

Course Title:
**POST GRADUATE
DIPLOMA IN
PHARMACEUTICALS
SELLS REPRESENTATIVE**

Training Parameters

Sector	Healthcare
Course Duration	1 year
Minimum Educational Qualification and Experience	Graduate in any stream
Training Outcomes	<p>After completing this program, participants will be able to:</p> <ul style="list-style-type: none"> • Gain knowledge about Industry Eco System, Regulations and Ethical Practices to enable him/herself for establishing the Industry Standards in his/her performance • Gain scientific knowledge about Human Anatomy & Physiology and medical terms related to it, Pharmacology, Drug and its composition and key characteristics, Various Drug Formularies, Drug Transport Mechanism in human body, Therapeutic Drug and its Classes, Pharmacovigilance and Disease Management to enable him/herself for participation in discussion and establish the Industry Contacts • Learn how to monitor competitors by gathering market data on pricing/ new products/ marketing techniques and trade offers, analysing the same and in turn recommend the changes/ improvements in products/ services of the company • Gain knowledge about Trends in pharmaceutical marketing, technological advancements and Use of Information Technology in Pharma Sale, Basics of Market Research and Sales Process and approaches in Life Sciences • Promote and sell products to potential and existing customers by managing the customer relationship without compromising on the Standards and Ethics • Provide required after sales services to the customer • Organize medical conferences and events • Practice the professional Skills at work; like Decision Making, Planning & Organizing, Customer Centricity, Problem Solving, Objection Handling, Analytical Thinking, Critical Thinking

Scope 1. Work as a medical representative / pharmaceuticals sales representative in various pharmaceuticals company

2. work as an assistant at medical stores

Course Details:

First Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Introduction to Health care	SC	1	3	–	4	3	4	
2	Communication skills in health care and health education	SC	2	3	–	5	3	4	
3	Fundamentals of Anatomy, Physiology and Biochemistry	SC	2	3	–	5	3	4	
4	Basic Pathology, Microbiology	SC	1	3	–	4	3	4	
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Second Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	medical terminology	SC	1	3	–	4	3	4	
2	Hospital and Drug Pharmacy Medical Jurisprudence	SC	1	3	–	4	3	4	
3	Pharmacology	SC	2	3	–	5	3	4	
4	Medical Sales and marketing	SC	2	3	–	5	3	4	
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CURRICULUM / SYLLABUS

Key Learning Outcomes

Orientation & Introduction to pharmacy industry

- Know the General Discipline of the class room to be followed during the program
- Maintain knowledge of key persons at hospitals, pharmacies and dealers, gain knowledge about the Overview of Healthcare Ecosystem including relevant Govt. Scheme, social security benefits, ESI, CGHS and Overview about Life Sciences Industry in Indian and Global Context which would enable him/her
- Stay informed about health and other relevant standards and the possible company's tie up with various regulatory bodies and authorities, know basic knowledge about Regulatory Authorities and Government Policies, rules and Regulations (CDSCO/NPPA/MRTP Act) and their impact on business dynamics, relevant to Life Sciences Industry
- Understand the structure of Healthcare Services (primary, secondary & tertiary)
- Acquire understanding of the pharmacy industry.
- Acquaint with the government initiatives related to pharmacy industry
- Depict an overview of Healthcare Industry

English Speaking and Personality Development

- Practice basics of communication while communicating with stakeholders, doctors, traders & with other regulatory bodies.
- Pronounce the product name correctly
- Practice basic English grammar while communicating product specifications to target customers/ clients
- Practice corporate manners & etiquettes while interacting with customers and stakeholders.
- Deliver presentation & demonstration of the product with confidence
- Follow dress code as per organization guidelines

Understand Role of MSR and Code of Conduct guidelines for MSR

- Perform the occupations effectively as per company's standard guidelines; gain orientation with Existing Organization in Life Sciences Industry (in context of Large/Medium/ Small Enterprises): Their Organization Structure, Benefits and typical sales function in a Life Sciences organization and understand the Role of a MSR and required skills and knowledge (As per Qualification Pack) and its Career Path as well as know the MCI Code of Conduct guidelines for MSR and UCP-MP Act

Distribution System of Pharmaceutical Products

- Maintain knowledge of key persons at hospitals, pharmacies and dealers and to ensure smooth coordination with product distribution related stakeholders; gain the understanding of Distribution System of Pharmaceutical Products and role of various stakeholders involved like CFA, Distributor, Stockist, and Liasoning Agents

Market Research and Analysis and RCPA

- Monitor competitor's products and selling and promotional activities and gather current market information on pricing, new products, delivery schedules, promoting techniques, etc, know the techniques of Market Research
- Conduct the retail chemist prescription audit effectively and to identify needs of potential customers by going through the prescriptions given by the doctors in the defined geography to their patients, know how to conduct and analyse retail call audits and how to use IT to Capture Market information and also gain the orientation with Physician and Pharmacist needs and working environment

Introduction to Medical Terminology and equipment's related to pharmacy

- Common medical terms related to the body systems, anatomy and physiology overview, and coverage of diseases and conditions, diagnostic procedures, surgical and therapeutic treatments, and drug therapies.
- Primary Medical Terms
- An introduction to medical word parts
- Combining Form
- Medical Prefixes, Medical Suffixes, Medical Root Words
- Determining Meanings on the Basis of Word Parts
- Medical Dictionary Use
- Pronunciation
- Look-Alike, Sound-Alike Terms and Word Parts
- Using Abbreviations
- Identify the equipment used in pharmacy like refrigerators, sink and computers with printers, etc.
- Explain the terminology used in pharmacy industry
- Understand common disease terms

Basic Anatomy, Physiology, Biochemistry, Microbiology and Basic Pathology

- Definition of various terms used in Anatomy. Structure of cell, function of its components with special reference to mitochondria and microsomes.
- Elementary tissues: Elementary tissues of the body, i.e. epithelial tissue, muscular tissue, connective tissue and nervous tissue
- Skeletal System: Structure and function of Skelton. Classification of joints and their function. Joint disorders
- Cardiovascular System: Composition of blood, functions of blood elements. Blood group and coagulation of blood. Brief information regarding disorders of blood. Name and functions of lymph glands. Structure and functions of various parts of the heart. arterial and venous system with special reference to the names and positions of main arteries and veins. Blood pressure and its recording. Brief information about cardiovascular disorders
- Respiratory system: Various parts of respiratory system and their functions, physiology of respiration
- Urinary System: Various parts of urinary system and their functions, structure and functions of kidney. Physiology of urine formation. Patho-physiology of

renal diseases and edema.

- Muscular System: Structure of skeletal muscle, physiology of muscle contraction. Names, positions, attachments and functions of various skeletal muscles. physiology of neuromuscular junction
- Central Nervous System: Various parts of central nervous system, brain and its parts, functions and reflex action. Anatomy and physiology of automatic nervous system.
- Sensory Organs: Elementary knowledge of structure and functions of the organs of taste, smell, ear, eye and skin. Physiology of pain
- Digestive System: names of various parts of digestive system and their functions. structure and functions of liver, physiology of digestion and absorption
- Endocrine System: Endocrine glands and Hormones. Location of glands, their hormones and functions. pituitary, thyroid. Adrenal and pancreas
- Reproductive system: Physiology and Anatomy of Reproductive system
- Introduction to biochemistry. Brief chemistry and role of proteins, polypeptides and amino acids, classification, Qualitative tests, biological value, Deficiency diseases.
- Carbohydrates: Brief chemistry and role of carbohydrates, classification, qualitative tests, Diseases related to carbohydrate metabolism.
- Lipids: Brief chemistry and role of lipids, classification and qualitative tests. Diseases related to lipids metabolism.
- Vitamins: Brief chemistry and role of vitamins and coenzymes. Role of minerals and water in life processes.
- Enzymes: Brief concept of enzymatic action. factors affecting it.
- Therapeutics: Introduction to pathology of blood and urine. Lymphocytes and platelets, their role in health and disease. Erythrocytes-Abnormal cells and their significance. Abnormal constituents of urine and their significance in diseases.
- Monitor the activities of health services in a specific area/ locality
- Describe the concept of disease management & its importance
- Describe process & factors influencing the disease management processes at gross level
- Outline disease management for common diseases and various projects being run Nationally and internationally

Basics of Pharmacology

- Understand technical/ scientific data presentations and briefings and to understand and interpret clinical data supplied by company, learn fundamentals of pharmacology; understand related terms and their significance and understand basics of Drug metabolism

Overview of Drug Administration

- Understand technical/ scientific data presentations and briefings and to understand and interpret clinical data supplied by company, know what is drug administration, How drug is transported within the Human Body, Mechanism of

drug absorption mechanism in the Human body and know Methods of drug administration and various routes of drug administration

Therapeutic Drug Classes and Categories

- Understand technical/ scientific data presentations and briefings, know about the Therapeutic Drug Classes & Categories and their use in understanding the Product

Drug Formularies and their relevance for MSR

- Understand technical/ scientific data presentations and briefings and to deliver convincing presentations to doctors, pharmacists and other potential customers gain knowledge about Drug Formularies and their relevance for MSR

Orientation on Pharmacovigilance

- Follow company's legal guidelines and pharmacovigilance process, know that what comprise the field of pharmacovigilance and its related fields, understand its relevance & potential for MSR's role, know common terms used and their reference, understand the scope of Pharmacovigilance as a system, know about National & International pharmacovigilance regulatory Authorities and learn basic processing of a typical "pharmacovigilance case" through case studies.

