



Vidya Prasarak Mandal's
**Advanced Study
Center**



Syllabus for

**Programme : P. G. Programme
Course: Hospital Administration**

Initiated in 1996 – 1997; 1st update in 2016 – 2017,

2nd update in 2019 - 2020

3rd update with effect from

Academic year 2020 – 2021

Course is fully online other than hospital visits and Internship

(Internship can be done in any registered hospital near the residence)

POST GRADUATE PROGRAMME IN HOSPITAL ADMINISTRATION

Preamble

Health care is one of the rapidly growing fields. And now during the period of pandemic all have experienced the need of hospital administrators to a great extent. There is a good potential for jobs in this field.

Health Administration in form of Office consultation, Office treatment and Hospital based treatment is rapidly gaining high priority. Hospitals in turn are becoming more modern, using latest technology and latest form of Surgical, Medical and other forms of treatment. It is also getting mandatory to provide Pathology, Imaging, Physiotherapy, ICU, CCU, NICU etc. under one roof.

Doctors are well trained in their own Specializations and give the best treatment. But it is becoming increasingly difficult for Doctors to manage hospital and its administration, along with their own skilled work. Hence there is a great need for the skilled administrators for the management of hospitals.

This course is designed for graduates from all fields, to develop skills in hospital administration and become the best administrators. Similarly those who are already in the jobs for better understanding and upgrading their skills the course will be of great help.

It covers various -
Govt. regulations, Labour Laws,
Financial Management, Biological Waste Management,
Nursing Management, Hospitality,
Fire Protection, Administration of personnel in hospital
and it really covers entire range of Administration problems faced by hospital.

We assure that the course will be useful for -

- 1) Staff of Private Hospital
- 2) Doctors to learn effective management of their own hospital
- 3) Graduates from various other fields seeking employment in Hospital

Eligibility: Graduate from any field for post graduate certification

XII pass from any faculty for Diploma certificate

Duration: About 10 months (Two days/four hours a week)

Evening lectures

Course is fully online other than hospital visits and Internship

(Internship can be done in any registered hospital near the residence)

Syllabus and Question Paper Pattern of Course : Hospital Administration

Course Code	Course Title	No. of lectures	Credits
ASCHAT1	Healthcare and Hospital Support Services	40	4
ASCHAT2	Marketing and Human Resource of Hospital	40	4
ASCHAT3	Legal Aspects and Patient Care Services	40	4
ASCHAT4	Quality Management and Nursing Administration	40	4
ASCHAP1	Practical Training - I	120	4
ASCHAP2	Practical Training – II	120	4
ASCHAP3	Dissertation	40	4
ASCHAP4	Hospital Visits	40	4
<i>Total</i>		480	32

Course Code ASCHAT1	Course Title Healthcare and Hospital Support Services	Credits 4	No. of lectures
Unit I : Health Education And Basic Concept Of Health			6
<ul style="list-style-type: none"> • Concept of Health and Disease 			
Unit II: Basic Anatomy, Physiology and Concept Of Pharmacology			6
<ul style="list-style-type: none"> • Preliminary Human Anatomy And Physiology • Common Pathological Conditions • Basic concepts of Pharmacology 			
Unit III: Communication			6
Unit IV: Hospital Based Healthcare			5
Unit V: Hospital Support Services			6
Unit VI: IT and MIS in Hospitals			5
Unit VII: Biomedical Waste Management			6

Course Code ASCHAT2	Course Title Marketing and Human Resource of Hospital	Credit 4	No. of lectures
Unit I: Hospital Planning			5
Unit II : Principles Of Management			6
Unit III: Marketing Management - I			6
UNIT IV: Marketing Management - II			6
Unit V: Industrial Relations			5
Unit VI: Human Resource Development - I			6
UNIT VII: Human Resource Development - II			6

Course Code	Course Title	Credit	No. of lectures
ASCHAT3	Legal Aspects and Patient Care Services	4	
Unit I: Legal Aspects of Health – I			6
Unit II: Legal Aspects of Health - II			6
UNIT III: Drug Management System (DMS)			6
Unit IV: Quality Management			6
Unit V: OT & Ward Management / Floor Management			6
Unit VI: Patient Care Services – I			5
UNIT VII: Patient Care Services – II			5

Course Code:	Course Title	Credit	No. of lectures
ASCHAT4	Quality Management and Nursing Administration	4	
Unit I: DISASTER MANAGEMENT			6
Unit II: INVENTORY MANAGEMENT			6
Unit III: FINANCIAL MANAGEMENT			5
Unit IV: MARKETING STRATEGIES			5
Unit V: NURSING ADMINISTRATION			6
Unit VI: HOSPITALITY MANAGEMENT - I			6
UNIT VII: HOSPITALITY MANAGEMENT – II			6

Internship for Practical: -

Internship is compulsory for every student.

