	Duration of exam. hours	Theory/ Sessional	Max. Marks	Minimum Passing Marks	Periods Per Week
201	Material Management & Financial Control	3	Theory Sessional	80 20	40 10	4
202	Medical Terminology and Procedure	3	Theory Sessional	80 20	40 10	4
203	Laws Related to Hospital & Medical Services	3	Theory Sessional	80 20	40 10	4
204	Project Report	-	--	100	50	4

**Scheme for Internal Marks
For 20 Marks**

1.	2 Class Room Test (5 Mark each)	—	10
2.	Home Assignment	—	05
3.	Seminar	—	05
	Total marks	—	20

Scheme of Project Report

Every student will complete the project report at the end of Semester-II and submit its report to the Director/Principal of the Institute/College before 31st March of the year under the guidance of faculty member, who will act as the supervisor for the project. The total marks for project report shall be 100. Evaluation of the project report will be based on average of marks awarded independently by both internal & external examiners that will be as follows.

Project evaluation 70 marks and project viva 30 marks. A candidate must acquire minimum 50 marks in the project for passing in the project report

Annexure-C**P.G. DIPLOMA IN RETAIL MANAGEMENT****SEMESTER-I**

Subject Code	Subject title	Duration of exam. hours	Theory/ Sessional	Max. Marks	Minimum Passing Marks	Periods Per Week
101	Retail Management- I	3	Theory Sessional	80 20	40 10	4
102	Sales & Distribution Management	3	Theory Sessional	80 20	40 10	4
103	Consumer Behaviour	3	Theory Sessional	80 20	40 10	4
104	Communication Skills	3	Theory Sessional	80 20	40 10	4

SEMESTER-II

Subject Code	Subject title	Duration of exam. hours	Theory/ Sessional	Max. Marks	Minimum Passing Marks	Periods Per Week
201	Retail Management- II	3	Theory Sessional	80 20	40 10	4
202	Supply Chain Management	3	Theory Sessional	80 20	40 10	4
203	Fundamentals of Information Technology	3	Theory Sessional	80 20	40 10	4
204	Project	-	--	100	50	4

Scheme for Internal Marks

1.	Two Class Room Test (5 Marks each)....	10 Marks
2.	Home Assignment	05 Marks
3.	Seminar	05 Marks
	Total	20 Marks

Scheme of Project Report

Every student will complete the project report at the end of Semester-II and submit its report to the Director/Principal of the Institute/College under the guidance of faculty member, who will act as the supervisor for the project. The total marks for project report shall be 100. Evaluation of the project report will be based on average of marks awarded independently by both internal & external examiners that will be as follows.

Project evaluation 70 marks and project viva 30 marks. A candidate must acquire minimum 50 marks in the project for passing in the project report

Annexure-D

P.G. DIPLOMA IN INSURANCE AND RISK MANAGEMENT

SEMESTER-I

Subject Code	Subject title	Duration of exam. hours	Theory/ Sessional	Max. Marks	Minimum Passing Marks	Periods Per Week
101	Principles and Practice of Life & General Insurance-I	3	Theory Sessional	80 20	40 10	4
102	Risk Management	3	Theory Sessional	80 20	40 10	4
103	Fire and Marine Insurance	3	Theory Sessional	80 20	40 10	4
104	Investment Management	3	Theory Sessional	80 20	40 10	4

SEMESTER-II

Subject Code	Subject title	Duration of exam. hours	Theory/ Sessional	Max. Marks	Minimum Passing Marks	Periods Per Week
201	Principles and Practice of Life & General Insurance - II	3	Theory Sessional	80 20	40 10	4
202	Marketing of Financial Services	3	Theory Sessional	80 20	40 10	4
203	Engineering, Agricultural & Misc. Insurance	3	Theory Sessional	80 20	40 10	4
204	Project Report	-	--	100	50	4

Scheme for Internal Marks-

(For 20 Marks)

1.	2 Class Room Test (5 Mark each)	—	10
2.	Home Assignment	—	05
3.	Seminar	—	05
			20
Total marks		—	20

Scheme of Project Report

Every student will complete the project report at the end of Semester-II and submit its report to the Director/Principal of the Institute/College under the guidance of faculty member, who will act as the supervisor for the project. The total marks for project report shall be 100. Evaluation of the project report will be based on average of marks awarded independently by both internal & external examiners that will be as follows.