Orientation of Disease Management

- Understand technical/ scientific data presentations and briefings about product and market and to monitor the activities of health services in a specific area, learn the concept of disease management & Its Importance, know about process & factors influencing the disease management processes at gross level, gain knowledge for Disease management for common diseases and various projects being run Nationally and internationally

Organizational Policy & Internal Processes at Work

- Follow the company's guidelines, process and standard gain the orientation with generic Organizational Policy & various internal Process relevant for MSR

Core Skills and Professional Skills related to Gathering Information about Product and Competitor

- To effectively gather information about the product and competitors know the required skill set and learn application of related Core Skills and Professional Skills like Reading, writing, listening and speaking, Critical thinking, problem solving decision making, customer centricity, plan and organizing, Analytical thinking

Pharmaceutical Marketing

- To develop strategies to increase opportunities to meet and connect with contacts in the medical and healthcare sector; understand Role of Marketing across Product lifecycle; gain knowledge about trends in Pharmaceutical Marketing and implications of changing marketplace on promotional activities in Pharma and gain knowledge about Patient-Physician relationship and Physician-MSR relationship

Orientation with Pre Sales Activities

- To sell and promote medical products and services and to arrange appointments

with medical professionals gain orientation with Pre-Sales Activity in reference to Communication strategies for products

- To deliver presentations to doctors, pharmacists and other potential customers, learn basics of effective business communication and learn how to conduct effective business meetings

Sales in Life Sciences

- To sell and promote medical and pharmaceutical products and services learn basics of Selling Process.
- To develop strategies to increase opportunities to meet and connect with contacts in the medical and healthcare sector understand different Sales Approaches in Pharma
- To engage the potential customers using various methods, tolls and approaches to convince him/her to prescribe your products learn how to effectively handle Objections, basics of Emotional Quotient (EQ)
- To ensure the target orientation to reach sales and collection targets learn the process and importance of daily reporting for MSR
- To follow company's legal guidelines and pharmacovigilance process while selling products and providing after-sales service, including channeling queries through the company defined process understand importance of Ethics, Privacy and Confidentiality for MSR

Core Skills and Professional Skills related to promoting and selling Pharmaceutical Products to potential customers and for providing after sales service

- To promote and sell Pharmaceutical Products to potential customers and for providing after sales service, know the required skill set and learn the application of Core Skills and Professional Skills like Reading, writing, listening, speaking, Plan and organize, Critical thinking, problem solving, decision making, customer centricity and their application at workplace

Market Research and Analysis and Retail Chemist Prescription Audit

- Gather information about competitor's products, selling and promotional activities, current market information on pricing, new products, delivery schedules, promoting techniques
- Use the techniques of market research
- Perform the retail chemist prescription audit (RCPA)
- Identify needs of potential customers by going through the prescriptions given by the doctors to their patients in the defined geography
- Capture market information using appropriate IT tools and identify the strategies to meet the physician and pharmacist needs considering their working environment
- Perform the data analysis for the information collected during RCPA

Pharmaceutical Marketing

- Identify the role of marketing across product lifecycle
- Outline trends in life sciences marketing and implications of changing marketplace on promotional activities in Pharma/Biopharma/AYUSH sub sectors

Organizing Medical Conferences and promotional events

- To establish contact with maximum people within and outside the company to gather inputs on arranging the conference/ promotional event (CMEs) learn techniques for Collaborating with Other Groups and Divisions, understand the importance of collaboration for MSR
- To gain and spread knowledge from the event related to business/ brand/ company learn how to Identify Partnering Opportunities during meetings/ seminars
- To manage arrangements within the approved budget learn how to achieve Resource Optimization at work
- To cover all important aspects related to the topic of the conference in the agenda/ theme of promotional event and to plan and complete all logistical arrangements to execution learn the application of Planning & Organizing Skills at work and learn how to effectively use Information Technology in organising conferences and events (CMEs)

Core Skill and Professional Skills related to Organizing Medical Conferences and promotional events

- Organize Medical Conferences and promotional events (CMEs), by applying Core Skills and Professional Skills like Reading, writing, listening, speaking, Analytical thinking, problem solving, decision making, customer centricity

Information Technology Skills

- Compile and analyse the reports and deliver presentations using Basic Computer operating Skills like Ms Office (Word, Excel, Power point and Outlook); know to work on Internet i.e., searching information on search engine, mail writing
- To communicate on email, learn how to write mails
- To analyse the reports and deliver presentations how to compile office presentations, How to make the online sales reporting and facilitate the online product surveys

On the job Training

- Perform information gathering about product and competitor under supervision of a mentor
- Interact with customers for promoting and selling products and assist in providing after sales service to the mentor
- Assist in organizing medical conferences and execution of promotional events

Unique Equipment Required:

- Participant Manual, Power point presentation, Computer Lab, Computer system, LCD Projector & Screen/ LCD Monitor, Mike, Sound System, Laser Pointer, White/ Black Board, White Board Marker/ chalk, duster, flip charts, sample brochures medicines, sample visiting cards, sample promotional material (Visuals), Sample Drug Formulary, Charts of Human Anatomy and Physiology, Role play skits/ write ups, Internship Monitoring Report, Sample Forms for various organizational processes, Daily Sales Call Report Sample, Inventory Report Sample, Sample Tour Plan

Hospital requirement

50 Bedded with minimum 50lakh turnover in last 2year

Course Title:
**DIPLOMA IN
PHARMACEUTICALS
SCIENCE (1Yr)**

Training Parameters

Sector	Healthcare & life science
Course Duration	1 year
Minimum Educational Qualification and Experience	Class XII (any stream) 12 th in science student get preference in admission student other in science should give an exam in 1 st semester with include basic medical terminology and basic anatomy and physiology
Training Outcomes	After completing this program, participants will be able to: <ul style="list-style-type: none"> • Understand the principles and fundamentals of pharmacology and their application. • Receive prescription from pharmacist and verify that information is complete • Record and select the correct medicines for dispensing • Establish or maintain patient profile, including lists of medications taken by individual patients • Manage and maintain the drugs supply and order • Dispense medications according to the prescription • Maintain proper storage and security condition for drugs • Manage inventory of medicines and equipment's • Maintain a safe, healthy, and secure working Environment

Scope

1. work as pharmacy assistant in retail medical stores and hospital under supervision of registered pharmacist

2. work as a helper and pharmacy dealer / stockiest and Cand F of pharmacy sector

3.

Working as a sales person in pharmaceuticals companies

Course Details:

First Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Medical Terminology	SC	2	3	–	5	3	4	
2	Basic Anatomy, Physiology and Biochemistry	SC	2	3	–	5	3	4	
3	Pharmacognosy	SC	1	3	–	4	3	4	
4	Drugs Store and its Business Management	SC	1	3	–	4	3	4	
						18			

Second Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Pharmacology-I	SC	2	3	–	5	3	4	
2	Pharmacology-II	SC	2	3	–	5	3	4	
3	Pharmaceutical Jurisprudence	SC	1	3	–	4	3	4	
4	Hospital and Clinical Pharmacy	SC	1	3	–	4	3	4	
						18			

CURRICULUM / SYLLABUS

Key Learning Outcomes

Introduction to pharmacy industry

- Understand the structure of Healthcare Services (primary, secondary & tertiary)
- Acquire understanding of the pharmacy industry.
- Acquaint with the government initiatives related to pharmacy industry
- Depict an overview of Healthcare Industry

Types of pharmacy practice areas

- Identify and recognize the various types of pharmacy practice areas.
- Understand the functioning of major branches of practice areas i.e.:
 1. Community pharmacy
 2. Hospital pharmacy

Job history and development of pharmacology and drugs

- Discuss the history and development of pharmacology
- Discuss the prospective aspects of pharmacy.
- Acquaint with the different terms used in pharmaceutical industry like; natural substances, synthetic substances, biotechnology, drug product development etc.
- Describe the major dosage forms of drugs available:
 1. Solid drugs: tablets, pills, plaster, capsule, granules, caplet, gelcap, powder, lozenges.
 2. Semi- solid drugs: suppository, ointment, creams, gels.
 3. Liquid drugs: syrups, solution, elixir, tincture, fluid extract, liniment, emulsion, mixtures and suspensions, aromatic water.
 4. Gaseous drugs; various anesthetic drugs and compressed gases.

Roles and responsibilities of pharmacy assistant

- Recognize the roles and responsibilities of a pharmacy assistant
- Recognize the various stakeholders involved in the pharmacy industry
- Apply the concept of personal grooming and understand the DOs and DON'Ts in grooming.
- Apply the concept of cleanliness, body language and aesthetics.
- Explain the basic steps to become a Pharmacy Assistant.

Introduction to Medical Terminology and equipment's related to pharmacy

- Common medical terms related to the body systems, anatomy and physiology overview, and coverage of diseases and conditions, diagnostic procedures, surgical and therapeutic treatments, and drug therapies.
- Primary Medical Terms
- An introduction to medical word parts
- Combining Form
- Medical Prefixes, Medical Suffixes, Medical Root Words

- Determining Meanings on the Basis of Word Parts
- Medical Dictionary Use
- Pronunciation
- Look-Alike, Sound-Alike Terms and Word Parts
- Using Abbreviations
- Identify the equipment used in pharmacy like refrigerators, sink and computers with printers, etc.
- Explain the terminology used in pharmacy industry
- Understand common disease terms

Basic Anatomy, Physiology and Biochemistry

- Definition of various terms used in Anatomy. Structure of cell, function of its components with special reference to mitochondria and microsomes.
- Elementary tissues: Elementary tissues of the body, i.e. epithelial tissue, muscular tissue, connective tissue and nervous tissue
- Skeletal System: Structure and function of Skelton. Classification of joints and their function. Joint disorders
- Cardiovascular System: Composition of blood, functions of blood elements. Blood group and coagulation of blood. Brief information regarding disorders of blood. Name and functions of lymph glands. Structure and functions of various parts of the heart. arterial and venous system with special reference to the names and positions of main arteries and veins. Blood pressure and its recording. Brief information about cardiovascular disorders
- Respiratory system: Various parts of respiratory system and their functions, physiology of respiration
- Urinary System: Various parts of urinary system and their functions, structure and functions of kidney. Physiology of urine formation. Patho-physiology of renal diseases and edema.
- Muscular System: Structure of skeletal muscle, physiology of muscle contraction. Names, positions, attachments and functions of various skeletal muscles. physiology of neuromuscular junction
- Central Nervous System: Various parts of central nervous system, brain and its parts, functions and reflex action. Anatomy and physiology of automatic nervous system.
- Sensory Organs: Elementary knowledge of structure and functions of the organs of taste, smell, ear, eye and skin. Physiology of pain
- Digestive System: names of various parts of digestive system and their functions. structure and functions of liver, physiology of digestion and absorption
- Endocrine System: Endocrine glands and Hormones. Location of glands, their hormones and functions. pituitary, thyroid. Adrenal and pancreas
- Reproductive system: Physiology and Anatomy of Reproductive system
- Introduction to biochemistry. Brief chemistry and role of proteins, polypeptides and amino acids, classification, Qualitative tests, biological value, Deficiency diseases.
- Carbohydrates: Brief chemistry and role of carbohydrates, classification, qualitative

tests, Diseases related to carbohydrate metabolism.

