

**APPENDIX - C**  
**Madurai Kamaraj University**  
**B.Sc., Hospital Management**  
**Semester under CBCS**

(With effect from the academic Year 2013-2014)

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**Preamble**

The growth of health care-services in India has led to the growth of hospitals and today, the hospital sector provides a promising career to youth. Being a service industry, the motive of the hospital management programme lies in providing the best services to people. The Hospital Management course provides in-depth theoretical and practical knowledge and skill standards in the areas of Basic Concept of Health, Health Education, Health Management and Information System, Hospital Accounting and Finance, Industrial Relations & Health Laws, Operation Theater and Ward Management and Patient Care Services, Hospital Planning, Hospital Management, Hygiene and Sanitation etc.,

**Objectives of the course**

To offer total high quality theoretical and practical training tailored to suit the needs of the Hospital Sector and to prepare the students for outstanding employment opportunities.

To enable qualified students to offer the best services in health care sector to the society.

**REGULATIONS AND SYLLABUS (CBCS) FOR  
B.Sc., Degree in Hospital Management**

**REGULATIONS**

**Duration**  
The course will be conducted for three years under semester pattern. There will be an examination conducted by the University at the end of every semester.

**Eligibility**

A candidate for admission to B.Sc. Hospital Management shall be required to have passed the Higher Secondary Examination conducted by the Government of Tamil Nadu or an Examination accepted as equivalent there to by the M.K. University with a minimum of 35% of marks in aggregate.

**Age**

There is no upper age limit for admission to B.Sc. Hospital Management.

**Application of the CBCS Syllabus**

This Choice Based Credit System syllabus will be applicable for all candidates of B.Sc. Hospital Management admitted during the academic year 2013-2014 in all affiliated colleges of Madurai Kamaraj University and constituent colleges of Madurai Kamaraj University.

**SYSTEM OF EVALUATION AND EXAMINATION PATTERN**

The existing system of valuation for project/dissertation may be continued. The internal and external marks may be 25:75 for theory papers 40:60 for practical papers.

**I. The existing pattern of question paper will be as follows:**

Sl. No.	Section	Question No.	Choice	Max Marks
001	Section - A	1 to 10	Multiple Choice	75
002	Section - B	1 to 3	Two questions from each unit	20
003	Section - C	1 to 3	Four choices of answers for each question	20
004	Section - D	1 to 3	No 'none of these' choice	20
005	Section - E	1 to 3	Answer all questions either (a) or (b)	20
006	Section - F	1 to 3	Answer not exceeding two pages	20
007	Section - G	1 to 3	One question from each unit	20
008	Section - H	1 to 3	Answer not exceeding four pages	20
009	Section - I	1 to 3	Answer any three out of five (one question from each unit)	20

**II. The pattern for internal valuation may be:**

Sl. No.	Section	Question No.	Choice	Max Marks
010	Section - J	1 to 2	Two tests - 15 marks each	30
011	Section - K	1 to 2	Average - 5 marks	5
012	Section - L	1 to 2	Seminar/Quiz	5
013	Section - M	1 to 2	Two assignments: Average	25
014	Section - N	1 to 2	3 <sup>rd</sup> test may be allowed for absence of any one of the tests. If the college is offering 3 <sup>rd</sup> test, 2 quizzes should be conducted.	25

**III. Project and Viva-voce**

The project report will be evaluated internally by the concerned teacher who guided the students and the maximum mark for the project is 80. The viva-voce carries 20 marks and will be conducted by the department.

Sl. No.	Section	Question No.	Choice	Max Marks
015	Section - O	1 to 2	Project and Viva-voce	100
016	Section - P	1 to 2	Project and Viva-voce	100
017	Section - Q	1 to 2	Project and Viva-voce	100
018	Section - R	1 to 2	Project and Viva-voce	100
019	Section - S	1 to 2	Project and Viva-voce	100
020	Section - T	1 to 2	Project and Viva-voce	100
021	Section - U	1 to 2	Project and Viva-voce	100
022	Section - V	1 to 2	Project and Viva-voce	100
023	Section - W	1 to 2	Project and Viva-voce	100
024	Section - X	1 to 2	Project and Viva-voce	100
025	Section - Y	1 to 2	Project and Viva-voce	100
026	Section - Z	1 to 2	Project and Viva-voce	100
027	Section - AA	1 to 2	Project and Viva-voce	100
028	Section - AB	1 to 2	Project and Viva-voce	100
029	Section - AC	1 to 2	Project and Viva-voce	100
030	Section - AD	1 to 2	Project and Viva-voce	100
031	Section - AE	1 to 2	Project and Viva-voce	100
032	Section - AF	1 to 2	Project and Viva-voce	100
033	Section - AG	1 to 2	Project and Viva-voce	100
034	Section - AH	1 to 2	Project and Viva-voce	100
035	Section - AI	1 to 2	Project and Viva-voce	100
036	Section - AJ	1 to 2	Project and Viva-voce	100
037	Section - AK	1 to 2	Project and Viva-voce	100
038	Section - AL	1 to 2	Project and Viva-voce	100
039	Section - AM	1 to 2	Project and Viva-voce	100
040	Section - AN	1 to 2	Project and Viva-voce	100
041	Section - AO	1 to 2	Project and Viva-voce	100
042	Section - AP	1 to 2	Project and Viva-voce	100
043	Section - AQ	1 to 2	Project and Viva-voce	100
044	Section - AR	1 to 2	Project and Viva-voce	100
045	Section - AS	1 to 2	Project and Viva-voce	100
046	Section - AT	1 to 2	Project and Viva-voce	100
047	Section - AU	1 to 2	Project and Viva-voce	100
048	Section - AV	1 to 2	Project and Viva-voce	100
049	Section - AW	1 to 2	Project and Viva-voce	100
050	Section - AX	1 to 2	Project and Viva-voce	100
051	Section - AY	1 to 2	Project and Viva-voce	100
052	Section - AZ	1 to 2	Project and Viva-voce	100
053	Section - BA	1 to 2	Project and Viva-voce	100
054	Section - BB	1 to 2	Project and Viva-voce	100
055	Section - BC	1 to 2	Project and Viva-voce	100
056	Section - BD	1 to 2	Project and Viva-voce	100
057	Section - BE	1 to 2	Project and Viva-voce	100
058	Section - BF	1 to 2	Project and Viva-voce	100
059	Section - BG	1 to 2	Project and Viva-voce	100
060	Section - BH	1 to 2	Project and Viva-voce	100
061	Section - BI	1 to 2	Project and Viva-voce	100
062	Section - BJ	1 to 2	Project and Viva-voce	100
063	Section - BK	1 to 2	Project and Viva-voce	100
064	Section - BL	1 to 2	Project and Viva-voce	100
065	Section - BM	1 to 2	Project and Viva-voce	100
066	Section - BN	1 to 2	Project and Viva-voce	100
067	Section - BO	1 to 2	Project and Viva-voce	100
068	Section - BP	1 to 2	Project and Viva-voce	100
069	Section - BQ	1 to 2	Project and Viva-voce	100
070	Section - BR	1 to 2	Project and Viva-voce	100
071	Section - BS	1 to 2	Project and Viva-voce	100
072	Section - BT	1 to 2	Project and Viva-voce	100
073	Section - BU	1 to 2	Project and Viva-voce	100
074	Section - BV	1 to 2	Project and Viva-voce	100
075	Section - BW	1 to 2	Project and Viva-voce	100
076	Section - BX	1 to 2	Project and Viva-voce	100
077	Section - BY	1 to 2	Project and Viva-voce	100
078	Section - BZ	1 to 2	Project and Viva-voce	100
079	Section - CA	1 to 2	Project and Viva-voce	100
080	Section - CB	1 to 2	Project and Viva-voce	100
081	Section - CC	1 to 2	Project and Viva-voce	100
082	Section - CD	1 to 2	Project and Viva-voce	100
083	Section - CE	1 to 2	Project and Viva-voce	100
084	Section - CD	1 to 2	Project and Viva-voce	100
085	Section - CE	1 to 2	Project and Viva-voce	100
086	Section - CD	1 to 2	Project and Viva-voce	100
087	Section - CE	1 to 2	Project and Viva-voce	100
088	Section - CD	1 to 2	Project and Viva-voce	100
089	Section - CE	1 to 2	Project and Viva-voce	100
090	Section - CD	1 to 2	Project and Viva-voce	100
091	Section - CE	1 to 2	Project and Viva-voce	100
092	Section - CD	1 to 2	Project and Viva-voce	100
093	Section - CE	1 to 2	Project and Viva-voce	100
094	Section - CD	1 to 2	Project and Viva-voce	100
095	Section - CE	1 to 2	Project and Viva-voce	100
096	Section - CD	1 to 2	Project and Viva-voce	100
097	Section - CE	1 to 2	Project and Viva-voce	100
098	Section - CD	1 to 2	Project and Viva-voce	100
099	Section - CE	1 to 2	Project and Viva-voce	100
100	Section - CD	1 to 2	Project and Viva-voce	100