Every student need to do one month internship in a registered hospital

Where the student will take training for Practical-I and Practical-II.

After the completion of internship, student will have to provide the certificate from the hospital, where he/she has taken the training.

Examination for the same will be conducted in the form of presentation and viva.

Course Code ASCHAP1	Course Title Practical Training – I To be Completed during Internship in the hospital	Credit 4
1: Reception Participation in the process of- <ul style="list-style-type: none">• Receiving patients and providing information• Providing information of availability of doctors• Fixing appointment of doctors• Arrangement of direct admission of urgent cases• Public Address System• Supervising internal transportation system• No. of Receptionist required to handle the Desk		
2 : Registration Participation in the process of- <ul style="list-style-type: none">• Infrastructure-Lay out, Physical facilities• Patient registration• Assisting in collection of hospital charges		

- Transmitting information to the respective departments
- Assisting in sending patient to the respective departments
- Computer based functional activity by Receptionis

3 : Admission

Involvement in the process of-

- Documentation of registration for Admission of patients
- Preparation of files with relevant papers
- Observing the process of receiving advance payment during admission either by cash or credit card
- Formalities of procedures for insuring availability of payees' fund
- Distribution of visiting card, literature, brochures etc. to the client
- Transfer of Patient to ward
- Ambulance management and billing
- Deployment of no. Of Receptionist-cum-office Assistant
- Foreign Exchange facilities

4 : Billing and Discharge

Involvement in the process of-

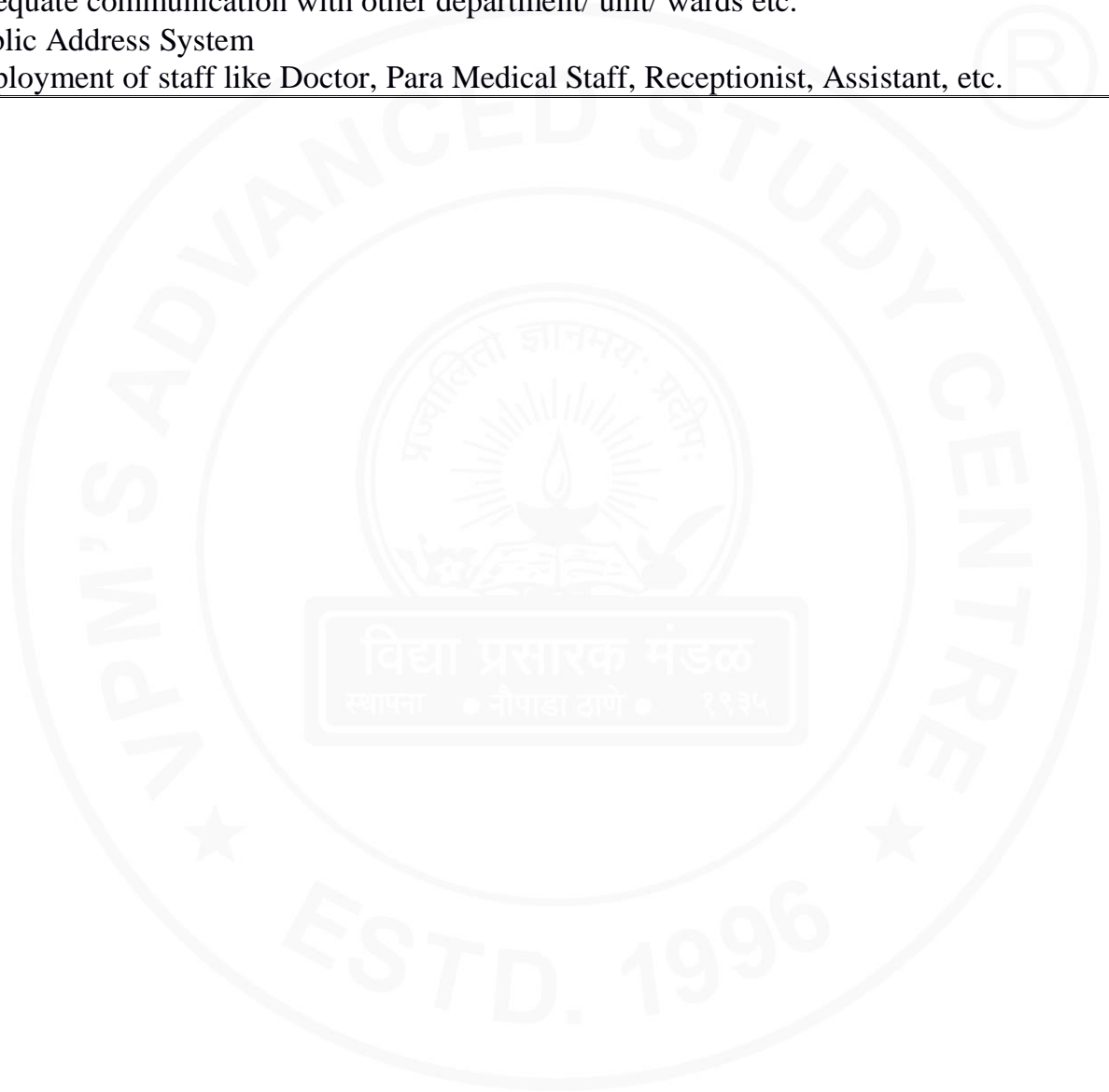
- Assimilation of information through LAN from different departments
- Checking of data in the computer
- Observation of different billing system like;
 - a) Cash Billing -As per hospital's prevailing rate Schedule
 - b) TPA Billing -As per hospitals prevailing rate schedule
 - c) Copt. Billing – Tailor – made Billing as per agreement
- Handing over the bill to the patient party
- Providing Birth Certificate, Amputed Certificate, Death Certificate, Referral Letter, as and when required
- Providing discharge certificate in original along with all relevant documents for cash payee patient and photo copy of discharge certificate to the corporate and TPA patients
- Deployment of no. Of Receptionist-cum- Office Assistant
- Facilities – Computer, Swapping Machine, Note counting Machine Communication facility