- Lipids: Brief chemistry and role of lipids, classification and qualitative tests. Diseases related to lipids metabolism.
- Vitamins: Brief chemistry and role of vitamins and coenzymes. Role of minerals and water in life processes.
- Enzymes: Brief concept of enzymatic action. factors affecting it.
- Therapeutics: Introduction to pathology of blood and urine. Lymphocytes and platelets, their role in health and disease. Erythrocytes-Abnormal cells and their significance. Abnormal constituents of urine and their significance in diseases.

Pharmacognosy

- Definition, history and scope of Pharmacognosy including indigenous system of medicine.
- Various systems of classification of drugs and natural origin.
- Adulteration and drug evaluation; significance of pharmacopeial standards.
- Brief outline of occurrence, distribution, outline of isolation, identification tests, therapeutic effects and pharmaceutical application of alkaloids, terpenoids, glycosides, volatile oils, tannins and resins.
- Occurrence, distribution, organoleptic evaluation, chemical constituents including tests wherever applicable and therapeutic efficacy of following categories of drugs.
 - Laxatives- Aloes, Rhubarb, Castor oil, Ispaghula, Senna.
 - Cardiotonic- Digitalis, Arjuna.
 - Carminatives & G.I. regulators- Umbelliferous fruits, Coriander, Fennel, Ajowan, Cardamom, Ginger, Black pepper, Asafoetida, Nutmeg, Cinnamon, Clove.
 - Astringents- Catecheu.
 - Drugs acting on nervous system- Hyoscyamus, Belladonna, Aconite, Ashwagandha, Ephedra, Opium, Cannabis, Nux -vomica.
 - Antihypertensive- Rauwolfia.
 - Antitussives- Vasaka, Tolu balsam, Tulsi.
 - Antirheumatics- Guggal, Colchicum.
 - Antitumour- Vinca.
 - Antileptotics- Chaulmoogra oil.
 - Antidiabetics- Pterocarpus, Gymnema sylvestro.
 - Diuretics- Gokhru, Punarnava.
 - Antidysenterics- Ipecacuanha.
 - Antiseptics and disinfectants- Benzoin, Myrrh, Neem, Curcuma.
 - Antimalarials- Cinchona.
 - Oxytocics- Ergot.
 - Vitamins- Shark liver oil and Amla.
 - Enzymes- Papaya, Diastase, Yeast.
 - Perfumes and flavoring agents- peppermint oil, Lemon oil, orange oil, lemon grass oil, sandal wood.

- Pharmaceutical aids-Honey, Arachis oil, starch, kaolin, pectin, olive oil. Lanolin, Beeswax, Acacia,
- Tragacanth, sodium Alginate, Agar, Guar gum, Gelatin.
- Miscellaneous- Liquorice, Garlic, picrorhiza, Dirscorea, Linseed, shatavari, shankhpushpi, pyrethrum, Tobacco.
- Collection and preparation of crude drugs for the market as exemplified by Ergot, opium, Rauwalfia, Digitalis, senna.
- Study of source, preparation and identification of fibers used in sutures and surgical dressings-cotton, silk, wool and regenerated fibers.
- Gross anatomical studies of-senna, Datura, cinnamon, cinchona, fennal, clove, Ginger, Nuxvomica & ipecacuanha.

Drugs Store and its Business Management

- Introduction-Trade, Industry and commerce, Functions and subdivision of commerce, Introduction to Elements for Economics and Management. Forms of Business Organizations. Channels of Distribution.
- Drug House Management- Selection of site, space Lay-out and legal requirements. Importance and objectives of purchasing, selection of suppliers, credit information, tenders, contracts and price determination and legal requirements thereto. Codification, handling of drug stores and other hospital supplies. Inventory Control-objects and importance, modern techniques like ABC, VED analysis, the lead time, inventory carrying cost, safety stock, minimum and maximum stock levels, economic order quantity, scrap and surplus disposal.
- Sales promotion, Market Research, Salesmanship, qualities of a salesman, Advertising and Window Display.
- Recruitment, training, evaluation and compensation of the pharmacist.
- Banking and Finance-Service and functions of bank, Finance planning and sources of finance.
- Introduction to the accounting concepts and conventions. Double entry Book Keeping, Different kinds of accounts. Cash Book. General Ledger and Trial Balance. Profit and Loss Account and Balance Sheet.
- Simple techniques of analyzing financial statements.
- Introduction to Budgeting

Pharmacology

- Introduction to pharmacology, scope of pharmacology.
- Routes of administration of drugs, their advantages and disadvantages. Various processes of absorption of drugs and the factors affecting them. Metabolism, distribution and excretion of drugs.
- General mechanism of drugs action and their factors which modify drugs action. Pharmacological classification of drugs. The discussion of drugs should emphasize the following aspects:
- Drugs acting on the central Nervous system
- General anaesthetics- adjunction to anaesthesia, intravenous anaesthetics. Analgesic antipyretics and non-steroidal

- Anti-inflammatory drugs- Narcotic analgesics. Antirheumatic and anti-gout remedies.
- Sedatives and Hypnotics, psychopharmacological agents, anticonvulsants, analeptics. Centrally acting muscle relaxants and anti parkinsonism agents.
- Local anesthetics.
- Drugs acting on autonomic nervous system.
- Cholinergic drugs, Anticholinergic drugs, anticholinesterase drugs. Adrenergic drugs and adrenergic receptor blockers.
- Neuron blockers and ganglion blockers. Neuromuscular blockers, used in myasthenia gravis.
- Drugs acting on eye: Mydriatics, drugs used in glaucoma.
- Drugs acting on respiratory system
- Respiratory stimulants, Bronchodilators, Nasal decongestants, Expectorants and Antitussive agents.
- Autocoids: physiological role of histamine and serotonin, Histamine and Antihistamines, prostaglandins.
- Cardio vascular drugs
- Cardiogenic, Antiarrhythmic agents, Anti-anginal agents, Antihypertensive agents, peripheral Vasodilators and drugs used in atherosclerosis.
- Drugs acting on the blood and blood forming organs. Hematinic, coagulants and anticoagulants, Hemostatic , Blood substitutes and plasma expanders.
- Drugs affecting renal function- Diuretics and anti-diuretics.
- Hormones and hormone antagonists- Hypoglycemic agents, Anti--thyroid drugs, sex hormones and oral contraceptives , corticosteroids.
- Drugs acting on digestive system-carminatives, digest ants, Bitters, Antacids and drugs used in peptic ulcer, purgatives ,and laxatives, Antidiarrheals, Emetics, Anti-emetics, Antispasmodics.
- Chemotherapy of microbial diseases:
- Urinary antiseptics, sulphonamides, penicillin, streptomycin, Tetracyclines and other antibiotics. Anti- tubercular agents, Antifungal agents, antiviral drugs, anti-leprotic drugs.
- Chemotherapy of protozoal diseases, Anthelmintic drugs. Chemotherapy of cancer.
- Disinfectants and antiseptics.

Pharmaceutical Jurisprudence

- Origin and nature of pharmaceutical legislation in India, its scope and objectives. Evolution of the
- "Concept of pharmacy" as an integral part of the Health care system.
- Principles and significance of professional Ethics. Critical study of the code of pharmaceutical Ethics drafted by pharmacy council of India.
- Pharmacy Act,1948-The General study of the pharmacy Act with special reference to Education Regulations, Working of state and central councils, constitution of these councils and functions, Registration procedures under the Act.

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- The Drugs and Cosmetics Act,1940-General study of the Drugs and cosmetics Act and the Rules there under. Definitions and salient features related to retail and whole sale distribution of drugs. The powers of Inspectors, the sampling procedures and the procedure and formalities in obtaining licenses under the rule. Facilities to be provided for running a pharmacy effectively. General study of the schedules with special reference to schedules C,C1,F,G,J,H,P and X and salient features of labeling and storage conditions of drugs.
- The Drugs and Magic Remedies (objectionable Advertisement) Act, 1954-General study of the Act, objectives, special reference to be laid on Advertisements, magic remedies and objections¹ and permitted advertisements -diseases which cannot be claimed to be cured
- Narcotic Drugs and psychotropic substances Act,1985-A brief study of the act with special reference to its objectives, offences and punishment.
- Brief introduction to the study of the following acts:
- Latest Drugs (price control) order in force. Poisons Act 1919(as amended to date)
- Medicinal and Toilet preparations (excise Duties) Act, 1955 (as amended to date). Medical Termination of Pregnancy Act, 1971(as amended to date).

Hospital and Clinical Pharmacy

- Hospital-Definition, Function, classifications based on various criteria, organization, Management and health delivery system in India.
- Hospital Pharmacy: Definition Functions and objectives of Hospital pharmaceutical services. Location, Layout, Flow chart of materials and men.
- Personnel and facilities requirements including equipment's based on individual and basic needs. Requirements and abilities required for Hospital pharmacists.
- Drug Distribution system in Hospitals. Out-patient service,
- In-patient services- types of services detailed discussion of unit Dose system, Floor ward stock system, satellite pharmacy services, central sterile services, Bed side pharmacy.
- Manufacturing: Economical considerations, estimation of demand
- Sterile manufacture-Large and small volume parenteral, facilities, requirements, layout production planning, man-power requirements.
- Non-sterile manufacture-Liquid orals, externals, Bulk concentrates. Procurement of stores and testing of raw materials.
- Nomenclature and uses of surgical instruments and Hospital Equipments and health accessories.
- P.T.C.(pharmacy Therapeutic Committee)
- Hospital Formulary system and their organization, functioning, composition.
- Drug Information service and Drug Information Bulletin.
- Surgical dressing like cotton, gauze, bandages and adhesive tapes including their pharmacopoeial tests for quality. Other hospital supply eg. I.V.sets, B.G. sets, Ryals tubes, Catheters, Syringes etc
- Application of computers in maintenance of records, inventory control, medication

monitoring, drug information and data storage and retrieval in hospital retail pharmacy establishment.