Project evaluation 70 marks and project viva 30 marks. A candidate must acquire minimum 50 marks in the project for passing in the project report

Amravati.

Date: 22/6/2010

Sd/-
(Dr. Kamal Singh)
Vice-Chancellor

SYLLABIPRESCRIBED FOR
POST GRADUATE DIPLOMA IN HOSPITAL MANAGEMENT
SEMESTER I

101 - Hospital Planning & Administration

- Unit I**
- 1.1. Types of Hospital Organization & Statutory Requirements for Planning.
 - 1.2. Steps in Hospital Planning:
 - Need Assessment
 - Appointment of Planning Teams/Consultants
 - Appointment of Architect
 - Size of the Hospital
 - Design of the Hospital
 - Selection of the Contractor
 - 1.3. Preparation of Architect's Brief.
 - 1.4. Selection of the Size, Preparation of the Master plan.
 - 1.5. Preparation of Schedule of Accommodation.
 - 1.6. Layout, Grouping, Zoning & Phasing of Activities.
 - 1.7. Circulation & Movements of Patients, Staff, Visitors.
- Unit II**
- 2.1. Planning for
 - Out Patient Department/Accident/Emergency
 - Indoor accommodation, Ward design, Bed wise planning, special requirements of certain departments such as ICU, OT, Pediatric, Maternity ward.
 - 2.2. Planning for Water supply, Electricity, Drainage, Sewage disposal & disposal of waste.
 - 2.3. Planning for Equipments & Purchase.
 - 2.4. Planning for various categories of Staff, Administrative action For Appointment, Training.
- Unit III**
- 3.1. Routine Admission/Discharge Procedures/Discharge Summary

- 3.2. Hospital Utilisation Statistics.
 - Average Length of Stay (ALS)
 - Bed Occupancy Rare
 - Turn Over Interval
 - 3.3. Daily Reports / Returns.
 - Hospital Census
 - Matron's Report , Medical Officer's Report
 - Casualty Report, Medico-Legal Cases
 - Report from ICU / ICCU
 - Security Report, Maintenance Department Report
 - OT List
 - 3.4. Patient's Complaints, Medical Certificates.
 - 3.5. Hospital Committees.
 - Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow up Actions.
 - 3.6. Patient Satisfaction Survey.
 - Interviews, Questionnaires, Observations, Group Discussions, Patient Opinion Polls, Report Writing, Duty Roster of various categories of Staff.
- Unit IV**
- 4.1. Availability of Materials
 - Critical Items, Stock Level, Procurement Methods.
 - Administration of Patient Related Schemes. - Medical Insurance (Cashless Benefit), CGHS, ECHS, CSMA, TPA, ESI.
 - 4.2. Front Office : Duties & Responsibilities. Duties & Responsibilities of the Hospital Administrator/CEO.
 - In Profit Making Hospitals
 - In Non-Profit Making Hospitals
 - 4.3. Marketing of Hospital.
 - Telephone Courtesy, Guest Lectures, Organisation of Camps, Seminars, Workshops, Continuous Medical Education, Public Participation.

- 4.4. Hospital Security.
- Staff, Patients, New born babies, Female staff/ Patients, Stores.
- Unit V**
- 5.1 Planning of supportive services in the Hospital – food services, central sterilization dept., Pharmacy, Environmental & linen-services.
- 5.2. Fire Fighting.
- 5.3 Dealing with Crisis Situation.
- Mob violence, Bomb threat, Terrorist strike, Mass casualties, Political agitation, Prisoners.
 - Standard Operating Procedures (SOPs).