**B.Sc. HOSPITAL MANAGEMENT**  
(For students admitted from the academic year 2013-14 onwards)  
Course Structure - Choice Base Credit System (CBCS)

Subject	Semester	Course	Hours	Credit	Internal Mark	External Mark	Total Mark	Total Credits	FOURTH SEMESTER						
									Part I	Part II	Part III	Part IV			
<b>FIRST SEMESTER</b>									<b>Part I Language I</b>	1	6	3	25	75	100
Part II English I			6	3	25	75	100		<b>Part III Core-Major</b>	1	6	3	25	75	100
Part III Core-Major			6	3	25	75	100		Basic Concept of Health	1	5	5	25	75	100
Part III Allied I			5	5	25	75	100		Health Care Services	1	5	4	25	75	100
Part IV Skill Based Subject			5	4	25	75	100		Hospital Engineering and Maintenance	1	2	2	25	75	100
Hospital Engineering and Maintenance			2	2	25	75	100		Hospital Equipment and Maintenance	1	2	2	25	75	100
Hospital Equipment and Maintenance			2	2	25	75	100		Health Insurance	1	2	2	25	75	100
Health Insurance			2	2	25	75	100		<b>Part IV Non-Major Elective</b>	1	2	2	25	75	100
Part IV Non-Major Elective			2	2	25	75	100		Basic Hospitality Operations	1	2	2	25	75	100
Basic Hospitality Operations			2	2	25	75	100		<b>TOTAL</b>	<b>8</b>	<b>30</b>	<b>23</b>	<b>200</b>	<b>600</b>	<b>800</b>
<b>TOTAL</b>			<b>8</b>	<b>30</b>	<b>23</b>	<b>200</b>	<b>600</b>	<b>800</b>	<b>SECOND SEMESTER</b>						
<b>SECOND SEMESTER</b>									<b>Part I Language II</b>	1	6	3	25	75	100
Part I Language II			6	3	25	75	100		<b>Part II English II</b>	1	6	3	25	75	100
Part II English II			6	3	25	75	100		<b>Part III Core-Major</b>	1	6	3	25	75	100
Part III Core-Major			6	3	25	75	100		Health Education	1	3	2	25	75	100
Health Education			3	2	25	75	100		Practical - Blood Bank Services	1	2	2	40	60	100
Practical - Blood Bank Services			2	2	40	60	100		<b>Part III Allied I</b>	1	5	4	25	75	100
Part III Allied I			5	4	25	75	100		Hospital Support Services	1	5	4	25	75	100
Hospital Support Services			5	4	25	75	100		<b>Part IV Skill Based Subject</b>	1	2	2	25	75	100
Part IV Skill Based Subject			2	2	25	75	100		Hospital Housekeeping	1	2	2	25	75	100
Hospital Housekeeping			2	2	25	75	100		Practical-Hospital Housekeeping Operations	1	2	2	40	60	100
Practical-Hospital Housekeeping Operations			2	2	40	60	100		Drug Management	1	2	2	25	75	100
Drug Management			2	2	25	75	100		<b>Part IV Non-Major Elective</b>	1	2	2	25	75	100
Part IV Non-Major Elective			2	2	25	75	100		Front Desk Services	1	2	2	25	75	100
Front Desk Services			2	2	25	75	100		<b>TOTAL</b>	<b>9</b>	<b>30</b>	<b>23</b>	<b>255</b>	<b>645</b>	<b>900</b>
<b>TOTAL</b>			<b>9</b>	<b>30</b>	<b>23</b>	<b>255</b>	<b>645</b>	<b>900</b>	<b>THIRD SEMESTER</b>						
<b>THIRD SEMESTER</b>									<b>Part I Language III</b>	1	6	3	25	75	100
Part I Language III			6	3	25	75	100		<b>Part II English III</b>	1	6	3	25	75	100
Part II English III			6	3	25	75	100		<b>Part III Core-Major</b>	1	6	3	25	75	100
Part III Core-Major			6	3	25	75	100		Organizational Behavior	1	5	5	25	75	100
Organizational Behavior			5	5	25	75	100		Material Management	1	5	5	25	75	100
Material Management			5	5	25	75	100		Health Management and Information System	1	5	5	25	75	100
Health Management and Information System			5	5	25	75	100		<b>Part III Allied I</b>	1	3	4	25	75	100
Part III Allied I			3	4	25	75	100		Biomedical Waste Management	1	3	4	25	75	100
Biomedical Waste Management			3	4	25	75	100		<b>TOTAL</b>	<b>6</b>	<b>30</b>	<b>25</b>	<b>150</b>	<b>450</b>	<b>600</b>
<b>TOTAL</b>			<b>6</b>	<b>30</b>	<b>25</b>	<b>150</b>	<b>450</b>	<b>600</b>	<b>FOURTH SEMESTER</b>						
<b>FOURTH SEMESTER</b>									<b>Part I Language IV</b>	1	6	3	25	75	100
Part I Language IV			6	3	25	75	100		<b>Part II English IV</b>	1	6	3	25	75	100
Part II English IV			6	3	25	75	100		<b>Part III Core-Major</b>	1	6	3	25	75	100
Part III Core-Major			6	3	25	75	100		Industrial Accounting and Finance	1	5	5	25	75	100
Industrial Accounting and Finance			5	5	25	75	100		Industrial Relations & Health Laws	1	5	5	25	75	100
Industrial Relations & Health Laws			5	5	25	75	100		<b>Part III Allied I</b>	1	5	4	25	75	100
Part III Allied I			5	4	25	75	100		Office Operations	1	5	4	25	75	100
Office Operations			5	4	25	75	100		Hospital Front Desk Operations	1	2	2	40	60	100
Hospital Front Desk Operations			2	2	40	60	100		<b>Part III Allied II</b>	1	5	4	25	75	100
Part III Allied II			5	4	25	75	100		First Aid and Resuscitation	1	5	4	25	75	100
First Aid and Resuscitation			5	4	25	75	100		<b>Part V</b>	1	3	2	25	75	100
Part V			3	2	25	75	100		Project/Assignment/Workshop	1	3	2	25	75	100
Project/Assignment/Workshop			3	2	25	75	100		<b>TOTAL</b>	<b>8</b>	<b>30</b>	<b>25</b>	<b>215</b>	<b>585</b>	<b>800</b>
<b>TOTAL</b>			<b>8</b>	<b>30</b>	<b>25</b>	<b>215</b>	<b>585</b>	<b>800</b>	<b>FIFTH SEMESTER</b>						
<b>FIFTH SEMESTER</b>									<b>Part I Language V</b>	1	6	3	25	75	100
Part I Language V			6	3	25	75	100		<b>Part II English V</b>	1	6	3	25	75	100
Part II English V			6	3	25	75	100		<b>Part III Core-Major</b>	1	6	3	25	75	100
Part III Core-Major			6	3	25	75	100		Environmental Studies	1	6	3	25	75	100
Environmental Studies			6	3	25	75	100		<b>Part III Allied I</b>	1	5	4	25	75	100
Part III Allied I			5	4	25	75	100		Project/Assignment/Workshop	1	5	4	25	75	100
Project/Assignment/Workshop			5	4	25	75	100		<b>Part III Allied II</b>	1	5	4	25	75	100
Part III Allied II			5	4	25	75	100		Project/Assignment/Workshop	1	5	4	25	75	100
Project/Assignment/Workshop			5	4	25	75	100		<b>TOTAL</b>	<b>2</b>	<b>-</b>	<b>14</b>	<b>65</b>	<b>135</b>	<b>200</b>
<b>TOTAL</b>			<b>2</b>	<b>-</b>	<b>14</b>	<b>65</b>	<b>135</b>	<b>200</b>	<b>SIXTH SEMESTER</b>						
<b>SIXTH SEMESTER</b>									<b>Part III Core-Major</b>	1	5	5	25	75	100
Part III Core-Major			5	5	25	75	100		Operation Theater and Ward Management	1	2	2	40	60	100
Operation Theater and Ward Management			2	2	40	60	100		Out Patient Department Services	1	5	5	25	75	100
Out Patient Department Services			5	5	25	75	100		Out Patient Care Services	1	5	5	25	75	100
Out Patient Care Services			5	5	25	75	100		Hospital Planning and Management	1	5	5	25	75	100
Hospital Planning and Management			5	5	25	75	100		<b>Part III Allied I</b>	1	4	4	25	75	100
Part III Allied I			4	4	25	75	100		Project/Assignment/Workshop	1	4	4	25	75	100
Project/Assignment/Workshop			4	4	25	75	100		<b>Part III Allied II</b>	1	2	2	40	60	100
Part III Allied II			2	2	40	60	100		Project/Assignment/Workshop	1	2	2	40	60	100
Project/Assignment/Workshop			2	2	40	60	100		<b>Part IV Value Education</b>	1	2	2	25	75	100
Part IV Value Education			2	2	25	75	100		<b>TOTAL</b>	<b>8</b>	<b>30</b>	<b>30</b>	<b>230</b>	<b>570</b>	<b>800</b>
<b>TOTAL</b>			<b>8</b>	<b>30</b>	<b>30</b>	<b>230</b>	<b>570</b>	<b>800</b>	<b>GRAND TOTAL</b>	<b>41</b>	<b>150</b>	<b>140</b>	<b>1115</b>	<b>2985</b>	<b>4100</b>
<b>GRAND TOTAL</b>			<b>41</b>	<b>150</b>	<b>140</b>	<b>1115</b>	<b>2985</b>	<b>4100</b>							