- Introduction to Clinical pharmacy practice- Definition, scope.
- Modern dispensing aspects- Pharmacists and patient counseling and advice for the use of common drugs, medication history.
- Common daily terminology used in the practice of Medicine.
- Disease, manifestation and patho-physiology including salient symptoms to understand the disease like Tuberculosis, Hepatitis, Rheumatoid Arthritis, Cardiovascular diseases, Epilepsy, Diabetes, Peptic Ulcer, Hypertension.
- Physiological parameters with their significance.
- Drug Interactions: Definition and introduction. Mechanism of Drug Interaction. Drug-drug interaction with reference to analgesics, diuretics, cardiovascular drugs, Gastro-intestinal agents. Vitamins and Hypoglycemic agents. Drug-food interaction.
- Adverse Drug Reaction: Definition and significance. Drug-Induced diseases and Teratogenicity.
- Drugs in Clinical Toxicity- Introduction, general treatment of poisoning, systemic antidotes, Treatment of insecticide poisoning, heavy metal poison, Narcotic drugs, Barbiturate, Organo-phosphorus poisons.
- Drug dependences, drug abuse, addictive drugs and their treatment, complications.
- Bio-availability of drugs, including factors affecting it

Classroom equipped with following arrangements:

- e- modules, field visits
- Books, training materials, samples of various drug dosage forms, charts
- Internet access, various books on laws, regulations & ethics of pharmacy & pharmaceutical industry, charts, quiz
- Glossary, refrigerator, sink, computer, printers, drug, Controlled Drugs cupboard, electronic balance, equipment for counting, containers for storage & dispensing, Sample forms & registers
- Charts, Diagrams, models, e-module, mannequins
- text- books.
- Sample of various drugs for all types of drug classifications, sample drug labels
- e- Modules, videos of people with signs and symptoms and demonstration.
- Sample of a real correct and faulty prescription, charts e- modules, demonstration.
- Visit to a medical store, demonstration, PPEs, Dressings, Thermometer, Needle, syringes, Blood pressure monitors, stoma care products, Condoms, Test kits, e.g. cholesterol test kits, pregnancy test kit, Inhalers, Glucose meters and test strips, Screening tests, Walking Sticks, Collars etc.
- Sample of various records and documentation, samples of patient profile template, EHR software, computer, internet access, e- modules/textbooks on CIMS & drug formulary
- Depiction through videos and live examples, field visits, role- plays, charts and chalk board

- e- modules, samples of invoices, ledgers, bills, vouchers, cash registers and balance sheets; role plays
- e- modules, Samples of high alert drugs, charts.
- e- modules, refrigerators, equipment's in cold- chain, samples of storage containers, samples of labelling the drugs, medical devices/equipment and storage place .
- Samples of Hazardous drugs & substances, various PPEs like gowns, gloves, eye-wear, etc.
- Computer/Internet for learning and adopting best practices
- Interactive lectures & Discussion
- Brain Storming
- Charts & Models
- Activity Video presentation
- Visit to a drug- store
- Others: Flash cards, e- modules, flannel board, charts, Training materials

Hospital requirement

MOU with 50 Bedded with minimum 50lakh turnover in last 2year

Course Title:
**DIPLOMA IN
GENERAL
DUTY
ASSISTANT**

Training Parameters

Sector	Healthcare
Hospital requirement	50 Bedded with minimum 50lakh turnover in last 2year
Course Duration	1 year
Minimum Educational Qualification and Experience	10th pass
Training Outcomes	<p>After completing this program, participants will be able to:</p> <ul style="list-style-type: none"> • Explain the role and responsibilities of a GDA • Maintain proper body mechanics while handling the patient • Ensure patient safety while carrying out procedures • Prepare patient unit • Assist the healthcare team for basic patient care like dressing, grooming • Assist in maintaining nutrition and hydration and elimination needs • Transfer patient samples and documents within the hospital • Assist hospital staff in carrying out end of life care • Apply infection control measures and dispose biomedical waste according to the standard protocols • Promote safety and apply usage of personal protective equipment
<p>After completing this program, participants not expected to do/must not do:</p> <p>surgical dressing, hot or cold applications, vital signs measurement, oxygen administration, catheterization, medicine administration, Ryle's tube insertion and feeding, tracheostomy care, gastrostomy care, handling patient on ventilator handle, patient in emergency and critical care, any task beyond their scope of work unless requested by a supervising staff from the healthcare team</p>	

SCOPE:- 1. Work as a general duty assistant in government and private hospitals
 2. work as a nursing orderly/ward boy/ward leady in in government and private hospitals

Course Details:

First Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Introduction to Health care	SC	1	3	–	4	3	4	
2	Basic Anatomy +Physiology +Biochemistry	SC	1	3	–	4	3	4	
3	Patient care (Medical ward)	SC	2	3	–	5	3	4	
4	Patient care (Surgical ward)	SC	2	3	–	5	3	4	
						18			

Second Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Pediatric and Newborn care	SC	2	3	–	5	3	4	
2	Critical care	SC	2	3	–	5	3	4	
3	Gynecological care	SC	1	3	–	4	3	4	
4	Orthopedical care	SC	1	3	–	4	3	4	
						18			

CURRICULUM / SYLLABUS

Key Learning Outcomes	Equipment Required
<p>Introduction to Health care</p> <ul style="list-style-type: none"> • Discuss in brief the health care delivery system • Discuss about the various services offered to patients in a hospital setting • Explain various departments and their functions in the hospital • Explain the standard hierarchy of healthcare professionals in a healthcare facility • Differentiate between the IPD and the OPD • Explain the functions to be performed by a GDA <p>Broad functions of General Duty Assistant</p> <ul style="list-style-type: none"> • Explain the ways of maintaining the personal hygiene needs of a patient, knowledge about biomedical waste • Discuss various devices that ensure patient comfort and safety • Explain the role of GDA while transferring samples / medicines /documents of the patient • Explain the process of cleaning/sterilizing /disinfecting of medical and surgical equipment, linen, patient unit, etc. <p>Introduction to human anatomy and physiology</p> <ul style="list-style-type: none"> • Explain the organization of body cells, tissues, organs, organ systems, membranes and glands in the human body. • Describe cell and various types of tissues. • Describe different types of organ systems. • Discuss different types of body fluids, secretions and excretions. • Identify different parts of the body using charts and models. • Explain the structure and functioning of human body systems using charts and models. • Discuss various working models depicting functioning of human body systems. <p>Ergonomics and body mechanics at healthcare setting</p> <ul style="list-style-type: none"> • Explain the kinetics of joints and movements • Discuss mechanisms that affect movements in the human body • Explain the general principles of body movements • List the principles of proper body mechanics to carry out patient activities for proper ergonomics • Explain the significance of maintaining proper joint mobility • Routine in-patient activities • Discuss the procedures and codes in answering a call bell 	<ul style="list-style-type: none"> • 3D models of human body and accessory organs, model human skeletal system, organ specimen. • Manikins, crutches, canes, walker, wheelchair, stretcher • Weighing machine/scale, inch tape, inventory registers/check list, heightometer • Manikins, crutches, canes, walker, wheelchair, stretcher, patient bed • Sample formats of reports and hospital documents • Manikin, charts, oral care tray, air mattress, bed linen, intake output charts, bath basins, bathing tray, hair care tray, shampoo, soap, spirit, oil,

	toothpaste,
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<ul style="list-style-type: none"> • Discuss common reasons of a patient call • Enumerate patient complaints such as dizziness, vertigo, etc. • Discuss various complaints that need immediate reporting and action • Discuss changes in patients’ overall condition that are critical to be reported • Describe how to assist the medical staff in measurement of patient parameters such as height and weight • List various equipment/ scales for measuring patient parameters such as digital/ manual weighing machines, height-meters, measuring tape etc. • Explain various colour changes observed in skin and their significance • Explain difference in colour, consistency and volume of urine and faeces • Discuss the significance of keeping record of intake and output of the patient • Explain the process of decontamination of commonly used basic patient care equipment • Explain the process of changing and transporting laundry/ linen on the floor • Discuss the process of reporting the incidences of spillage • Explain spill management 	<ul style="list-style-type: none"> toothbrush, skin care tray, nail care tray wheelchair, trolley, bed sore dressing kit • Diet charts, syringe, bowl, manikin, utensils for feeding, glass, waste paper bag, tray. • manikin, mackintosh/ rubber sheet • Hospital bed, bed linen, blanket, pillow, counterpane, mackintosh, top sheet • manikin, hospital bed with side rails, restrains, assistive devices • Manikin, bed sheet, identification band/ label, personal care tray, patient dress, bandages, cotton, adhesive tape • CPR Nursing Manikin, Ambu Bag with Mask, Flashlight • Current guidelines on hand washing and hand rub techniques, Spill kit, PPE such
<p>Positioning/transferring /mobility of patients</p> <ul style="list-style-type: none"> • Describe the importance of positioning of the patient during treatment and recovery phase such positioning in lithotomy, Fowler’s or Sim’s position • Explain various types of positions and postures to be maintained ideal for various procedures • Describe various kinds of means available for transferring patients • Describe precautions to be taken while transferring patient • Discuss the importance of physical movements for patient wellbeing. • Describe usage of modes used for mobility and their maintenance • Describe precautions to be taken while patient is walking or using assisted devices • Explain the process and precautions to be taken care while transferring the patient from bed to stretcher • Explain the process and precautions to be taken care while transferring the patient from bed to wheelchair • Explain the process and precautions to be taken care while transferring the patient from wheelchair to bed 	