Books Recommended :

01. Sana's Guidelines for Hospital Infection Control – By Mohd. S. Khan – Jaypee Brothers, New Delhi.
02. Hospital Waste Management & it's Monitoring – By Madhuri Sharma – Jaypee Brothers, New Delhi.
03. Medical Stores Management – By Shakti Gupta & Sunil Kant - JaypeeBrothers, New Delhi.
04. Medical Records, Organisation & Management – By G.P. Mogli – Jaypee Brothers, New Delhi.
05. Hospital Planning & Administration – WHO Monograph Series 54 – By R. Llewelyn, Davis & H.M.C. Macaulay – Indian Edition-Jaypee Brothers, New Delhi.
06. Principles of Hospital Administration & Planning – By B.M. Sakharkar – Jaypee Brothers.
07. Hospital Administration – By C.M. Francis & Marioc Desouza – Jaypee Brothers, New Delhi.
08. Hospital Administration & Planning – By A.G. Chandorkar – Paras Medical Publisher.
09. Hospitals Planning, Design & Management – By Kunders & Gopinath.
10. Management of Hospital – By S.L. Goel & R. Kumar – Deep & Deep Publisher.

102-Health Care & Management of Services

- Unit I**
- 1.1. Health Administration in India.
 - 1.2. Health Care Delivery System.
 - 1.3. National Health Policy.
 - 1.4. National Health Programmes.
 - Tuberculosis's control Programme, Dots
 - Programme for control of Blindness
 - Family welfare programme
 - AIDS control programme, role & functions of National AIDS Control Organization (NACO).
- Unit II**
- 2.1. Epidemiological Triad, Levels of Disease Prevention.
 - 2.2. Research Methodology.
 - 2.3. Radiology Services.
 - 2.4. Pathology & Clinical Laboratory.
- Unit III**
- 3.1. Central Sterile Supply Department.
 - 3.2. Laundry & Linen Services.
 - 3.3. House Keeping Services.
 - Disposal of Biomedical Waste
 - 3.4. Kitchen Canteen Services.
- Unit IV**
- 4.1. Medical Records Department.
 - 4.2. Engineering Services.
 - Maintenance of Building, Campus & Utilities
 - Biomedical services
 - Fire safety
 - 4.3. Quality Management in Health Care.
 - Quality control
 - ISO, ISO standards
 - Hospital Accreditation
 1. Role of Quality Council of India (QCI)
 2. National Accreditation Board of Hospitals (NABH).
- Unit V**
- 5.1. Marketing.
 - 5.2. Billing, Claming, Insurance Companies/Employers.
 - 5.3. Public Relations.

Books Recommended :

01. Essential of Hospital Support Services & Physical Infrastructure – By Madhuri Sharma – Jaypee Brothers, New Delhi.
02. Hospital Services Management – By S.K. Parthasarthy – K.J. Hospital, Madras.
03. Medical Records Organisation & Management – By G.P. Mogli – Jaypee Brothers, New Delhi.
04. Management Information System – By Waman s. Javdekar – McGrawHill.

103 - Human Resource Management & Organizational Behavior

- | | |
|----------------|--|
| Unit I | <ol style="list-style-type: none"> 1.1. Functions of Human Resource Management <ul style="list-style-type: none"> ● The Managerial Perspective ● Objectives of Personnel Department ● Human Resource Development (HRD). 1.2. Position of the Personnel Department. <ul style="list-style-type: none"> ● Organization of the Personnel Department ● Line – Staff Relationship. 1.3. Manpower Planning & Development. <ul style="list-style-type: none"> ● Manpower Needs. 1.4. Job Analysis, Job Description & Specifications for Hospital Staff. 1.5. Selection & Recruitment. <ul style="list-style-type: none"> ● Orientation. 1.6. Manpower Developing & Training. <ul style="list-style-type: none"> ● Counseling |
| Unit II | <ol style="list-style-type: none"> 2.1. Wage Administration, Salary Administration. 2.2. Employee Benefits & Social Security. 2.3. Performance Appraisals: Techniques & Practices. 2.4. Industrial Relations. <ul style="list-style-type: none"> ● Unions & their role ● Settlement of disputes ● Industrial Dispute Act ● Collective bargaining |