## DETAILED SYLLABUS

### FIRST SEMESTER

#### PART I LANGUAGE I (CREDITS 3)

Syllabus as prescribed by Madurai Kamaraj University

#### PART II ENGLISH I (CREDITS 3)

Syllabus as prescribed by Madurai Kamaraj University

#### CORE-MAJOR: BASIC CONCEPT OF HEALTH (CREDITS 5)

##### Objective:

- To provide a basic insight into the main features of Indian health care delivery system

##### UNIT I

Health and Disease - Concept-Definitions and Dimensions of health- Wellbeing- Determinants of health- Evolution of medicine- Public Health-Health indicator-Health service philosophies- Disease and causation- Natural history of disease- Disease control and prevention-Changing patterns of disease- Disease classification and International Health (WHO, WB, UN)

##### UNIT II

Basic concepts of human anatomy- Basic concepts of human physiology

##### UNIT III

General Pathology - Introduction to Pathology-concepts of pathogenesis of common diseases-Basic concepts of interpretation of investigations reports

##### UNIT IV

Introduction to pharmacology- commonly used Medicine in a hospital-Narcotic analgesics-narcotic antagonists-Drug addiction- use and abuse of drugs.

##### UNIT V

Dispensing of medicine- drugs store- drug stock / purchase of medicine- oxygen-I/V Fluid- Chemicals.

##### REFERENCE BOOKS:

1. Park K: 2005. Text Book of Preventive and Social Medicine. Banarsidas Bhanot Publishers: Jabalpur, 18th Ed
2. T. Kue Young. Population health.
3. Mahesh Ananth. In defense of an evolutionary concept of health.

## ALLIED I: HEALTH CARE SERVICES (CREDITS 4)

##### Objective:

- To give a comprehensive idea of health care services in India

##### UNIT I

Demography - its concept-vital events of life and its impact on demography- Significance and recording of vital statistics- ensus and its impact on health policy

##### UNIT II

Health scenario of India- past, present and future-National Health Policy and Population policy-National Health Policy and Inter-sectoral Co-ordination-National Population Policy.

##### UNIT III

National Five year plans-Background objectives-action plan-targets-operations-achievements and constraints in various National-Health Programme.

##### UNIT IV

Healthcare delivery system in India at Primary, Secondary and Tertiary Care-Indigenous system of medicine in India-Community participation in healthcare delivery system-Health system in developed countries.

##### UNIT V

Concept of Modern Hospital and Privatization in Health-Public Sector Hospitals and Level of care/offered facilities-Effects of Globalization in Health care-Concept of Corporate Hospital in developing countries-Infrastructure and lay out of an ideal corporate hospital-Functioning of modern hospitals and changing need of patients-Hospitality in Hospital Care-Care offered in Speciality and Super-specialty Hospitals

##### REFERENCE BOOKS:

1. Dr. K. Park. Textbook of Preventive and Social Medicine
2. V. K. Mahajan. Textbook of Community Medicine:
3. Asha Bhendre. Population studies

**SKILL BASED SUBJECT: HOSPITAL ENGINEERING AND MAINTENANCE**  
(CREDITS 2)

**Objective:**

- To gain knowledge on the operations and maintenance aspects with reference to minimum utilization of resources in a hospital

**UNIT I**

Hospital as a system: Definition of hospital – classification of hospitals – changing role of hospitals – role of hospital administrator – hospital as a system – hospital and community.

**UNIT II**

Planning: Principles of planning – regionalization – hospital planning team – planning process – size of the hospital – site selection – hospital architect – architect report – equipping a hospital – interiors and graphics – construction and commissioning – planning for preventing injuries – electrical safety.

**UNIT III**

Technical analysis: Assessment of the demand and need for hospital services – factors influencing hospital utilization – bed planning – land requirements – project cost – space requirements – hospital drawings and documents-preparing project report.

**UNIT IV**

Hospital standards and design: Building requirement – Entrance and Ambulatory Zone – Diagnostic Zone – Intermediate Zone – Critical zone – Service Zone – Administrative zone –List of Utilities – Communication facility – Biomedical equipment Voluntary and Mandatory standards – General standards – Mechanical standards – Electrical standards – standard for centralized medical gas system – standards for biomedical waste.

**UNIT V**

Facilities planning: Transport – Communication – Food services – Mortuary – Information system – Minor facilities – others.

**REFERENCE BOOKS:**

- G.D.Kunders. Designing for total Quality in Health Care.
- Gupta S.K.SunilKant Chandra Shekhar,R Satpathy. Modern Trends in Planning and Designing of hospitals.
- Syed Amin Tabish. Hospital and Nursing Homes Planning, Organisations and Management.
- G.D.Kunders. Hospitals, Facilities Planning and Management

**SKILL BASED SUBJECT: HOSPITAL EQUIPMENT AND MAINTENANCE**  
(CREDITS 2)

**Objective:**

- To impart knowledge on hospital equipment and maintenance of equipment

**UNIT I**

The operating suite- Equipment of operating room- House keeping of operating suite sterilizers- Making and sterilizing dressings and linen supplies.

**UNIT II**

Sterilization and care of utensils and instruments- Ligatures and sutures- Suture needles- Drainage materials preparation of Vaseline gauze.

**UNIT III**

Drainage materials (continued) preparation of paraffin gauze, preparation of iodoform packing, Personnel of operating room- Technic of scrubbing up, putting on gloves, etc.- Technic before, during, and after operations.

**UNIT IV**

Instrument set-ups for various operations- Instrument set-ups for operation nose, throat, and ear- Functions of central dressing and supply room- Surgical dressing carts and trays- Standard trays for other hospital procedures.

**UNIT V**

Standard solutions for intravenous use-preparation of intravenous trays- Routine service of central supply room- Accessory supplies available in central supply room.

**REFERENCE BOOKS:**

- Eldridge L. Eliason. Surgical Nursing
- L.Kraeer Ferguson. Surgical Nursing
- Mohamed Maqbool. ENT Diseases, JP Brothers

## SKILL BASED SUBJECT: HEALTH INSURANCE (CREDITS 2)

### Objective:

- To impart knowledge on various health insurance in health care applicable to patients and staff

### UNIT I

Introduction to Insurance and its fundamental principles- concept of insurance, fundamental principles of insurance, under writing, Important aspects of insurance: actuary, under writing, claim Administration, Marketing, legal and compliance, agents, insurance broker, consultants, banking outlets.

### UNIT II

Regulation and legislation applicable to insurance- The Insurance Act 1938, IRDA 1999, CPA, Health Insurance, claims management, claims, forms, underwriting of health insurance risks.

### UNIT III

Health Insurance-Individual medi claim policy, domiciliary hospitalization, proposal questionnaire, Bhavishya Arogya policy, Jan Arogya Bima Policy, Cancer Insurance, Group Mediciclaim Policy.

### UNIT IV

Third party Administration-concept, process of cashless hospitalization, functions of TPA, IRDA, TPA, Criteria to become TPA.

### UNIT V

Health insurance- its scope and applicability, Health Insurance in Private Health Sector Health Insurance in developing and developed countries. Different Health Insurance Policies - analysis and management. Concept of combined Life Insurance and Health Insurance. GOI and State Government Policy in implementation of Health insurance.