<ul style="list-style-type: none"> • Explain the process and precautions to be taken care while transferring the patient from stretcher to bed • Determine patient’s medical condition before implementing any mobility <p>Observing, reporting and documentation</p> <ul style="list-style-type: none"> • List various signs and symptoms that show deviation in the normal condition of the patient • Explain the process of reporting the changes in patients’ overall condition • Describe the scope of practice for GDA in observing and reporting • Explain use and importance of records and reports • Explain various types of records of importance for GDA • Explain essential components of various records and the method of their documentation and retrieval • Explain abbreviations and symbols <p>Bathing, grooming and dressing up a patient</p> <ul style="list-style-type: none"> • Explain the difference in care provided to routine patients, terminally ill and differently abled patients • Explain the importance of bathing and its types such as Sitz bath etc. • Enumerate points to observe during bathing which need to be reported • Identify the need of after bath care to the patient • List various changes to be observed and while providing bath and skin care • List early signs of pressure sores/ bed sores • Explain the causes of pressure sores (bed sores) List various most comfortable and appropriate lying/ sitting positions, positioning of pillows etc. for bed-ridden patients to avoid bed sores • Explain the importance of maintaining oral care, skin and nail care • Explain oral care in patients with dentures • Describe oral care in unconscious patients under supervision • List the steps of nail care under supervision • Discuss the procedure of performing hair care • Explain the proper technique of dressing up a patient <p>Nutrition and hydration</p> <ul style="list-style-type: none"> • Explain the concept of nutrition • Explain the significance of proper dietary intake • Explain the various components of food such as carbohydrates, fats, proteins etc. • Enumerate various electrolytes crucial for patients 	<p>as gown, gloves, head cap</p> <ul style="list-style-type: none"> • Different colour bins, hospital protocols for colour coding bins • Computer with internet facility and latest MS office • Case studies and modules of soft skills, scenario-based learning modules • O2 cylinder, suction kit, catheter, specimen, Ryle’s tube, suction apparatus, heat and cold application methods Patient safety tools such as wheel chairs, trolleys, side rails, PPE, First Aid kit, betadine, cotton, bandages, sanitizers, disinfectants etc. • Mock ICU set-up, oxygen supply, crash cart, emergency drugs, ventilator, cardiac monitor, pulse oximeter, chest leads, ECG machine, BP apparatus
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- Discuss appropriate diet for various medical conditions such as low salt intake in hypertensive patient.
- Differentiate between various types of diets such as solid diet, semi solid diets and liquid diet etc.
- List various the precautions to be taken while feeding the patient
- List various signs of discomfort while feeding the patient
- Discuss the signs of choking
- Explain the process of reporting an event of choking or aspiration to a senior healthcare professional immediately
- Discuss the principles of hygiene while assisting patient in feeding and drinking
- Explain the importance of intake and output record
- Discuss the process of recording the dietary intakes after feeding

Elimination needs

- Discuss the importance of various methods of caring during elimination needs
- Differentiate care plan activities in patient with urine and bowel incontinence and in patients with urinary catheter.
- Discuss the principles of hygiene and sanitation while assisting patient in elimination needs
- List the importance of colour and texture change of urine and stool
- Explain the usage of various equipment used in elimination needs such as adult diapers, bedpan, urinal etc.
- Explain the process of safely assisting a mobile patient to the toilet

Bed making

- Explain various types of linen used in hospital
- Explain the process of collecting clean linen as per hospital policies for bed making
- Discuss various methods of preparing beds for patients
- Explain the significance of timely changing of linen
- Explain the preparation of various beds according to patient needs and conditions
- Describe the method of preparing room for patient admission
- Describe the process of disinfecting bed equipment after patient gets discharged
- Describe the process of segregating soiled linen separately for disinfection and successive usage

Preventing patient injury

- Enumerate various situations and risk factors that catalyse patient fall and injury

- Hospital linen, suction apparatus, oxygen supply, drugs of the delivery room
- Pre-warmed blankets, infant warmer, artificial feed, and clean wash cloth.
- E-Modules, participant handbooks
- Dialysis apparatus, e-modules, participant handbook, cannula.
- Internet use to learn theory, mannequin, chart presentation, dialysis machine
- e-modules, Participant handbooks
- Various equipment's used in the delivery room, inventory checklist, trolley, sterilized cloth, patent oxygen supply, tubings, suction apparatus and catheters.
- Pre-warmed blankets, oxygen hood, infant bed, equipment's for

- Describe techniques for preventing patient injury during transfer and positioning patient in bed
- Describe care to be taken to avoid fall in high-risk patients such as patient with altered sensorium, epileptic patients, etc.
- Describe the measures to be taken in the event of fall
- Describe key points to check that the patient transfer equipment is in working condition

breast care,
perineal care,
sanitary napkins/
sterilized gauze
pieces, surgical
drums

Last offices (death care)

- Discuss in brief the signs of death
- Discuss various cultural and religious sensitivities attached to death
- Explain the deceased body packing
- Explain the procedure of handing over the valuable items that the deceased might be wearing
- Describe the process of deceased body identification details as per the hospital policies

Special Procedures

- To understand the role of PCA during Special Procedure while assisting nurse/physician
 1. Application of heat and cold
 2. Administering Oxygen
 3. Suctioning
 4. Catheterization
 5. Intravenous Observations
 6. Enema
 7. Specimen collection
 8. Medicine dispensing
 9. Feeding through Ryle tube

Sanitation, safety and First Aid

- Explain the basics of first aid.
- Identify precautions to take for personal safety.
- Perform basic life support (BLS) as and when required.
- Identify the hospital emergency codes.
- Apply standard procedures to be followed in case of institutional emergencies.
- Explain the use of protective devices such as restraints and safety devices.

Infection control and prevention

- Describe the importance of infection control and prevention and guiding others about it in accordance with healthcare team
- Identify the factors which influence the outcome of an exposure to

infection

- List strategies for preventing transmission of pathogenic organisms
- Explain the steps of spill management
- Explain the hand hygiene and infection control practices
- Enumerate various nosocomial infections
- Explain the importance of incident reporting
- Develop techniques of self- grooming and maintenance
- Explain the concept of immunization to reduce the health risks for self and patients.
- Explain the concept of healthy living.
- Explain the procedures of hand hygiene to prevent cross infection including effective hand washing to include; social and clinical techniques
- Explain the techniques of proper usage of PPE
- Explain the importance of PPE
- Explain various vaccinations against common infectious diseases

Bio Medical Waste management

- Explain the importance of proper and safe disposal of bio-medical waste and treatment
- Explain the categories of bio- medical waste
- Discuss about disposal of bio- medical waste – colour coding, types of containers, transportation of waste, etc.
- Explain standards for bio-medical waste disposal
- Discuss means of bio-medical waste treatment

Basic computer knowledge

- Discuss the application of computers
- Differentiate between the hardware and software
- Differentiate between the input and output devices.

Soft skills and communication

- Explain the significance of effective communication
- Explain the use of effective communication with patients and family without using jargons and colloquial terms
- Discuss the principles of effective communication skills with colleagues using appropriate terminology in communication
- Discuss the principles of basic reading and writing skills
- Discuss the principles of goal setting and time management
- Describe the principles of team building and teamwork
- Explain the significance of thinking, reasoning and communicating with others
- Explain the principles of problem solving and decision-making

skills

- Describe the need for customer service and service excellence in medical service
- Explain work ethics in hospital set up
- Discuss the process of objection handling.
- Discuss planning and organization of work.

Intensive care at healthcare facilities

- Orient with the ICU set-up
- Get the required equipment's handy at the time of an emergency
- Use personal protective equipment's and personal hygiene protocols.
- Ensure equipment being used for the procedure are in line with the organizational protocols.
- Assist nurse during wound management esp. in case of dressing of pressure sore.
- Maintain the input/output charting
- Provide assistance to nurse during care on the invasive lines such as central line care, arterial line care, peripheral line care as per standard protocol
- Assist nurse during sample collections such as urine, sputum, blood, stool etc.
- Assist nurse in procedures like Endotracheal tube care, nebulization etc.
- Assist concerned personnel during daily routine checking & care of defibrillators, ECG Machines, syringe pump operations, alpha bed with algorithm
- Ensure patency of articles, drugs, equipment's in the critical care unit.
- Assist the nurse in timely changing of position of the patient esp. those who are comatose or bedridden.

Routine care of the mothers and new born

- Check baseline and current vital signs of the mother and the new born.
- Report if any type of change or abnormality is seen in the mother or new born.
- Ensure maintenance of privacy
- Provide support for exclusive breastfeeding at each postnatal contact by telling her correct positioning for feeding
- Encourage the provision of breastfeeding
- Explain the concept of kangaroo mother care.

Care of the mother and child at the time of emergency

- Assist in checking of the vital signs of the mother and the child.

- Report any abnormal deviation in the either of the individuals
- Keep the environment conducive for the new born
- Assist in checking of the blood glucose level according to the doctor/ nurse's recommendation
- Provide and counsel regarding the techniques of feeding to new born to eliminate the chances of aspiration.

Dialysis machine setup

- Describe the equipment of dialysis machine
- Discuss the importance of maintaining the sterility of the equipment
- Assemble and check the extracorporeal circuit parts
- Follow the universal precautions while handling the machine and patient
- Follow manufacturer's protocols while handling the machine
- Disinfect the machine once the procedure is done

Principle of dialyzer

- Ensure the dialysate circuit should be exposed to disinfectants
- notice any change or distress in the patient during or after dialysis and document as per protocol
- Disinfect dialysis machine according to the manufacturer's recommendations
- Ensure Cleaning, Testing, Inspecting of dialyzer and Filling the dialyzer with a sterilant
- Ensure labelling, storing and rinsing of dialyzer before reuse
- Look around the RO (reverse osmosis) system for any visible fluid leaks
- Check and record the pressure gauge
- Check the water softener
- Measure and record the pressures before and after the water softener
- Check and record the setting for the regeneration timer.
- Check the brine tank

Care of Patients on Dialysis

- Comprehend pre dialysis patient assessment.
- Apply intra dialysis patient care.
- Explain about post dialysis patient care.
- Maintain the vital signs pre, during and post procedure.
- Explain the technique to hook and unhook the patient from dialysis machine.
- Describe the effective transportation of patient after the procedure of dialysis.

- Assist in the care of fistula.
- Ensure maintenance of privacy through the procedure.
- Document all necessary events and patient records.
- Measure the intake and output of the patient.
- To learn about pre, intra, post dialysis patient care in different settings.

Concepts of parturition (childbirth)

- Define the term and phases of parturition
- Understand and maintain individual role while taking care of the mother in labour
- Explain the various aseptic techniques that needs to be followed during the time of childbirth

Care before parturition

- Enhance a peaceful environment for the mother while in the antenatal room
- Counsel the mother to ensure her comfort
- Assist the delivery room staff to employ the aseptic techniques
- Ensure privacy to the mother
- Handover and document any valuable items to the relatives
- Assist the nurse on duty with part- preparation

Care during parturition

- Transfer the woman to the delivery room/ Operation Theatre while ensuring maximum care of tubing's and other items
- Handover all the necessary documents to the concerned staff as per organizational policies.
- Maintain conducive environment
- Shift the woman with care on the delivery table
- Help the nurse in giving proper position
- Ensure patency of commodities and drugs for the delivery.