Unit III

- 3.1. Issues Relating to Management of Professionals, Consultants, Specialists, Medical Officers, Nursing Staff, Other Paramedical Staff.
- 3.2. Development of staff.
 - In service Training, on job Training, Higher Courses, Specialized Training.
- 3.3. Discipline.
 - Punctuality
 - Dress code
 - Identification
 - Behaviors of staff
 - Disciplinary action
 - Law of natural justice

Unit IV

- 4.1. Organizational Behavior
 - Definition
 - Importance
 - Historical Background
 - Fundamental Concepts of OB
 - 21st Century Corporate
 - Different models of OB i.e. autocratic, custodial, supportive, collegial & SOBC
- 4.2. Personality & Attitudes
 - Meaning of Personality
 - Development of Personality
 - Nature & dimensions of attitude
 - Job Satisfaction
 - Organizational Commitment

Unit V

- 5.1. Motivation
 - Motives
 - Characteristics
 - Classification of Motives
 - Primary Motives
 - Secondary Motives

- Morale
 - Definition & relationship with productivity
 - Morale Indicators: Theories of Work motivation
 - Maslow's Theory of Need Hierarchy
 - Herzberg's Theory of Job Loading
- 5.2. Group Dynamics & Teams
- Theories of Group Formation
 - Formal Organization & Informal Groups & their interaction
 - Importance of teams
 - Formation of team
 - Team Work.

Books Recommended :

01. Personnel Management & Industrial Relations – By Rustom S. Davar– Vikas Publishing House.
02. Human Resource Management – By Garry Dessler – Prentice Hall India.
03. Human Resource & Personnel Management – By Aswathappa – Tata McGraw Hill.
04. Human Resource Management – By Khan.
05. Management of Organisation Behaviour –By Paul Hersey &Blanchard – Prentice Hall India.
06. Organizational Behaviour – By John W. Newstrom – Tata McGraw Hill.
07. Organizational Behaviour – By Fred Luthans – McGraw Hill Intl.

**104 - Computer Fundamentals & Software
Related To Hospitals**

Unit I

Computer basics:

- 1.1 Definition of a Computer, Block Diagram of elements of digital computer-their functions, Computer Hardware & Software, Computer generations, Types of computers, Memory, CPU, I-O devices, Secondary storages, Magnetic Tape, Disk, CD-ROM. Other recent

developments-Scanners, Digitizer, Plotters, Printers, Hardware and Software. Micro, Mini, Main-frame and super computers, Discussion on recent IT trends.

1.2 **Representation of Data:**

Decinal, Binary, Octal, Hexadecimal number systems, BCD, EBCDIC, ASCII Conversions. Simple Additions, Subtractions, Multiplications, Divisions, Data and Information.

Unit II

2.1. **Software Concepts:**

Introduction to Programming, Flowcharts and Algorithms. Types of Softwares System software's, Application software's, Firmware software's, Computer Languages like machine, Assembly, and Higher Level Languages, Stored program Concept.

2.2. **Operating System Introduction :**

Definition of an Operating System, Functions of an OS, Types of an OS, Process management-FCFS, Round Robbin, Priority based. Memory management segmentation, paging, virtual memory. I-O management-concept of I-O port. File management-FAT, file handling functions. Software and hardware interrupts.

Unit III

3.1 **File Management:**

Concept of file. File organization and accessing techniques-Indexed, Line, Rules for Naming of the files, sequential, Hashed. File handling functions, Types of computer files.