### REFERENCE BOOKS:

- Insurance products Taxman publications
- Dave. Insurance Management
- National Insurance - Monographs on Insurance Management
- IRDA Guidelines on Health Insurance - Government of India

## NON-MAJOR ELECTIVE: BASIC HOSPITALITY OPERATIONS (CREDITS 2)

### Objective:

- To impart knowledge on the various sectors and operations of hospitality industry

### UNIT I

Hospitality Industry-Introduction, Scope, Tourism-growth of tourism, Tourism and Hospitality; Aim of Food and Beverage Operations, Variables in Food Service Operations; Career opportunities in Hospitality industry; Hotel Industry-growth, trends, development.

### UNIT II

Sectors of Food Service Industry; Commercial Sector -General Market-Characteristics, concept and mode of operation of Hotels, Restaurants, Pubs, Leisure attractions, Fast foods, Popular catering, Take-aways, Kiosk.

### UNIT III

Commercial Sector -Restricted Market-Characteristics, concept and mode of operation of Transport Catering- Marine Catering; Airline Catering; Railway Catering; Contract Food Service; Function and Event Catering.

### UNIT IV

Subsidized or Welfare Catering- Characteristics, concept and mode of operation of Hospital Catering, Institutional Catering (Schools, Universities and Colleges), Industrial Catering, Prisons and Armed Forces

### UNIT V

Hygiene for Food and Beverage Operations - Personal appearance and hygiene of food handlers, Food hygiene, Kitchen hygiene- Equipment and premises, Environment hygiene-site, structure, lighting, ventilation, water supply, waste disposal

### REFERENCE BOOKS:

- Bobby George. Food and Beverage Service: Noida. Jaico Publishing House. 1<sup>st</sup> Edition. 2005.
- Ronald Kinton, Victor Ceserani and David Fosket . Theory of Catering: London. ELST Publishers. 9<sup>th</sup> Edition. 2005.
- Sue Baker, Pam Bradley and Jeremy Huyton. Principles of Hotel Front Office Operations: London. Cassell Publishers. 2<sup>nd</sup> Edition. 2001.
- Bernard Davis, Andrew Lockwood and Sally stone. Food and Beverage Management: Great Britain. Butterworth-Heinemann Publishers. 3<sup>rd</sup> Edition. 2005.
- Mehini Sethi and Surjoet Malhan Catering Management-An Integrated Approach New Delhi. New Age International Publishers. 2<sup>nd</sup> Edition. 2005.

## SECOND SEMESTER

### PART I LANGUAGE II (CREDITS 3)

Syllabus as prescribed by Madurai Kamaraj University

### PART II ENGLISH II (CREDITS 3)

Syllabus as prescribed by Madurai Kamaraj University

### CORE-MAJOR: HEALTH EDUCATION (CREDITS 3)

#### Objective:

- To impart knowledge on health education and management of National Health programs

#### UNIT I

Concept of health and disease and well being - Natural history of disease and role of hospitals to offer various levels of care - Prevention aspect of diseases

#### UNIT-II

Dynamics of disease transmission - Changing pattern of diseases - Concept of health indicators Basic concepts of human anatomy - Basic concepts of human Basic concepts of pathogenesis of common diseases-Basic concepts of interpretation of investigations reports

#### UNIT-III

Commonly used Medicine in a hospital- Narcotic drugs-use and abuse of drugs. Dispensing of medicine- drugs store-drug stock / purchase of medicine-oxygen-IV Fluid-Chemicals etc.

#### UNIT IV

Management of National Health Programmes I: Introduction to the course, Brief outline of health situations in India. Health sectors in Development planning in India after independence- Organisation network of health and family welfare services- The centre-state-district and block level.

#### UNIT V

Measurement of Health status in the community- Indicators of health - Mortality- Morbidity-Disability. Nutritional status-health care delivery-utilization rates-socio-economic indicators-health policy indicators-indicators of quality life

#### REFERENCE BOOKS:

1. Dr. K. D. Tripathi. Textbook of Pharmacology
2. Dr. K. Park. Textbook of Preventive and Social Medicine
3. Prof. Samar Mitra. Physiology Human Anatomy
4. Prof. A. K. Dutta. Human Anatomy
5. Dr. C. C. Chatterjee. Text Book of Human Physiology
6. Robbin's Textbook of Pathology - Robbin, Cotran, Kumar
7. Anantnarayan and Paniker. Textbook of Microbiology

### CORE-MAJOR PRACTICAL: BLOOD BANK SERVICES (CREDITS 2)

#### Objective:

- To impart knowledge on basic services provided in blood bank

#### Observation in Blood Bank:

1. Location, Reception, Administrative Office
2. Staffing- Medical Officer, Paramedical Staff, Non-medical Staff
3. Special arrangements for voluntary donors
4. Servicing rooms, Bleeding room, Storage room
5. Storage equipment
6. Regulatory requirement, Medico-legal aspects, Record Keeping
7. Blood safety procedures, Safety devices
8. Receive and delivery of blood
9. Triple screening and check method
10. Physical facilities, Waiting facilities, Laboratory facilities, other facilities
11. Liquid waste management
12. Procedure for discarding

### ALLIED: HOSPITAL SUPPORT SERVICES (CREDITS 4)

#### Objective:

- To provide basic knowledge on the concepts of support services towards continuous improvement and quality of the hospital

#### UNIT I

Nutrition and Dietary services - Pharmacy services - Medical Records services.

#### UNIT II

Facilities Engineering - Maintenance of Civil Assets - Electrical supply and Water supply - Medical gas pipeline - Plumbing and Sanitation - Air conditioning system - Hot water and Steam supply - Communication Systems - Need and scope of Biomedical engineering departments in modern hospitals.

#### UNIT III

Laundry services - House keeping services - CSSD-Energy conservation methods - AMC.

#### UNIT IV

Ambulance services – Mortuary services – Hospital security services- Operations in Health Insurance - Introduction to Claims management- significance of claims settlement- nature of claims from various classes of insurance.

#### UNIT V

Disaster management – Fire hazards – Engineering Hazards – Radiological hazards.- Outsourcing of Support services –few case studies.

#### REFERENCE BOOKS:

1. G.D.Kunders, Hospital and facilities planning and Design
2. Jacob Kline, Hand Book of Bio-Medical Engineering
3. Webster J.G and Albert M. Cook, Clinical Engineering Principles and Practices
4. Antony Kelly, Maintenance Planning and Control

#### SKILL BASED SUBJECT: HOSPITAL HOUSEKEEPING (CREDITS 2)

##### Objective:

- To familiarize the concept of housekeeping, its importance and role in hospitals

#### UNIT I

Role and importance of housekeeping in hospitals. Objectives. Cleanliness and hygiene- Meaning- Disinfection- Methods of disinfection. Properties and uses of good disinfectants. Procedures for controlling the spread of infection. Personal hygiene and its importance.

#### UNIT II

Cleaning- Definition. Basic cleaning methods- dusting, sweeping, mopping etc. Equipments required for cleaning. Procedures for cleaning a patient's room- ceiling floor, wall, bathroom, dustbin etc. Cleaning a room vacated by an infected patient. Cleaning a room in which a patient has died. Cleaning of hospital kitchens, dining areas and public areas.

#### UNIT III

Infection Control – Objectives and importance. Disinfection and sterilization. Housekeeping and infection control- infection control in linen department, isolation ward and operation theater; Pest Control- Pests- definition. Common pests found in hospitals - areas of infestation. Pest control methods – Prevention, Eradication and Sanitation.

#### UNIT IV

Linen Management- Selection of linen, selection of right cleaning agents for hospital linen. Setting up of linen department and its layout. Procedures of cleaning linen with different types of stains. Dry cleaning. Formats used and stock maintenance; Waste Management – Definition. Types of waste. Waste management process- collection, storage, transportation and disposal (of all types of waste).

#### UNIT V

Drinking Water supply system – Importance of clean drinking water. Maintenance of drinking water. Cleaning of drinking water tank, water filters, pipes and water cooler. Chlorination; Safety and Security – definition. Accident prevention. Handling emergency situations like fire hazards. Fire prevention methods and devices. Protection of patients and assets of hospital. General safety precautions to be followed in hospitals.

#### REFERENCE BOOKS:

1. G. Raghubalan and Smritee Raghubalan- Hotel Housekeeping Operations and Management. Oxford Publishers. New Delhi. 2<sup>nd</sup> Edition.
2. Branson and Lennox- Hotel, Hostel and Hospital Housekeeping. ELBS Publications. London
3. Housekeeping in eye care services- a practical guide.