Care after parturition

- Transfer the patient safely to the post- natal ward or ICU as per doctor's recommendation
- Assist the woman in feeding the new- born
- Assist the nurse in providing breast- care
- Maintain the hygiene and cleanliness of the mother and the new-born
- Provide the sanitary commodities and toiletries to the mother
- Provide catheter care
- Support the mother for elimination needs
- Assist the mother while breastfeeding
- Ensure an optimum environment to the mother and the new born

- Educate about the principles of Kangaroo Mother Care and provision of the same when necessary.

Classroom equipped with following arrangements:

- 3D models of human body and accessory organs, model human skeletal system, organ specimen, manikins, crutches, canes, walker, wheelchair, stretcher, weighing machine/scale, inch tape, inventory registers/checklist, height-meter, patient bed, Sample formats of reports and hospital documents, charts, oral care tray, air mattress, bed linen, intake output charts, bath basins, bathing tray, hair care tray, shampoo, soap, spirit, oil, toothpaste, toothbrush, skin care tray, nail care tray wheelchair, trolley, bedsore dressing kit, dietcharts, syringe, bowl, manikin, utensils for feeding, glass, waste paper bag, tray, bedpan, urinal, bed linen, urinary catheter, adult and pediatric diapers, manikin, mackintosh/ rubber sheet, manikin, hospital bed with side rails, restrains, assistive devices, bed sheet, identification band/ label, personal care tray, patient dress, bandages, cotton, adhesive tape, CPR Nursing Manikin, Ambu Bag with Mask, flashlight, current guidelines on hand washing and hand rub techniques, spill kit, PPE such as gown, gloves, head cap, different colour bins, hospital protocols for colour coding bins, computer with internet facility and latest MS office, case studies and modules of soft skills, scenario-based learning modules, pan, commode chair, linen, hospital bed, patient dress, oral care tray, nail care tray, perineal care tray, personal care tray, hair care tray, first aid kit, bandages, adhesive tape, identification band, plate, spoon, bowl, glass, kidney tray, hand sanitizer, soap, sink, paper towel, Foleys catheter, diaper, diaper sheet.

Unique Equipment Required:

- Various equipment's used in the delivery room, inventory checklist, trolley, sterilized cloth, patent oxygen supply, tubing's, suction apparatus and catheters.
- Pre-warmed blankets, oxygen hood, infant bed, equipment's for breast care, perineal care, sanitary napkins/ sterilized gauze pieces, surgical drums, Laptop, white board, marker, projector, first aid kit.

Interactive lectures and discussion

- Brain Storming
- Charts and Models
- Activity
- Video presentation

Skill lab equipped with following arrangements:

<ul style="list-style-type: none">• Unique equipment as Enumerated• Demonstration of various functions in practical lab and OJT• Case study• Role play	
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Course Title:
DIPLOMA IN
HEALTH
INSURANCE AND
HOSPITAL RECORD
KEEPING

Training Parameters

Sector	Healthcare
Hospital requirement	50 Bedded with minimum 50lakh turnover in last 2year
Course Duration	1 year
Minimum Educational Qualification and Experience	12th Class in any stream
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare for help desk operations • Provide relevant Mukhyamantri Chiranjeevi Swasthya Bima Yojana/ Pradhan Mantri Jan Arogya Yojana/ Bhamashah Swasthya Bima Yojana /RGHS/CGHS TPA DESK information to beneficiaries, Check eligibility and verifypatients/beneficiaries • Submit registration, pre-authorization and claims requests and facilitate service • Use computers, electronic and related equipment for carrying out various work activities • Apply health and safety practices at the workplace • Ensure that the security and confidentiality of medical records is maintained. • Review records for completeness, accuracy, and compliance with regulations. • Discuss the process of identification, compile, abstract, and code patient data, using standard classification systems. • Plan, develop, maintain, or operate a variety of health record indexes or storage and retrieval systems to collect, classify, store, or analyse information. • Discuss the process how to prepare statistical reports, narrative reports, or graphic presentations of information for use by hospital staff, researchers, or other users. • Assisting in managing the department or supervising clerical workers, or controlling activities of personnel in the medical records department. • Explain professional behaviour, personal attributes and interpersonal relationships with others.

Scope-

1. Work as operating/coordinator staff for **Mukhyamantri Chiranjeevi/PMJAY/RGHS/CGHS/TPA DESK** in government and private hospitals and medical store and labs
2. work as a swasthya marg dharshak in smooth operating of various health scheme in government and private hospitals
3. Work as a Hospital record keeper in medical record department of government and private hospitals

Course Details:

First Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	basic introduction to hospital and health care	SC	2	3	–	5	3	4	
2	Basic anatomy, physiology and pharmacology	SC	2	3	–	5	3	4	
3	Basic micro biology and pathology	SC	1	3	–	4	3	4	
4	Medical terminology	SC	1	3	–	4	3	4	
						18			

Second Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Medical records keeping and ICD score	SC	2	3	–	5	3	4	
2	Various Health Care Insurance schemes and their implication (on job training)	SC	2	3	–	5	3	4	
3	Introduction to Accounting, and hospital admission and discharge policy and hospital delivery system (on job training)	SC	1	3	–	4	3	4	
4	Practical training of Mukhyamantri Chiranjeevi/ PMJAY/ BSBY/RGHS/CGHS	SC	1	3	–	4	3	4	
						18			

CURRICULUM / SYLLABUS

Key Learning Outcomes	Equipment Required
<p>Introduction to healthcare delivery system & different hospital departments & Role of the medical record assistant</p> <ul style="list-style-type: none"> • Discuss in brief the healthcare delivery system. • Discuss about the various services offered to patients in a hospital setting. • Explain various departments and their functions in the hospital. • Explain the standard hierarchy of healthcare professionals in a healthcare facility. • Differentiate between the IPD and the OPD • Explain the types of records that are maintained by various departments. • Discuss the role and responsibilities of Medical Records Assistant (MRA) in a healthcare setting. • Explain the importance of maintaining the security and confidentiality of medical records. • Explain the points to ensure the completeness and accuracy of the medical records. • Explain the retrieval process of the medical records for physicians, technicians, or other medical personnel. • Describe the steps to Discuss the process how to reprepare the transcripts of medical reports. • Discuss the codes and diagnoses with conflicting, missing, or unclear information with the doctors or others, or by participating in the coding team's regular meetings. • Discuss the process of recording the data, such as demographic characteristics, history and extent of disease, diagnostic procedures, or treatment in the Hospital Information Management System (HIMS). • Discuss the process of identification of patient data using the standard classification systems. • Describe the process of compiling the abstract and code the patient data using the standard classification systems. <p>Discuss the process how to prepare the statistical and narrative reports, and infographics for use by the hospital staff, researchers, or other users.</p> <ul style="list-style-type: none"> • Describe how to collect the medical care and census data for statistical reports on diseases treated, surgery performed, or the use of hospital beds. • Explain the purpose of disease registries, birth and death registries • Describe the process how to update the disease registries and clinical database. • Discuss the importance of collecting, maintaining, storing, retrieval of medical records to the hospital staff and public. 	

Key Learning Outcomes	Equipment Required
<p>Structure and function of human body (Basic Anatomy, Physiology)</p> <ul style="list-style-type: none"> • Explain the organization of body cells, tissues, organs, organ systems, membranes and glands in the human body. • Describe cell and various types of tissues. • Describe different types of organ systems. • Discuss the process of identification of different types of body fluids, secretions and excretions. • Discuss the process of identification of different parts of the body using charts and models. • Explain the structure and functioning of human body systems using charts and models. • Discuss various working models depicting functioning of human body systems. 	<p>3D models of human body and accessory organs, model human skeletal system, organ specimen.</p>
<p>Basic Microbiology and Pathology</p> <ul style="list-style-type: none"> • Introduction to Microbiology and Pathology • Overview of Bacteriology • Overview of Virology • Overview of Mycology • Overview of Protozoa • Overview of Parasitology • Overview of General Pathology • Overview of Systemic Pathology 	
<p>Medical terminology</p> <ul style="list-style-type: none"> • Discuss the importance of various health records. • Describe common medical abbreviations, jargons, and terms and terminologies. • Discuss the applications of various medical abbreviations, jargons, and terms and terminologies. • Explain the use of various medical abbreviations, jargons, and terms and terminologies in different situations. 	<p>Charts with common terminology</p>
<p>Introduction to medical records and ICD score</p> <ul style="list-style-type: none"> • Define medical health records. • Differentiate between the terms medical record, health record, and medical chart. • Discuss the process of identification of various types of software available for the effective management of medical records. • Discuss the process of identification of various types of health and medical records. • Explain the process of maintaining medical records in both paper and electronic forms. • Discuss the process of documentation in the Health Information Management System (HIMS) as per organizational policies and procedures • Explain the concept of International Classification of Diseases (ICD). • Discuss the various medical diseases, terminologies and abbreviations. • Describe the purpose and uses of the ICD classification. • Enumerate the various ICD codes available. • Explain how to refer to the manuals and guidelines for using coding, whenever required. 	<ul style="list-style-type: none"> • Sample copies of various medical records available in the hospital • Charts on ICD code

