

MBA451:HOSPITAL ADMINISTRATION

Teaching Scheme	Examination Scheme
Lectures: 4 hrs./Week Tutorials: 1 hrs./Week Credits: 4	Class Test -12Marks Teachers Assessment - 6Marks Attendance – 12 Marks End Semester Exam – 70 marks

Course Objectives:

- To make understand the principles and practice of management.
- To review basic theories of management and management process.
- To understand basic concepts of health, healthcare, health services, healthcare organizations, hospitals, history and types.
- To understand role of healthcare managers, need and importance of hospital administrator and structuring of healthcare besides the emerging concepts / current issues in healthcare.


Hours: 40


Unit-I (10 Hrs): Routine Admission/Discharge Procedures/Discharge Summary, Hospital Utilisation Statistics: Average Length of Stay (ALS), Bed Occupancy, Rare, Turn Over Interval. 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


Unit-II (10 Hrs): Patient's Complaints, Medical Certificates. Hospital Committees: Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow up Actions. Patient Satisfaction Survey: Interviews, Questionnaires, Observations, Group Discussions, Patient Opinion Polls, Report Writing. Duty Roster of various categories of Staff, Availability of Materials: Critical Items, Stock Level, Procurement Methods. Administration of Patient Related Schemes: Medical Insurance (Cashless Benefit), CGHS, ECHS, CSMA, TPA, ESI.

Unit-III (10 Hrs): Front Office: Duties & Responsibilities: Duties & Responsibilities of the Hospital Administrator/CEO- In Profit Making Hospitals and In Non-Profit Making Hospitals Disaster Management/Disaster Plan, Marketing of Hospital, Telephone Courtesy, Guest Lectures, Organisation of Camps, Seminars, Workshops, Continuous Medical Education, Public Participation.

Unit-IV (10 Hrs): Hospital Security: Staff, Patients, New born babies, Female staff/Patients, Stores. Application of Hospital Information System (HIS) & Management Information System (MIS), Negotiation Skills: Purchase of Stores / Equipment, Union Matters, Collective Bargaining. Hospital Waste Management, Methods of Infection Control, Fire Fighting, Dealing with Crisis Situation like Mob violence, Bomb threat, Terrorist strike, Mass casualties, Political agitation, Prisoners. Standard Operating Procedures (SOPs).


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Suggested Readings:

1. Sana's Guidelines for Hospital Infection Control – By Mohd. S. Khan – Jaypee Brothers, New Delhi.
2. Hospital Waste Management & its Monitoring – By Madhuri Sharma – Jaypee Brothers, New Delhi.
3. Medical Stores Management – By Shakti Gupta & Sunil Kant - Jaypee Brothers, New Delhi.
4. Medical Records, Organisation & Management – By G.P. Mogli – Jaypee Brothers, New Delhi.
5. Emergency Medical Services & Disaster Management – By D.K. Dave & Shakti Gupta – Jaypee Brothers, New Delhi.
6. Hospital Waste Management – By A.G. Chandorkar – Paras Medical Publisher.
7. Hospital Infection Control – By S.A. Tabish – Academia, New Delhi.

Course Outcomes:

- *Accept professional management practice in healthcare.*
- *Understand the theories of management.*
- *Understand the management process and integrated approach in management Manage service organizations by accepting the inbuilt challenges:*
- *Manage hospitals by understanding the complexity, levels and role of hospital administrator.*
- *Understand the current issues that have an implication in administration Practice hospital administration.*

Employable Skills	Measuring Tools
Ability to identify and apply the knowledge of subject practically in real life situations	Exercise Workshop Quiz Classroom Discussions

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