#### SKILL BASED SUBJECT PRACTICAL: HOSPITAL HOUSEKEEPING OPERATIONS

(CREDITS 2)

##### Objective:

- To gain skills in basic housekeeping operations in hospitals

1. Various methods of cleaning:
  - a) Dusting
  - b) Sweeping
  - c) Mopping
  - d) Scrubbing
  - e) Polishing
2. Cleaning of carpets
3. Different types of cleaning agents
4. Different types of disinfectants
5. Usage of vacuum cleaner
6. Formats and cords maintained in linen room
7. Observation of waste disposal in hospitals
8. Garbage trolley

#### REFERENCE BOOKS:

1. G. Raghubalan and Smritee Raghubalan- Hotel Housekeeping Operations and Management. Oxford Publishers. New Delhi. 2<sup>nd</sup> Edition.
2. Branson and Lennox- Hotel, Hostel and Hospital Housekeeping. ELBS Publications. London
3. Housekeeping in eye care services- a practical guide.

### SKILL BASED SUBJECT: DRUG MANAGEMENT (CREDITS 2)

#### Objective:

- To impart knowledge on managing a medical store and pharmacy in a hospital for smooth flow of drugs and allied requirements in patient care with minimum cost

#### UNIT I

Introduction- Functions of the pharmaceutical store-Drugs and therapeutic committee-Hospital Store Organization-Different types of stores in hospital Materials movement in store.

#### UNIT II

Inventory Management- Purchase-Size of inventory-Turnover-storage facility-stock location system issues-wards emergency drugs/instrument.

#### UNIT III

Classification of drugs and legal aspect: ABC, VED, HML, XYZ, FSN, Hospital pharmacy licenses-drug-licenses-Narcotics drugs.

#### UNIT IV

Staffing-dispensing and billing: Staffing-Reporting-Pharmacy billing-computerized drug management system. Rational use of drugs and prescription audit- Spurious drugs, Banned drugs-procedure of drug indenting, on time drug dispensing-Methods of ordering: a two bin system-Cyclic System.

#### UNIT V

Inventory control-Concept of inventory control-Inventory control techniques-Selective Inventory control techniques, ABC analysis, VED, SDE, FSN, HML, XYZ, GOLF and Economic Order of quantity

#### REFERENCE BOOKS:

- Gopalkrishnan, Materials Management
- A.C. Dutta and Trimester IV, Materials Management

### NON-MAJOR ELECTIVE: FRONT DESK SERVICES (CREDITS 2)

#### Objective:

- To impart knowledge on the basic procedures followed in Hotel Front Office

#### UNIT I

Introduction to Hotel Industry – Growth of Hotel Industry in India – Classification of catering Establishments – Origin of Hotel Industry – Opportunities in Hotel Industry – Types of Hotels.

#### UNIT II

Organization chart of large, medium and small hotels – Organization and layout of front office. The importance of Receptionist – The status of receptionist as a partner in the hotel industry.

#### UNIT III

Introduction to front office – Qualities of front office staff – Front office assistant. Importance of job description – Job Description of Front Office Assistant.

#### UNIT IV

Importance of Reservation – Reservation Enquiries and reservation – Forecasting room reservation – Over Booking - Diaries and Charts used in reservation – Group Reservation – Rights and Liabilities of Hotel and Travel agencies in room reservation – Reservation Terminologies.

#### UNIT V

Receiving the guest at the front office – Rooming a guest with reservation – Rooming of a walk-in-guests – registration of guests – Duties of Night Receptionist – Duties of small hotel – Knowledge of various registers and forms used in reception – Room rack – Black list.

#### REFERENCE BOOKS:

- Sudhir Andrews, Hotel Front Office Training Manual; New Delhi, Tata Mc Graw Hill Publishing Company Ltd., 32<sup>nd</sup> Reprint, 2004.
- Sue Baker, Pam Bradley and Jeremy Huyton, Principles of Hotel Front Office Operations; London, Cassell Publishers, 2<sup>nd</sup> Edition, 2001.
- Ahmed Ismail, Front Office Operations and Management; Delmar, Thomson Publishers, 1<sup>st</sup> Reprint, 2002.
- S.K. Bhatnagar, Front Office Management; New Delhi, Frank Bros. and Co Publishers Ltd., 1<sup>st</sup> Edition, 2002.

### THIRD SEMESTER

#### **PART I LANGUAGE III (CREDITS 3)**

Syllabus as prescribed by Madurai Kamaraj University

#### **PART II ENGLISH III (CREDITS 3)**

Syllabus as prescribed by Madurai Kamaraj University

#### **CORE MAJOR: ORGANIZATIONAL BEHAVIOR (CREDITS 5)**

##### **Objective:**

- To impart knowledge on the various aspects of Organizational Behavior

##### **UNIT I**

Organizational Behavior-definition, nature, scope, importance of OB in management; Organizational Behavior and other fields of study-psychology, sociology, anthropology and economics; Work Group- definition, types of groups; Group dynamics, Group decision making process; Factors influencing group effectiveness.

##### **UNIT II**

Conflict- definition, types of conflict, sources of organizational conflict, methods for managing conflict; Stress- definition, cause of stress, effects of stress, managing stress; Employee Counseling- definition, need, objectives of counseling, types of counseling and functions of counseling.

##### **UNIT III**

Motivation- definition, types of motivation, importance of motivation, theories of motivation-Maslow's Theory, Herzberg's Theory, McGregor's Theory. Employee Morale- definition and meaning, factors affecting morale, causes of low morale, factors improving morale, signs of low and high morale.

##### **UNIT IV**

Leadership-styles of leadership, role of a leader, leadership skills, leadership and interpersonal skills; Personality-meaning, personality traits; Personality development-importance, need, developing personality. Job satisfaction-meaning, influences and outcome of job satisfaction; Organization culture-nature, types of culture, creating and maintaining culture.

##### **UNIT V**

Transaction Analysis-meaning, need for Transaction Analysis, Ego states-child, parent, adult, physical and verbal clues for each state; Four Life Positions; Types of transaction-complementary transactions, crossed transactions; Analyzing transactions, Social implications of Transaction Analysis.

#### **REFERENCE BOOKS:**

1. Shashi K.Gupta and Rosby Joshi, Organizational Behavior: New Delhi, Kalyani Publishers 2<sup>nd</sup> Edition, 2006.
2. Fred Luthans, Organizational Behavior: New York, Mc Graw Hill Inc. 1995.
3. Stephen P.Robbins, Organizational Behavior: New Delhi, Prentice Hall of India, 2004.

#### **CORE MAJOR: MATERIAL MANAGEMENT (CREDITS 5)**

##### **Objectives:**

- To understand various aspects of material management related to health care.

##### **UNIT I**

Mastering purchasing fundamentals-Most effectively prioritize- Competitive bidding using solicitation tools- Use financial and operational analysis- Close out a transaction with confidence- Follow up techniques to ensure supplier compliance- Purchasing manager- Prepare for the future of purchasing.

##### **UNIT II**

Microsoft Excel For Purchasing Professionals- Impress management with professionally formatted- Assess the competitiveness of supplier pricing through developing "Should Cost Models"- Use Excel's sophisticated decisions support features - "Target Pricing Models" for negotiation strategy.

##### **UNIT III**

Supply Management Contract Writing- Need the protection of a contract - Most appropriate form of agreement-Structure Contracts- Select- Use and Develop language for methods of dispute resolution - Use of effective styles of contract writing - Contract's key legal provisions - Contract's key commercial provisions - Contract's key technical provisions.

##### **UNIT IV**

Purchasing Best Practices-Spend management by implementing a buying plan - Optimize supplier relationships- Improve risk management - Map and improve processes - Utilize a strategic plan - Conduct benchmarking.

##### **UNIT V**

Savings Strategy Development- Several types of saving and avoidances- Advantage of easy cost savings opportunities- Progress of sourcing strategy - Report cost saving.

#### **REFERENCE BOOKS:**

1. Gopalakrishnan, Materials Management.
2. Sundharam, Materials Management.
3. A.C.Dutta, Inventory Control.

**CORE MAJOR: HEALTH MANAGEMENT AND INFORMATION SYSTEM  
(CREDITS 5)**

**Objectives:**

- To explore the information needs of hospitals and understand the importance of computerization of medical data
- To study and understand the importance of data resources for organizations

**UNIT I**

Introduction to information systems in business: The need for information systems - the increasing value of information technology - the network of computing - IT as a tool for competitive advantage. IS controls - facility control and procedural control - Risks to online operations - Denial of service, spoofing - Ethics for IS professional - Societal challenges of Information technology.