3.2. **Broad view of Operating Systems:**

Difference between two OS (Single & multi-users) Operating system applications.

Unit IV

4.1. Introduction to Virus and Vaccines, Various types of Viruses & Vaccines and their applications, multimedia concepts and Computer applications

4.2. **Basic Concept of Networking and Data Communications:**

Introduction to Networking & types of Networking. Basic communication concepts. Topologies, Protocols, Ethernet, TCP/IP etc.

Unit V**5.1. Introduction to Internet Technology:**

Explanation of Internet and its applications like E-mailing, Chatting Browsing Data Uploading/ Downloading etc.

5.2. Introduction to the software's related to the Hospital Management:

Hospital Management System, Payroll system, Accounting System, Inventory Control System & other computer applications in Hospitals.

Books Recommended :

01. Computers Today: by Sanders.
02. Computers: by Trainor & Krasnewich (McGraw Hill).
03. Fundamentals of Computing: by Tucker, Cupper,
04. Operating System Concept: by Peterson Biberachaty.
05. Operating System: by Millan Milenkoric.
06. Fundamentals of Computers: by Rajaraman.
07. Know your PC: by Peter Norton.
08. Computer Networks: by Andrew S. Tenenbaum.
09. Computer Network and Distributed Processing: by James martin.
10. Computer Studies : by C.S.French.

SEMESTER II**201-Material Management & Financial Control****Unit I****1.1. Principles of Materials Management.**

- Definition
- Scope & Functions
- Objectives

1.2. Materials Planning.

- Classification of Materials
 1. Consumable
 2. Non consumable

- Working out quantities required, forecasting
- Budgeting.

1.3. Purchase Management.

- Objectives
- Purchase system
 1. Centralized
 2. Decentralized
 3. Local purchase
- Legal aspects of purchasing.
- Out sourcing of Services

Unit II**2.1. Purchase Procedures.**

- Selection of Suppliers
- Tendering procedures
- Analysing bids
- Price negotiations
- Issue of purchase orders
- Rate Contracts
- Follow up action

2.2. Receipt of Materials.

- Inspection of materials
- Preparation of defect/Discrepancy Report
- Disposal of rejected items
- Stocking of accepted items
- Accounting of materials.

2.3. Store Management.

- Organization & layout
- Functions of Store Manager
- Materials handling, Flow of goods/FIFO
- Computerization of inventory transactions
- Security of stores
- Disposal of scrap/unserviceable materials
- Sub-stores in various departments
- Physical stock taking.

Unit III**3.1. Inventory Control.**

- Aims & objectives
- Scope of Inventory Control
- Lead-time, Buffer stock, Reorder level, Two Bin System, EOQ.

3.2. Tools & Techniques of Inventory Control.

- Classification of Inventory
- Techniques of Inventory Control
 1. ABC
 2. VED
 3. Others.

3.3. Medical Stores.

- Functions
- Storage condition/Monitoring, Expiry Dates & Action
- Cold Chain
- Role of drug Review Committee
 1. Hospital formulary
 2. Obsolescence.

Unit IV**4.1. Preparation of Final Accounts**

- Profit making Hospitals
- Non-profit making Hospitals.

4.2. Working Capital Management

- Needs of Working Capital
- Estimation of Working Capital requirement
- Different sources of funds
- Norms to be considered for Bank Loans

Unit V**5.1. Changes in Financial Statements**

- Ratio Analysis
- Limitation of Ratio Analysis.

5.2. Budgetary Control

- Difference between Budget, Estimate & Projection
- Types of Budget – with special reference to Functional Budget
- How to monitor a Budget

5.3. Elements of Cost of a Product/Service

- Direct & Indirect Cost
- Allocation of Overhead Cost
- Analysis of Marginal Costing & Unit Costing.