5 : OPD Services

Involvement in-

- Layout of Reception Desk in OPD
- Registration and department wise OPD Card segregation
- Location of concerned Department
- Physical facilities in OPDs
- Closes supervision of Doctor's Chamber for followings:-
 - a) Prescription pad
 - b) Stethoscope

- c) View Box
 - d) Bed trolley
 - e) Weigh Machine
 - f) Torch Light
 - g) Gloves
 - h) Liquid soap and towel
 - Records maintenance of OPD
 - Supervision of patient waiting area and its seating arrangement
 - Adequate communication with other department/ unit/ wards etc.
 - Public Address System
- Deployment of staff like Doctor, Para Medical Staff, Receptionist, Assistant, etc.



Course Code ASCHAP2	Course Title Practical Training – II To be Completed during Internship in the hospital	Credit 4
--------------------------------------	---	---------------------------

1: Public Relations office

(a) General

Helping patient regarding the following-

- Information – Over phone/ e-mail/ letter/ fax/ across the table
- Dispatch reports for outstations patients
- Providing different types of brochure
- Liaison between doctor and patient
- Appointment for doctors
- Estimation of treatment expenditure
- Billing status of IPD patient
- Visiting indoor patients to required about their facilities
- Availability of Public Relations Officer everyday including Sundays and holidays

(b) Corporate

- Coordination of admission of aompany patients and patient having medical insurance for cash less treatment
- Ensuring validity of ID card referral letter
- Filling up the pre-authorization letter and facsimile the patient case history, investigation report, clinical notes etc. To the concerned TPA for verification and approval
- Provide different additional queries regarding the health status and treatment procedure of the patient to concerned TPA
- Informing the admission counter about the status of patient awaiting admission
- Close liaison with concerned department or doctor of Corporate Houses
- Coordination with billing and other Depts. For collection of paper documentation

2 : Pharmacy Services

Involvement in-

- Space requirement as per act
- Lay out
- Storage facility – different set up for different type of drugs
- Equipments
- Organizational structures (role and function)
 - a) In-charge
 - b) Pharmacist and Chemist
 - c) Sales Technician
 - d) Cash counter
 - e) Computer Operator/ Office Assistant
 - f) Attendant
- Purchase the drugs -disposable, consumables etc.
- Purchase the food items
- Proper storage of drugs
- Quality control
- Sales policy
- Record maintenance
- Preparation of Accounts
- Pharmacy Audit

3 : Stores

Observation and participation in-

Different stores like Medical Stores, Linen Stores, Housekeeping Store, Maintenance, Store, Printing & stationary store etc.