**UNIT II**

Managerial overview - hardware/software: Computer peripherals - input technology trends - voice recognition and response optical scanning - out put technologies and trends - video out put - storage trends application software for end users - word processing and desktop publishing - system software - operating systems - programming languages.

**UNIT III**

Data base management systems: Foundation data concepts- the data base management approach - types of database - database structures - data mining - benefits and limitations of data base management.

**UNIT IV**

The internet and electronic commerce: Business use of the Internet - Interactive marketing - E-Commerce application - Business to Business commerce, Challenges of e-health- electronic medical records.

**UNIT V**

Hospital information system and medical records: Management decision and related information requirement - Concept of networking hospital information system - Clinical information system - Administrative information system - Support service technical information system- picture archive/communication system-Role of medical records in health care delivery - general medical records standards and policies- legal aspects of medical records - medical audit computerization of medical records/information needs in the hospital information- sources health information -uses of health and hospital data.

**REFERENCE BOOKS:**

1. James A.O'Brien, Management Information System
2. A.V.Srinivasan, Managing a Modern Hospital
3. A.K.Saini, Management Information System in Hospital
4. Gilad J.Kuperman, Dynamic Hospital Information
5. Smith and Jack, Health Management Information System

**ALLIED I: BIOMEDICAL WASTE MANAGEMENT (CREDITS 4)**

**Objectives:**

- To impart knowledge on general and hazardous waste in health care
- To gain knowledge on legislation and policies related to health care waste management

**UNIT I**

Introduction-Definition-General and Hazardous health care waste- Infectious waste- Genotoxic waste- Waste Sharps- Solids-Liquids-Laboratory waste-Categories Categorization and composition of Biomedical waste. Specification of materials. Colour coding.

**UNIT II**

Incineration-Hospitals and health care establishments-Direct and Indirect hazards-Potential health hazards-Person at risk

**UNIT III**

Infection agents on organization spread of infection-Basic information about Hospital required infection-Legislation and policies on Health care waste management-Biomedical waste management and handling Rules-CPCB guidelines (Central pollution control board) Safe disposal of Radioactive waste.

**UNIT IV**

International Scenario World Health Organization guidelines on-Management of wastes from Hospital waste-Management of hospital wastes in Developing countries- Waste processing Techniques. - Source Reduction- Product Recovery and Recycling.

**UNIT V**

Basic steps in Health Care Waste Management Segregation at the point of generation sharp.-Decontaminating/Disinfections unit containers for -Storage-Transportation autoclaving- Incrimination-Bio hazard symbols-Microwave, Hydropulping, plasma torch- Collection and Handling of waste- System of e-Sushrut-Bio Medical Waste Management

**REFERENCE BOOKS:**

1. Machari Sharma, Hospital Waste Management and its Monitoring
2. A.G.Chandorkar, Hospital Waste Management, Paras Medical Publisher

## FOURTH SEMESTER

### **PART I LANGUAGE IV (CREDITS 3)**

Syllabus as prescribed by Madurai Kamaraj University

### **PART II ENGLISH IV (CREDITS 3)**

Syllabus as prescribed by Madurai Kamaraj University

### **CORE MAJOR: HOSPITAL ACCOUNTING AND FINANCE (CREDITS 5)**

#### **Objectives:**

- To provide an understanding of the basic principles and processes involved in the accounting system of a hospital
- To develop skills in analyzing accounting statements for decision-making in a hospital setting and practice the preparation of final accounts

#### **UNIT I**

Financial Accounting- Nature and scope, Accounting principles, Journal, Ledger and Trial Balance.

#### **UNIT II**

Preparation of Final Accounts and Balance Sheet, Receipts and Payments Account, Income and Expenditure Account.

#### **UNIT III**

Cost Accounting- Nature and scope, Cost classification and their concepts, Cost control and Cost reduction.

#### **UNIT IV**

Management Accounting- Nature and scope, Cost-Volume-Profit (CVP) Analysis, Cash Flow Analysis, Fund Flow Analysis, Ratio Analysis, Budgeting and Budgetary control

#### **UNIT V**

Hospital Audit books- Statutory rules relating to audit and investigations- Merits and Demerits of Accounting system.

#### **REFERENCE BOOKS:**

1. Maheswari, S.N., An Introduction to accounting, Vikas Publications, New Delhi, 1994.
2. C.T., Gary L. Sundem, Introduction to Management Accounting, Prentice Hall India, New Delhi, 1986.
3. Grewal, T.S., Introduction to Accountancy, S.Chand and S. Chand and Sons, New Delhi 1994.

4. Jain, S.P., K.L. Narang, Advanced Accountancy, Kalyani Publishers, Ludhiana, 1995. Boynton C.D., Robert M.S., Paul A.C., Hamden C. Forkner, Accounting, South Western Publishing Co., Cincinnati 1972.
5. Rickertsdon, Jackgrey, Managerial Accounting, Houghton Mifflin Company, Boston, 1991.

### **CORE MAJOR: INDUSTRIAL RELATIONS AND HEALTH LAWS (CREDITS 5)**

#### **Objectives:**

- To impart a comprehensive knowledge on industrial relations and to explain the laws and regulations applicable to hospital and hospital employee while providing patient care.

#### **UNIT I**

Industrial Relations: Concept – Definition – Significance – Objectives – Scope – Approaches – Principles of good industrial relations – Role of State, Employers and the Unions in industrial Relation.

#### **UNIT II**

Drug and Cosmetics Act, Organ Transplant Act, Nursing Home Registration, BARC guide lines, PNDT Act, MTP Act, Births and Deaths Registration Act 1969, Transplantation of Human Organs Act, Pharmacy Act,

#### **UNIT III**

Workman compensation Act 1923, Industrial disputes Act 1947, Trade Union Act 1926, Industrial Employment (standing order) Act, 1946, Employees State Insurance Act 1948, Employees Provident Fund Act 1952, Maternity Benefit Act 1961, Consumer protection Act and its application in hospitals, law of TORT, Pollution control board.

#### **UNIT IV**

Broad introduction to medical jurisprudence and its application, Medico legal cases, accident, brought in dead, documentation, police cell, legal issues in medico legal cases, handing/taking over dead bodies.

#### **UNIT V**

Employee health, safety and security: Meaning – Significance – Programmers – Employee Counseling: Meaning – Significance – Types and Process – Importance of Ergonomics and its process, Quality circle: Meaning – Objectives – Techniques.

#### **REFERNCK BOOKS:**

1. Bhagoliwal TN, personal Management and Industrial Relations, Agra Publ.
2. Arun Monappa, Industrial Relations, Tata Mc Graw Hill.
3. Michael V P, HRM and Human Relations, Himalaya.
4. Mamoria and Mamoria, Dynamics of Industrial Relations in India, Himalaya.
5. Osha and Ise Hand Book For Ergonomics.

6. Manoria. Personal Management
7. L.M. Prasad. Human Resource Management
8. G.D Kanders. Hospital Administration

### ALLIED I: FRONT OFFICE OPERATIONS (CREDITS 4)

#### Objective:

- To enable the students to gain insights into various operations of front office in a hospital

#### UNIT I

Front office - origin and development of hospitals in India - types of hospitals - types of patients - objectives and functions - layout of front office - organisation chart of front office of large, medium and small hospital - essential attributes of staff - importance of receptionist - job description.

#### UNIT II

Reception - receiving the patient - rooming a patient - various forms and medical records used - coordination of front office with other departments - type of rooms - type of hospital beds Telephone - handling of telephone - receiving and connecting calls to patients and staff - reminder calls - handling of telephone equipments - pbx, pabx and epabx.

#### UNIT III

Patient registration and appointment scheduling - patient registration details, inpatient and outpatient registration, medical alerts details, appointment scheduling (patient / doctor wise), doctor's schedule summary, doctors daily schedule list, patient visit history, medical record movements, appointments for radiology tests and operation, patient visit slip, sponsorship details.

#### UNIT IV

Information - patient related enquiries - bed allotment - admission details - demographic details - payment details - discharge details. Doctor related enquiries - bed allotment - op clinic details - appointment schedules - operation schedules - charge details. Handling complaints - types of guest problems - solving problems - follow-up - communication skills - customer care skills.

#### UNIT V

Outpatient management - consultation duty roster, patient's appointment, appointment scheduling / rescheduling, outpatient medical observation details, investigation / treatment history. Inpatient and ward management - admission cost estimation, admission approval, admission request, doctor transfer details, nursing notes, in medical observation, pending drug request, operation theatre scheduling, pre and postoperative doctor notes and esd can be optionally made available.