Books Recommended:

01. Handbook of Materials Management – By P. Gopalkrishnan – Prentice Hall India.
02. Purchasing & Materials Management – By P. Gopalkrishnan – Tata McGraw Hill.
03. Materials & Logistic Management – By Prof. L.C. Jhamb – Everest Publications.
04. Introduction to Materials Management – By Tony Arnold – Peerson.
05. Stores, Management & Logistics – By – P. Gopalkrishnan – Sultanchand & Co., New Delhi.
06. Basic Accounts & Finance for Non-Accounts – By Prof. D.K.Chatterjee - Himalaya Publishing House.
07. Handbook on Accounting for Hospital Management– By Prof. D. Chatterjee - Himalaya Publishing House.
08. Financial Management – By Prasanna Chandra – Tata McGraw Hill.
09. Modern Accounting – By Hanif & Mukharjee.
10. Cost Accounting Methods & Problems – By B. K. Bhor.
11. Principles & Practices of Cost Accounting – By N. K. Prasad.

202 - Medical Terminology & Procedures**Unit I****1.1. Fundamentals of Medical Terminology**

- Word Roots
- Prefix
- Suffix
- Abbreviations & Symbols

1.2. Introduction to Anatomy & Physiology

Unit II**2.1. Organs & Systems**

1. Gastro Intestinal
2. Respiratory
3. Circulatory
4. Renal
5. Reproductive
6. Nervous

2.2. Common Diseases & Procedures

1. Gastro Intestinal
 - Cholecystitis
 - Cholelithiasis
 - Appendicitis
 - Intestinal Obstruction
 - Hernia
 - Peritonitis Gastroscopy :
Endoscopy ,
Laparotomy, Laparoscopy.

Unit III**3.1. Common Diseases & Procedures**

- Respiratory
- Tuberculosis
- Bronchial Asthma
- Respiratory Failure
- Pulmonary Embolism
- Pneumonia Bronchoscopy, Pulmonary
Function Test, Cardio-Pulmonary
Resuscitation.

3.2. Circulatory

- Hypertension
- Coronary Artery Disease
- Arrhythmias
- Cardiac Arrest
- Shock. Deep Vein Thrombosis (DVT), ECG, 2D
Echo Cardiogram, Coronary Angiography,
Cardiac Catheterisation, Stress Test, Pacemaker.

Unit IV**4.1 Renal**

- Nephrotic Syndrome
- Urinary Tract Infection
- Renal Failure
- Renal / Bladder Stones Intravenous Pyelography,
Cystoscopy, Urinalysis Haemodialysis, Peritoneal
Dialysis.

4.2. Reproductive

- Female – Breast Cancer/Self Examination
Menstrual Disorders, Dysmenorrhoea,
Premenstrual Syndrome(PMS), Menorrhagia
Ovarian Cyst, Fibroids, Malignancy, Infertility
Mammography, Ultra Sound, Laparoscopy, IVF,
Tubectomy, D & C.
- Male - Prostate Enlargement, Hydrocele,
Impotence, Transurethral Resection of Prostate
(TURP)

Unit V**5.1. Nervous**

- Stroke (Cerebro Vascular Accident)
- Brain Tumor
- Brain Injuries
- Spinal Cord Injuries Lumbar Puncture,
Myelography, CT scan, MRI, EEG, EMG

5.2. Oncology

- Investigations

Books Recommended :

01. Principles of Anatomy & Physiology – By Gerard J. Tortora.
02. Anatomy & Physiology in Health & Illness – By Anne Waugh –
Churchill Livingstone.
03. Anatomy & Physiology for Nurses – By Evelyn Pearce – Indian Edition
– Jaypee Brothers, New Delhi.
04. Dorland's Pocket Medical Dictionary.
05. Taber's Cyclopedic Medical Dictionary – F&W Philadelphia.
06. Manual of Anatomy – By Sampath Madhyastha – CBS
Publication.