<ul style="list-style-type: none"> • Describe the process of referring, allotting and discarding medical codes. • Explain how to find the main term in the alphabetic index. • Discuss the process of identification of the terms, symbols, etc. which may further qualify the code. • Explain the process of Discuss the process of identification of the uncoded medical records • Describe the process of assigning the code accurately number thus obtained. • Discuss the process of identification of discrepancies in information and seek clarification from the doctor regarding the diagnosis before applying the code. • Determine that the discharged inpatient medical records are coded daily against the discharge census 	
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<p>Various Health Care Insurance Schemes and their Implications (On Job training)</p> <ul style="list-style-type: none"> • Discuss about the healthcare delivery system in India at primary, secondary, tertiary, and quaternary level. • Explain the purpose and provisions of Health Insurance Schemes. • Describe the various Health Benefit Package comes under in Mukhyamantri Chiranjeevi Swasthya Bima Yojana/ Pradhan Mantri Jan Arogya Yojana/ Bhamashah Swasthya Bima Yojana /RGHS/CGHS and its significance. • Discuss the role of key stakeholders and organizations in various Health Insurance Schemes. • Explain how various Health Insurance Schemes are implemented. • Explain guidelines of various Health Insurance Schemes. 	<ul style="list-style-type: none"> • Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Biometric device, Computer, Printer, Modem, Scanner, Digital camera, Webcam • Pamphlets/ Brochures available through various Health Authority about scheme details
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Key Learning Outcomes	Equipment Required
<p>Introduction to Accounting, Hospital admission, Discharge Policy, and Hospital Delivery System</p> <ul style="list-style-type: none"> • Explain the steps of collections of discharge notes/ discharge file from the concerned authority. • List the steps of collating the patient’s health information by cross-verifying with the concerned authority. • Discuss the process how to prepare a sample checklist of documents required to ensure completeness of documentation process. • Discuss the process of examining the patient’s initial medical charts for completion. • Describe the process of procuring information from the concerned person if the records are found to be incomplete. • Discuss the process of confirming that all related forms are properly identified and authenticated by competent authority. • Discuss the process of reviewing the inpatient admission sheet, discharge summary, physician progress notes, consultation notes, operation and procedural notes, etc. • Describe the process of application of appropriate tools/software to review the documents received. • Explain various software which are available for medical records management. • Discuss the process of identification of the appropriate medical record management software meeting the organizational needs. • Explain the medical record tools/software as per the latest technology. • Discuss the process of reviewing all the medical records for completion. • Discuss the process of recording the diagnostic and clinical results in the report carefully. • Explain the steps to retain the medical records as per the organization protocol that reflect the clinical care provided to a patient, including provider notes, nurses’ notes, diagnostic testing and medication lists. • List the steps to organize old documents for storing purpose. • Explain how to store the medical records including the old records. • Describe the storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant. • Discuss the process of taking written consent of the authorized person before releasing any patient related information under supervision. • Discuss the process for destroying any old medical record with the required approval. • Explain the process of maintaining the record files for required duration as per statutory requirements and guidelines. • Explain the process of maintaining the confidentiality of the medical records. • Discuss the process of procuring medical records from the department by the authorized persons. • Discuss the importance of consents in medical record department. • Explain the process of obtaining written consent from the persons requesting the file/s other than patient appointment. • Explain how disclosure of information contained in the medical records is a breach of confidentiality. • Discuss the likely implications of disclosure of information to unauthorized person • Explain the process of reporting in the event of misplaced document or disclosure of confidential information to the senior staff. • Explain the process of recording patient information in the HIMS. • Describe the fundamental functions of the medical records room. • Describe various filing and retrieval procedures in the medical records room. • Explain various physical infrastructure and facilities crucial in a medical records department. • List the various equipment required in the medical records department. • Describe the process of maintaining the records properly in shelves in numeric order to facilitate easy retrieval when required. 	<ul style="list-style-type: none"> • Sample medical records, discharge summary, scan machine, Bar Coder • HIMS software • Electronic Motorized Compactor, shredders • Record file cabinet, Mobile trolley, Sample Pass to Register to issue documents, OPD folder, OPD Clinic, Records forms, OPD New Registration forms, Paper Clips Triangular 30mm, Sample Software of Medical Records Data Management, Sample forms and formats • Different colour bins, hospital protocols for colour coding bins • Current guidelines on hand washing and hand rub techniques, Spill kit, PPE such as gown, gloves, head cap • Case studies showing team work and professionalism • First aid kits, sample hospital code charts, Smoke Detector and alarm system • Computer with internet facility and latest MS office •

- Explain special care to be taken to reserve the safety of records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust.
- Explain the concept of statistics biostatistics, and medical statistics.
- Describe the importance of statistics in healthcare.
- Describe the application of basic terminologies related to biostatistics during the analysis of various medical records.
- Describe various graphical presentations, tabulations and other representations using the knowledge of bio-statistics.
- Describe the various indicators for different departments and hospital.
- Discuss the importance of creating statistical data points in the hospital.
- Discuss the process of updating information in the medical records.
- Discuss the process of maintaining the record of inpatient and out-patient department (OPD) regularly.
- Discuss the process of maintaining the disease records.
- Discuss the process of maintaining the weekly, monthly and yearly statistics.
- Explain the process of recording the statistical analysis appropriately.
- Explain birth and death rate.
- Differentiate between incidence and prevalence.
- Describe the process of recording data for birth and death rate.
- Explain maintenance of data for birth and death rate.
- Record the data for communicable diseases/ endemic diseases.
- Explain maintenance of data for communicable diseases/ endemic diseases.
- Explain the steps to update medical record data to government bodies for preparing census as per the regulations and policies, as and when recommended.
- Describe the strategy of compiling various hospital procedures including surgeries, transplant, etc.
- Describe the process of updating relevant records such as surgeries, transplant etc.
- Describe the process of updating statistics depending on the information gathered for each case.
- Explain the process of organizing the record of medico legal cases following organization's protocols.
- Describe the Standard Operating Procedures related to medico- legal conduct.
- Discuss the best practices of code of conduct.
- Explain the importance of carrying out one's duties and responsibilities and effects of non-compliance.
- Explain the importance of maintaining professional relationships with other departments.
- Describe Standard Operating Procedures to reduce risks associated with quality and safety measures.
- Explain the importance of proper and safe disposal of waste and treatment.
- Discuss about disposal of bio-medical waste - colour coding, types of containers, transportation of waste, waste disposal and its treatment.
- Describe the importance of infection control and prevention in healthcare settings.
- List strategies for preventing transmission of infection.
- Explain the steps of spill management.
- Explain hand hygiene and infection control practices.
- Enumerate various Hospital Acquired Infections.
- Develop techniques of self-grooming and maintenance.
- Explain the concept of healthy living.
- Explain the techniques of proper usage of PPE.
- Explain the importance of PPE.
- Explain various vaccinations against common infectious diseases.
- Describe how to appropriately and timely communicate between inter and intra departments.
- Describe how to maintain confidentiality and privacy.
- Describe the importance for ensuring fulfilment of commitments.
- Explain organization's policies and procedures.
- Discuss the importance of effective communication amongst colleagues.

- Discuss how to maintain friendly milieu and friendly work environment.
- Explain the basics of first aid.
- List the precautions to be taken for personal safety.
- Discuss how to perform cardio pulmonary resuscitation (CPR) as and when required.
- Discuss the process of identification of hospital emergency codes.
- Describe how to practice disaster management to deal with institutional emergencies.
- Explain the use of protective devices such as restraints and safety devices.
- Explain the documentation process related to safety and security.
- Discuss the process of identification of suspicious package or items.
- Discuss the importance of following the policy and rules of the organization.
- Discuss the application of computers
- Explain the concepts of computers such as block diagram, input and output devices and storage devices.
- Discuss various operating systems and their functions
- Discuss the application of latest non- pirated version of software such as Windows and its utilities
- Explain various basic operations of
- Microsoft office 2000 - MS Word, MS
- Excel, PowerPoint Presentation.

Practical Training of Mukhyamantri Chiranjeevi Swasthya Bima Yojana/ Pradhan Mantri Jan Arogya Yojana/ Bhamashah Swasthya Bima Yojana /RGHS/CGHS

- Describe the features, purpose and provisions and guidelines of various health insurance schemes.
- Interpret documents, manuals and information sheets accurately
- Provide relevant information required by patients/beneficiaries and representatives
- State key success factors of and own performance
- State the eligibility criteria
- List the key entities in the and describe their role and responsibilities
- Provide required information to eligible patients/beneficiaries and their representatives
- Evaluate patient's information to assess the suitability
- Create awareness amongst patients and target beneficiaries about the benefits of various health insurance schemes
- Enquire from patients/targeted beneficiaries and their representatives if they or their family members are aware of and registered for any health insurance schemes
- Explain inclusions and exclusions of various health insurance schemes
- Explain registration, pre-authorization, claim and grievance procedures to the beneficiaries
- Describe the importance of effective communication
- Communicate in an appropriate language and pace as understood by the enquirer
- Confirm correct understanding of information by the patient or their representatives
- Provide language appropriate, pamphlets/flyers or other documented information to the targeted beneficiaries on various health insurance schemes
- Highlight or underline key information on information documents/flyers Key information: eg. Information that addresses direct targeted beneficiary queries; contact information; list of documents required; etc.
- Provide lists of documents or information, with visual indicators, to semi-literate or illiterate beneficiaries while repeating information verbally for their understanding
- Register as an Pradhan Mantri Arogya Mitra on the Beneficiary Identification System (BIS)
- Interpret various sources of assistance conveniently
- Verify the positioning of the kiosk or help desk to meet set standards
- Identify and use work flow order, sequence and other guiding factors for determining placement and positioning of equipment, accessories, document and supplies
- Check for the working condition of all equipment and accessories and report to the concerned authority in case of any malfunction
- Store all equipment and accessories in the designated location when not in use
- Procure stock from the concerned authority as per the requirement
- Enumerate key success factors of various health insurance schemes and own performance
- Describe shift handover/takeover procedure
- Prepare inventory records as per the policy
- Explain the importance of timely resolution as a factor for successful and