#### REFERENCE BOOKS:

1. S. K. Bhatnagar. Front Office Management, Frank Bros. and Co. 2008
2. R. Llewelyn, Davis and H.M.C. Hospital Planning and Administration, Macaulay - Indian Edition - Jaypee Brothers, New Delhi.
3. C.M. Francis and Marice Desouza. Hospital Administration, Jaypee Brothers, New Delhi.
4. S. Srinivasan. Management Process in Health Care.
5. Goel S L and Kumar R. Hospital Core Services: Hospital Administration of the 21<sup>st</sup> Century. Deep Publications Pvt Ltd; New Delhi 2004.
6. Gupta S and Kant S. Hospital and Health Care Administration: Appraisal and Referral Treatise. Jaypee: New Delhi 1998.

### ALLIED I PRACTICAL: HOSPITAL FRONT DESK OPERATIONS (CREDIT 2)

#### Objective:

- To enable the students to gain skills in various operations of front office in a hospital

1. Receiving procedures
2. Registration and room allotment
3. Registers maintained
4. Telephone manners and etiquettes (handling procedures)
5. Receiving and connecting calls to patients
6. Mock practical on enquires
7. Knowledge of front office cashiering
8. Handling of various modes of payment-local currency, foreign currency, credit card, travelers cheque etc.
9. Various situational handling

#### REFERENCE BOOKS:

1. S. K. Bhatnagar. Front Office Management, Frank Bros. and Co. 2008
2. R. Llewelyn, Davis and H.M.C. Hospital Planning and Administration, Macaulay - Indian Edition - Jaypee Brothers, New Delhi.
3. C.M. Francis and Marice Desouza. Hospital Administration, Jaypee Brothers, New Delhi.
4. S. Srinivasan. Management Process in Health Care.
5. Goel S L and Kumar R. Hospital Core Services: Hospital Administration of the 21<sup>st</sup> Century. Deep Publications Pvt Ltd; New Delhi 2004.
6. Gupta S and Kant S. Hospital and Health Care Administration: Appraisal and Referral Treatise. Jaypee: New Delhi 1998.

## ALLIED II: HYGIENE AND SANITATION (CREDITS 2)

### Objective:

- To impart knowledge on the various aspects of hygiene and sanitation with regard to food, premises and equipment

### UNIT I

Personal hygiene- personal appearance and hygiene of kitchen staff; general health and reporting of illness, protective clothing, equipment for personal hygiene; Kitchen hygiene- plant and equipment hygiene, cleaning methods, pot washing; environment hygiene; Dish washing-manual and mechanical; Garbage disposal-classification of garbage, storage and disposal of garbage.

### UNIT II

Hygiene in storage of raw and cooked foods- food storage conditions for dry foods canned foods and perishables; correct usage of refrigerators, walk-in coolers, reach-in refrigerators; thawing of frozen food, rules for handling frozen poultry; equipment used and temperatures for holding of cooked foods; Importance of stock rotation FIFO.

### UNIT III

Food Microbiology-introduction, significance, morphological characteristics of bacteria, yeast and mould; Beneficial effects of bacteria, yeast and mould in food and beverage production, Harmful effects of bacteria, yeast and mould, Contamination of foods; General principles underlying food spoilage.

### UNIT IV

Food Contamination-meaning, types of food contamination- bacterial, physical and chemical; Food poisoning- meaning, common food poisoning bacteria- Salmonella, Clostridium botulinum, Clostridium perfringens, Staphylococcus aureus- sources, mode of spread, symptoms and control. Food-borne diseases-sources causes and symptoms of amoebiasis, acute diarrhoea and typhoid; Prevention of food poisoning.

### UNIT V

Food safety- the HACCP system-meaning, steps of HACCP system, the flow of food, Hazards and critical control points (CCP), First aid-definition, importance, basic rules, First aid kit, types of dressing and their use, First aid procedure in case of burns and scalds, bleeding, electric shock, fracture, food poisoning.

### REFERENCE BOOKS:

- Mohini Sethi and Surjeet Malhan Catering Management-An Integrated Approach New Delhi. New Age International Publishers. 2<sup>nd</sup> Edition. 2005.
- Frazier and Westhoff. Food Micro Biology: New Delhi. Tata McGraw-Hill Publishing Company Limited. 4<sup>th</sup> Edition 1999.
- S. Roday. Hygiene and Sanitation in Food Industry: New Delhi. Tata Mc Graw Hill Publishing Company Ltd. 1<sup>st</sup> Edition. 1999.
- Nicholas Johns. Managing Food Hygiene: MacMillan Publishers
- Richard A.S. Prenger. The Food Hygiene Handbook: High Field Publications

## EXTENSION ACTIVITIES (CREDIT 1)

Syllabus as prescribed by Madurai Kamaraj University

### FIFTH SEMESTER

#### HOSPITAL INTERNSHIP TRAINING REPORT VIVA-VOCE (CREDITS 12)

Three months hospital internship training from June to August

#### ENVIRONMENTAL STUDIES (SELF-STUDY) (CREDITS 2)

Syllabus as prescribed by Madurai Kamaraj University

### SIXTH SEMESTER

#### CORE MAJOR: OPERATION THEATRE AND WARD MANAGEMENT (CREDITS 5)

### Objective:

- To understand management of operation theatre and ward

### UNIT I

Different types of ward - Cardiac, Pediatric, Maternity, Geriatric, Cancer, Surgical, Intensive Care and Psychiatric. Nursing Station - Position of Nursing Station.

### UNIT II

Supporting Units - Pharmacy, Pathology, Radiology, Medical Records department, Clinical Engineering, Maintenance, Dining Services and security departments.

### UNIT III

Ward facilities - Duties and responsibilities of ward staff - Physicians, Nurses, Technicians, Therapists, Medical assistants, Pharmacists, Dieticians, Manpower Need Assessment in Hospital Ward.

### UNIT IV

General concept on operation theatre design and function of operation theatre. Basic requirements for control of infections in operation theatre.

### UNIT V

Advantages and importance of zoning of operation theatre. Advantages of Centralized operation theatre complex.

### REFERENCE BOOKS:

- Tabish. Hospital Management
- Goel. Hospital Management
- McGibory. Hospital Management

## CORE MAJOR PRACTICAL: OUT PATIENT DEPARTMENT SERVICES (CREDITS 2)

### Objective:

- To impart knowledge on the basic procedures followed in OPD services

### Observation of the following in the OPD of a hospital:

- OPD - Layout of Reception Desk in OPD, Physical facilities in OPDs
- Reception of patients
- Registration and department wise OPD Card segregation
- Equipments in Doctor's Chamber - Prescription Pad, Stethoscope, View Box, Bed Trolley, Weigh Machine, Torch Light, Gloves, Liquid soap and towel
- Records maintenance of OPD
- Supervision of patient waiting area and its seating arrangement
- Communication with other departments / units / wards.
- Public Addressing System
- Staff- Junior Doctor, Para Medical Staff, Receptionist, Assistants.

## CORE MAJOR: PATIENT CARE SERVICES (CREDITS 5)

### Objective:

- To understand the processes of effective patient care and to further increase the satisfaction levels of patients

### UNIT I

Patient centric management - Concept of patient care, Patient-centric management, Organization of hospital departments, Roles of departments/managers in enhancing care, Patient counseling and Practical examples of patient centric management in hospitals, Patient safety and patient risk management.

### UNIT II

Quality in patient care management - Defining quality, Systems approach towards quality and quality framework, Key theories and concepts, Models for quality improvement and Variations in practice.

### UNIT III

Patient classification systems and the role of casemix - Why do we need to classify patients, Types of patient classification systems, ICD 9 (CM, PM), Casemix classification systems, DRG, HBG, ARDRG, Casemix innovations and Patient empowering classification systems.

### UNIT IV

Medical ethics and auditory procedures - Ethical principals, Civic rights, Consumer protection act, CPA, Guideline of the CPA, Patient complaints powers and procedures of the district forum, State and National commission, Role of supreme court, Patient appeals, Autopsy, Tort liability, Vicarious liability, Medical negligence, Central and state laws, Use of investigational drugs.

### UNIT V

Disaster preparedness - Policies and procedures for general safety, fire safety procedure for evacuation, disaster plan and crisis management. Patient Medical Records - Policies and procedures for maintaining medical records. e-records, legal aspects of medical records, its safety, preservation and storage.

### REFERENCE BOOKS:

- Guel S L and Kumar R. Hospital Core Services: Hospital Administration of the 21<sup>st</sup> Century. Deep Publications Pvt Ltd: New Delhi.
- Gupta S and Kant S. Hospital and Health Care Administration: Appraisal and Referral Treatise. Jaypee: New Delhi 1998.
- Harris M G and Assoc. Managing Health Service: Concepts and Practices. MacLennan and Petty: Sydney 2003.