203- Laws Related to Hospital & Medical Services

- Unit I**
- 1.1. **Introduction & Legal Procedures.**
- Court, Affidavit, Evidence, Complaint, Investigation, Oath, Offence, Warrant, Summons.
 - Medico Legal Aspects of Emergency Services.
- 1.2. **Inquest.**
- Police Inquest, Magistrate's Inquest.
- 1.3. Criminal Courts in India & their Powers.
- 1.4. General Important Legal Knowledge Pertaining to IPC, CRPC, Civil PC, Evidence Act.
- Unit II**
- 2.1. **Introduction to Indian Constitution.**
- Preamble, Fundamental Rights.
- 2.2. Rights & Responsibilities of Medical Person.
- 2.3. Hippocratic Oath, Declaration of Geneva.
- 2.4. List of Offences & Professional Misconduct of Doctors, as per Medical Council of India.
- Unit III**
- 3.1. **Organizational & Procedural Laws.**
- Indian Contract Act
 - Nursing Home-Registration Act
 - Birth-Death Registration Act.
- 3.2. **Labour Laws Applicable to a Hospital.**
- Indian Trade Union Act 1926/Industrial Dispute Act 1947.
 - The Bombay Shops & Establishment Act.
 - The Workmen's Compensations Act.
 - The Industrial Employment (Standing Orders) Act 1946.
 - Payment of Wages Act.
 - Employee Provident Fund Act.
 - Maternity Benefit Act.
- Unit IV**
- 4.1. **Medical Establishment, Professional Negligence, Errors & Commission, Insurance Policy.**
- General Claims Procedure.
- 4.2. **Laws Related to Medical Procedures.**
- Medical Termination of Pregnancy Act 1971 (MTP Act)

- Prenatal Diagnostic Techniques, Regulations & Prevention of Misuse Act 1994 (PNDT Act)
 - Transplantation of human organs Act 1994.
- 4.3. Consumer Protection Act 1986.
- 4.4. Medical Negligence & Compensation.
- Unit V**
- 5.1. Medical Ethics/Doctor Patient Relationship.
- 5.2. **Preventive Steps for Doctors/Hospitals to Avoid Litigation.**
- Consent Form
 - Life Support
 - Dying Declaration
 - Death Certificate
 - High Risk
 - Post Mortem
- 5.3. **Illustrative Cases of Medical Negligence in India.**
- Surgery
 - OBST/GYNAEC
 - Medicine
 - Pediatrics
 - Other Disciplines/Anaesthesia
- 5.4. Legal Requirements of Licences/Certificates for a Hospital.

Books Recommended:

01. Parikh's Text Book of Medical Jurisprudence & Toxicology – By Dr. C.K. Parikh – CBS Publications.
02. Medical Negligence & Compensation – By Jagdish Singh – Bharat Law, Jaipur.
03. Medical Negligence & Legal Remedies – By Anoop K. Kaushal – Universal.
04. Medical Termination of Pregnancy Act.
05. The Consumer Protection Act 1986.
06. Indian Trade Union Act 1926.
07. Industrial Dispute Act 1946.

204 - Project Report

Project

Every student will complete a Project Report under the guidance of a Senior Faculty who will act as the Guide. The Project is expected to be studied in one of the Hospitals allotted by the Institute. The student will have to attend the allotted hospitals for a period of not less than 30 working days, as a part of the course. The student has to submit the attendance certificate from the concerned hospital to the Principal of the college.

At the end of Semester-II the student is expected to complete the Project Report & submits a copy of the Report to the Director/Principal of the Institute/College before 31st March of the year. The report must be based upon the first hand study of some functional area of Hospitals & its management.

Evaluation of the project report is based on Internal and External examiners. The final marks will be allotted on the aggregate of both the examiners that will be as follows.

Project evaluation 70 marks and project viva 30 marks. Minimum passing marks in project report will be 50.