- Space requirement
- Lay out (as per category of store)
- Storage facility, proper set up for particular type of medical and non medical items
- Issuance policy
- Safety measure
- Practical application of E O Q
- Minimum stock level
- Deployment of staff like;
 - a) In-charge
 - b) Store keeper
 - c) Record maintenance clerk
 - d) Attendant/ Delivery person
 - e) Security etc.
- Proper storage of procedures
- Indents
- Issue of item as per indent
- Record keeping of issued material as well balance stock
- Delivery system
- Physical verification of stored item periodically

4 : House Keeping

Observation of-

- All departments, wards and adjacent areas within the hospital premises
- Cleaning process – Moping, Sweeping, Washing, Shampooing (Carpet), Brooming
- Process of selection of detergents and disinfectant
- Disposal of waste materials
- Sources of waste in different areas of hospital
- Categories of waste identification in hospital
- Waste segregation according to Biomedical Waste Management & handling Rules
- Application of colour code, including poly pack, bin etc.
- Waste transportation process
- Internal waste storage system
- Disposal process of biomedical waste (solid & liquid)
- Management of infected health care worker
- Use the Personnel Protective equipment (PPE)
- Supervision/ leadership style
- Staff training for precaution taken
- Pest control system
- Record maintenance
- Waste Tracking
- Equipment for wet dry scrubbing machine
- Usage of vacuum cleaner
- Garbage Trolley

Course Code	Course Title	Credit
ASCHAP3	Dissertation	4

Every student will have to submit dissertation on any suitable topic from Internship and has to present it on the day of practical examination.

Course Code	Course Title	Credit
ASCHAP4	Hospital Visits	4

Students will have to bear their own expenses for the Hospital visits.

Five Hospital visits will be conducted

Hospital Visits that can be taken from among following or such similar places

1. Civil Hospital Visit
2. Private Hospital Visit
3. Family Hospital Visit
4. Polyclinic Visit
5. Super Specialization Visit
6. Trust Hospital Visit

Hospital visit: Note book -

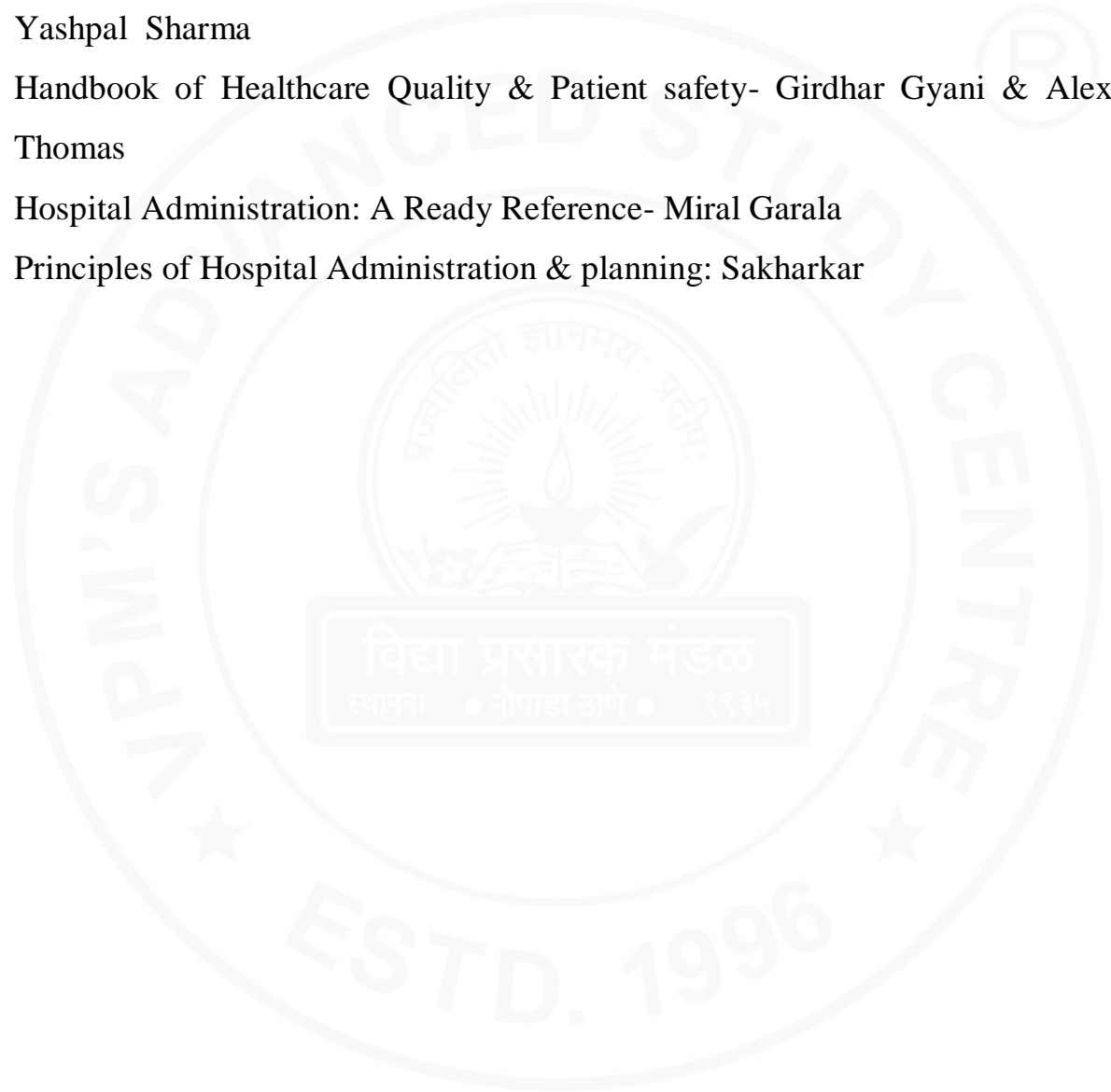
Students have to maintain Hospital visit- note book along with the photos at places visited. The observations have to be noted in Hospital visit- note book/ register. Diagrams/ drawings can be drawn or photographs can be stuck.