## CORE MAJOR: HOSPITAL PLANNING (CREDITS 5)

### Objective:

- To understand the aspect of planning and commissioning of different types of hospital including specialty hospitals and project management

### UNIT I

Hospital Planning- Concept of Planning - Guiding Principles in Planning Hospital Facilities and Services - Regional Planning and Factors to be emphasized - Steps in Hospital Planning; Planning Team and Stages of Project - Estimation, Architect Brief and Master Plan - Selection of Site and Decision on Land, Space, and Utilities.

### UNIT II

Outpatient and Outpatient Services- Objectives - Functions - Location, Design and Layout - Policy and Procedures - Organization - Staffing - Equipment and Facilities - Key Result Areas and Performance / Quality Indicators, Daily Planning and Scheduling of Work - Managing Time: Waiting Time and Total Time Spent by a Patient, Specialty, Sub-specialty and Super Specialty Clinics - Diagnosis, Physiotherapy and Occupational Therapy, Emerging Concepts: Day Care, Reservation, Appointment by Phone; Medico-social Works / Patient Counselling, Other Facilities: Pharmacy, Gifts Shop, Prayer / Meditation Room, Admission, Transfer, Billing and Discharge Procedures

### UNIT III

Trauma Care- Emergency and Casualty Services: Objectives - Functions - Location, Design and Layout - Policy and Procedures - Organization - Staffing - Equipment and Facilities - Key Result Areas and Performance / Quality Indicators - Disaster Management: Principles and Classification - Life Saving Drugs - Ambulance and Paramedic Services - Medico-legal Procedures - Forms and Registers to be maintained - Communication System.

#### UNIT IV

Operation Theatre- Objectives - Functions - Location, Design and Layout - Policy and Procedures - Organization - Staffing - Equipment and Facilities - Key Result Areas and Performance / Quality Indicators - Daily Planning and Scheduling - Determinants of number of Operating Rooms - Zoning and Aseptic / Sterile Techniques - Clinical Protocols - Sub-stores, CSSD, Immediate Postoperative Recovery Rooms - Safety Issues.

#### UNIT V

Intensive Care Units- Objectives - Functions - Location, Design and Layout - Policy and Procedures - Organization - Staffing - Equipment and Facilities - Key Result Areas and Performance / Quality Indicators - Types of ICUs.

#### REFERENCE BOOKS:

1. Guide to Good Practices in Hospital Administration - NHS
2. R.Llewelyn Davies and HMC Macaulay, Hospital Planning and Administration - Syed Amin Tabish, Hospital and Health Services Administration- Principles and Practice
3. B.M. Sakthkar, Principles of Hospital Administration and Planning
4. C.M. Francis and et al., Hospital Administration
5. G.D. Kanders, Designing for Total Quality in Health Care

#### CORE MAJOR: HOSPITAL MANAGEMENT (CREDITS 5)

##### Objective:

- To understand the principles of management related to hospitals

#### UNIT I

The Principles of Management: Introduction - Definition - Organizational Development - Types of Organizations - Human Resource Development including HR Management - Motivation in Hospitals - Meaning - Types - Motivational theories - Their impact on Hospital Management - Motivating the employees hospitals - Financial Management - Basic Concepts and application of Operation Research Techniques.

#### UNIT II

Hospital Organization- Short introduction with reference to American Hospital System - Historical Development - Types of Hospital Organization with reference to types of Service, Demography, Bed strength and Types of ownership - Organization flowchart (Governmental and Non - Governmental Chart).

#### UNIT III

Direction : Meaning and significance - Principles of effective direction - Supervision - Leadership in hospital - Meaning - Scope importance - Styles - Qualities of successful leader - Span of control - Authority and responsibility - Delegation of authority - Obstacles - Effective delegation - centralization and decentralization - Memories and Limitations.

#### UNIT IV

Medical Audit and Research Methodologies: Quality assurance in Hospitals - Methods of Quality assessment - Studies of Structure - Studies of process - Studies of outcome - Studies combining process and outcome (Trajectories and Tractors) -An Evaluation of strategies (Criteria Maps, Molding and Clinical trials).

#### UNIT V

Hospital communications: Types - Barriers - Methods to overcome barriers - Principles of effective communication - coordination - Importance of Coordination in hospital - Techniques of coordination Recent development in Management: Business process - Outsourcing - Enterprise Resource Planning - Supply Chain Management - Corporate Principles - Health Tourism - Medical transcription.

#### REFERENCE BOOKS:

1. Koontz and O'Donnel, Essentials of Management
2. Griffin, Essentials of Management

#### ALLIED I: DISASTER MANAGEMENT (CREDITS 4)

##### Objective:

- To study the emerging approaches in disaster reduction and management

#### UNIT I

Natural Disasters- Meaning and nature of natural disasters, their types and effects. Floods, drought, cyclone, earthquakes, landslides, avalanches, Volcanic eruptions, Heat and cold waves, Climatic change: global warming, Sea level rise, ozone depletion.

#### UNIT II

Man Made Disasters- Nuclear disasters, chemical disasters, biological disasters, building fire, coal fire, forest fire, oil fire, air pollution, water pollution, deforestation, industrial waste water pollution, road accidents, rail accidents, air accidents, sea accidents.

#### UNIT III

Disaster Management- Effect to migrate natural disaster at national and global levels. International strategy for disaster reduction. Concept of disaster management, national disaster management framework; financial arrangements; role of NGOs, community - based organizations and media. Central, state, district and local administration; Armed forces in disaster response; Disaster response; Police and other organizations.

#### UNIT IV

Resources For Disaster Management - Infrastructural facilities data base for community, terrain communication organization Government as well as NGO, Life line Building of hospital, schools, etc. retrofitting main power development and upgradation of skills Specialist teams on defence, doctors, paramedical, structural engineers, electricians plumbers. Rehabilitation and Finance - Rehabilitation same area different area local need environmental problems resources micro finance, short term, medium term, long term NGO role political role administrative role countries need.

#### UNIT V

Capability Models Of Disaster Risk Assessment - Development of State and District Disaster Risk Assessment: Indian states and its districts, Hazards, its risk assessment, Development of disaster risk assessment, management and response plans at Village / Ward/ Gram Panchayat, Block/ Urban Local Body level and its capacity building mechanism. Constitutions of Disaster Management Teams and Committees at all level - representation of women in all committees and team and its advantages and disadvantages.

#### REFERENCE BOOKS:

1. Mary C. Comerio. Disaster Hits Home: New Policy for Urban Housing Recovery, University of California Press 1998.
2. Robert A. Stallins. Methods of Disaster Research, Xlibris Corporation, 2001.
3. David A. McEntire. Wiley Pathways Disaster Response and Recovery 2005.
4. Chowdhury Emdadul, Haque. Mitigation of Natural Hazards And Disasters 2005.
5. Ben Wisner At - Risk. Natural Hazards, People's Vulnerability and Disasters, Routledge, 2005.

#### ALLIED I: PRACTICAL: EMERGENCY SERVICES (CREDITS 2)

##### Objective:

- To impart knowledge on the basic procedures followed in providing emergency services

##### Observation of the following in the emergency ward of a hospital:

1. Emergency ward - Location, Layout, Infrastructural facilities, Equipment
2. Receiving patients, Patient examination zone, Patient investigation zone, Procedure room
3. Cardio pulmonary resuscitation unit
4. EMO's office, Nursing office, Nursing station
5. Admission procedure, Billing for day care procedure in emergency department
6. Emergency operation theatre, Instruments and oxygen for minor operation, Sterilization and fumigation of operation theatre room
7. Legal procedure system
8. Staffing - Medical, Para medical, Security

#### VALUE EDUCATION (CREDITS 2)

Syllabus as prescribed by Madurai Kamaraj University

Placed at the Meeting of the  
Academic Council  
held on 07.03.2013

#### APPENDIX - D

B.Sc., Yoga

[Non - Semester]

( Directorate of Distance Education )

(With effect from the academic year 2013 - 14)

#### Regulation:

1. Eligibility and Admission to the Course : Anyone who has completed +2 or any equivalent study accepted by Madurai Kamaraj University should be permitted to pursue the Course.
2. Duration of the Course : 3 Years.
3. Medium of Instruction : Tamil and English.
4. Course of Study & Scheme of Examinations.

Duration Marks

#### First Year:

##### Part - I

Tamil

Paper - I

3

100

Paper - II

3

100

##### Part - II

English

Paper - I

3

100

Paper - II

3

100

##### Part - III

1. Theory of Yoga

3

100

2. Yogic Practices : Practical-I

3

100