Hospital visit- note book has to be presented at the time of practical examination.

Examination based on which viva voce will be conducted.

Reference books:

1. Reality of Hospital Administration: D. Rambabu
2. Hospital Administration: D. C. Joshi, Mamata Joshi
3. Disaster Management for health care professionals- G. Joshi, Sonopant
4. Hospital Administration Principles & Practice- Libert Anil Gomes, R. K. Sharma, Yashpal Sharma
5. Handbook of Healthcare Quality & Patient safety- Girdhar Gyani & Alexander Thomas
6. Hospital Administration: A Ready Reference- Miral Garala
7. Principles of Hospital Administration & planning: Sakharkar



Evaluation Scheme

Theory Examination : Suggested Format of Question paper

Duration : 3 Hours

Total Marks : 100

- All questions are compulsory

Q. 1	a	Based on Unit I	10
		OR	
Q. 1	p	Based on Unit I	10
Q. 2	a	Based on Unit II	10
		OR	
Q. 2	p	Based on Unit II	10
Q. 3	a	Based on Unit III	10
		OR	
Q. 3	p	Based on Unit III	10
Q. 4	a	Based on Unit IV	10
		OR	
Q. 4	p	Based on Unit IV	10
Q. 5	a	Based on Unit V	10
		OR	
Q. 5	p	Based on Unit V	10
Q. 6	a	Based on Unit VI	10
		OR	
Q. 6	p	Based on Unit VI	10
Q. 7	a	Based on Unit VII	10
		OR	
Q. 7	p	Based on Unit VII	10
Q. 8	a	Based on all Units	30
		OR	
Q. 8	p	Based on all Units	30

NOTE: - EXAMINATIONS CAN BE ONLINE TOO

Total marks and distribution

Course Code	External	Internal	Maximum marks
ASCHAT1	60	40	100
ASCHAT2	60	40	100
ASCHAT3	60	40	100
ASCHAT3	60	40	100
TOTAL			400

Practical Exam Details:

Course Code	Details	Marks	Viva	Total
ASCHAP1	Presentation on Practical Training - I	40	10	50
ASCHAP2	Presentation on Practical Training - II	40	10	50
ASCHAP3	Presentation on Dissertation 10 minutes with viva.	40	10	50
ASCHAP4	Presentation on hospital visits	40	10	50
Practical Total				200

Total of Theory Examination**400 Marks****Total of Practical Examination****200 Marks****Grand Total****600 Marks**

~ * ~ * ~ * ~ * ~ * ~