- Training Kit (PowerPoint, Trainer Guide)
- Biometric device, Computer, Printer, Modem, Scanner, Digital camera, webcam
- Class A, B, C, D and K fire extinguishers
- First aid kit with all contents
- Personal Protective Equipment

effective problem solving

- Identify the main parts a computer
- Interpret computer specification accurately
- Describe various data storage methods and components used for storing the data
- Explain the procedure to connect printer/scanner/web cam to a computer
Setup the computer as per the standard process
- Access data and information as per authorized privileges
- Access internet and relevant portals/sites
- Pose a query on the internet to get relevant/required information
- Describe cyber security guidelines and adhere to guidelines while storing, retrieving or communicating information
- Seek help from the concerned authority in case of any related issues
- Use database applications to input, modify, retrieve and store information
- Use basic image modification features such as brighten and crop to manipulate and edit images
- Operate electrical/electronic devices following the principles and practices of electrical safety at times
- Assess the safety of electronic device and related accessories by observing for damage, wear and tear, etc.
- Operate a photocopier, printer and scanner effectively Follow file transfer protocols
- Determine the level of confidentiality and security requirements of the document and store accordingly as per company procedure
- Plan and organize documentation and device storage, in order to establish ease of identification, retrieval, and safety & security of information
- State eligibility criteria to enroll for various health insurance schemes
- Use various search types to determine the eligibility of the patient
- Describe the Beneficiary Information System and information available as well as processes to be conducted in the same
- Setup the equipment to register beneficiaries for the various health insurance schemes
- Log into the Beneficiary Identification System
- Browse through the web portal and Use AADHAR options to verify details of the patient
- Use Non- AADHAR options to verify details of the patient
- Take the photograph of the patient/beneficiary using a digital camera or a webcam
- Upload photograph and relevant document on the portal at the relevant sections
- Verify patient discharge summary, provide follow-up information to the beneficiaries
- Submit the reimbursement claim accurately, as per laid down procedure, liaising with the medical officer for collecting necessary documents
- Ensure that the patient, from the time of preauthorization to discharge, is getting all the benefits as per the policy norms
- Liaise with the empaneled healthcare provider for timely admission and availability of beds to patients
- Guide patients/beneficiaries to locate correct facilities and receive prompt treatment
- Provide status update for registration, authorization or claim from the respective system to the patient/beneficiary or relevant hospital authority
- Ensure that patient services are delivered as per guidelines
- Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics
- Respond to queries and information needs of all individuals

- Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality
- Respect an individual's need for privacy
- Integrate one's work with other people's work effectively
- Utilize time effectively and pass on essential information to other people on timely basis
- Work in a way that shows respect for other people
- Carry out any commitments made to other people
- Reason out the failure to fulfil commitment
- Identify any problems with team members and other people and take the initiative to solve these problems
- Establish, agree, and record the work requirements
- Ensure his/her work meets the agreed requirements
- Treat confidential information correctly
- Work in line with the organization's procedures and policies and within the limits of his/her job role
- Display appropriate professional appearance for the workplace
- Professional appearance: clean uniform, neat and combed hair, polished footwear, well- manicured nails, etc.
- Wear masks and head gear in sensitive areas
- Ensure one is free from any foul body odour or bad breath and maintain clean hands by regular washing
- Communicate in a professional manner
- Act in line with principles of equal opportunity and inclusion, eliminating unfair bias from decisions
- Give information to others clearly, at a pace and in a manner that helps them to understand
- Display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible
- Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks
- Demonstrate responsible and disciplined behavior at the workplace
- Disciplined behavior: punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.
- Escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict
- Identify possible causes of risk, hazard or accident at the workplace
- Describe methods of accident prevention
- Explain the significance of maintaining the workplace clean and tidy
- List various causes of fire
- Recognize suitable fire extinguishers based on the type of fire
- Identify various safety signs and describe their meaning
- Use safe lifting and carrying practices
- Interpret relevant Occupational Health and Safety (OHS) regulations
- Respond to various emergencies as per the guidelines
- Identify Personal Protective Equipment (PPE) while working in sensitive areas
- Demonstrate the procedure to extinguish a fire by selecting a suitable type of fire extinguisher
- Demonstrate good housekeeping practices to prevent fire hazards

Unique Equipment Required:

3D models of human body and accessory organs, model human skeletal system, Sample copies of various medical records available in the hospital, charts of various lab and diagnostic procedures, HIMS software, Record file cabinet, sample pass to register to issue documents, organ specimen, OPD folder, OPD Clinic Records forms, OPD New Registration forms, paper Clips Triangular 30 mm, Scan Machine, Sample Software of Medical Records Data Management, Sample forms and formats, Sample medical records, discharge summary, Charts on ICD code, Charts

with common terminology ,e-modules and case studies, Sample Pass to Register to issue documents, OPD folder, Electronic Motorized Compactor , shredders, OPD Clinic Records forms, Bar Coder, OPD New Registration forms, Paper Clips Triangular 30mm, Sample forms and formats, Registers for record keeping, Updated software for Hospital information, Sample case studies, Different colour bins, hospital protocols for colour coding bins, Record file cabinet, Mobile trolley, Sample Pass to Register to issue documents, Garbage Bag, Blank Paper Sanitizer, Computer, Printer, Sample Softwares of Medical Records Data Management, Sample forms and formats, Charts on ICD code, Different Colour Plastic Bags With Dustbins (Black), CPR Manikin, Registers (Attendance), Registers (Records), Smoke Detector and alarm system, current guidelines on hand washing and hand rub techniques, Spill kit, Smoke Detector and alarm system, Personal Protective Equipment (PPE) such as gown, gloves, head cap, Hand sanitizer, liquid soap, wash basin, water supply, paper towel, First aid kits, sample hospital code charts, First aid kit, hospital codes, infection control protocols, , videos on safety, Computer with internet facility and latest MS office

Class Room equipped with following arrangements:

- Interactive lectures & Discussion
- Brain Storming
- Charts & Models
- Activity
- Video presentation

Skill lab equipped with following arrangements:

- Unique equipment as Enumerated

Visit to Healthcare Organization, Medical Record Department of Hospital, treatment plan of bio medical waste



B VOC
HEALTH CARE MANAGEMENT

The B.Voc. Program in Healthcare Management shall be for a duration of three years consisting of six semesters and is a judicious mix of skills relating to professional education and general education on credit based system. The successful students will be awarded Certificate/Diploma/Advanced Diploma/Degree in both Skills and General education components of the Curriculum. All the candidates continuing to diploma courses or further will be treated at par from the second semester onwards.

Students may exit after six months with certificate (NSQF Level 4) or may continue for diploma or advance diploma level courses.

Cumulative credits awarded to the learners in skill based vocational courses

NSQF level	Skill Component Credits	General Education Credits	Total Credits for Award	Normal Duration	Exit Points / Awards
4	18	12	30	One Sem	Certificate
5	36	24	60	Two Sem	Diploma
6	72	48	120	Four Sem	Advanced Diploma
7	108	72	180	Six Sem	B Voc degree

A. Summary

1	Program Title- B.Voc (Healthcare Management)
2	Program Code, if any
3	Aligned NSQF approved QP/NOS and code Front Line Health Worker – HSS/Q8601 Hospital Front Desk Coordinator- HSS/Q6101 Patient Relations Associate- HSS/Q6102

4 Duration of the program and NSQF level

I. Skill paper

Semester	Credit	Duration	Skill paper (including OJT)	QP name	NSQF level
First & Second	36	One Year	Skill Paper1- Introduction to Healthcare System Skill Paper2- Introduction to Front Line Health Worker Skill Paper 3- Fundamental Course in Nutrition, Sanitation & Counselling Second Semester: 1500 Hours (On the Job Training)	Front Line Health Worker	3
Third & Fourth	72	One Year	Skill Paper1- Introduction to Healthcare Delivery System Skill Paper2- Introduction to Hospital Front Desk Operations and Services Skill Paper 3- Patient Safety Basic & advance Fourth Semester: 1500 Hours (On the Job Training)	Hospital Front Desk Coordinator	4
Fifth & Sixth	108	One Year	Skill Paper 1- Hospital Policies and Procedures Skill Paper 2- Admission and Discharge Policy Skill Paper 3- Quality Assurance and utilization of resources Six Semester - 1500Hours (On the Job Training)	Patient Relations Associate	5

II. General paper

Semester	Credit	Duration	General paper

	First	24	One Semester	Basic Communication in English-1 Introduction to Healthcare Industry Fundamentals in Computer Technology	
	Third	48	One Semester	Fundamentals of hospital functions Foundation course in English- II Safety and Quality	
	Fifth	72	One Semester	Social Skills Business Communication Human Resource Management Facility Planning in Healthcare	
5	Certifying Body for General component – University/ Institute				
6	Certifying body for Skill Component- Healthcare Sector Skill Council				
7	Assessment and Certification for On the Job training - Assessment will be carried out by along with the industry post training, based on QP taught in the Semester and practical task done during on the job training				
8	Any Licensing requirements, wherever applicable - NA				
9	Minimum eligibility criteria (Educationaland/ or technical Qualification) 12th				
10	Trainer’s Qualification and Experience General paper – as per the University protocol Skill papers- Medical or Nursing Graduate with 4 years of working experience in healthcare management or MHA/MBA in Healthcare Management with 5 years of working experience in healthcare management				
11	Indicative list of training tools required to deliver this qualification (detailed sheet attached) <ul style="list-style-type: none"> • Model of Healthcare organizations with different departments ,NABH (PRE ENTRY) With Minimum 50 Bed With Minimum 50 Lakh Turn over in Last 2 Year, • Nursing station (medical/surgical /pediatric / gyne and obs etc.) • Registration desk Nursing registration desk. Counter/phone/computer/internet facility, Mock HIS software, admission counter with desk provided for keeping documents, billing counter, TPA desk, stapler, sample admission form/requisite form/ visitor pass, intercom, telephone directory, sign boards, fire extinguisher, uniform, newspaper/magazine/hospital journal stand, Hospital front office stationery, hospital map, hospital manual				
12	Assessment strategy- Sector Skill Council, Healthcare Sector Skill Council will conduct independent assessment as per performance criteria by following steps/components <ol style="list-style-type: none"> 1. Theory 2. Skills Practical 3. Role Plays 4. Viva as per Job Role 				

Assessment will be carried out by SSC post On the Job Training

Total Pass marks: As per QP Assessment

	Paper	Pass Marks-Theory	Pass Marks-Practical
General Component	Basic Communication in English-1 Introduction to Healthcare Industry Fundamentals in Computer Technology Foundation course in English Food Safety and Quality Social Skills Business Communication Human Resource Management Facility Planning	As per University	NA
Skill Component	Introduction to Healthcare System Introduction to Front Line Health Worker Fundamental Course in Personal Hygiene, Sanitation & Counselling Introduction to Healthcare Delivery System Introduction to Hospital Front Desk Operations and Services Patient Safety Hospital Policies and Procedures Admission and Discharge Policy Quality Assurance and utilization of resources		

13 Job description-

Front Line Health Worker-

Individuals in this job provide support to Allied health workers engaged in National health programmes, act as health counsellors to local communities and provide healthcare services

Hospital Front Desk Coordinator-

The job requires individuals to have good communication skills and ability to handle a high level of stress and activity while managing fast paced office duties. They must be computer savvy. They must be skilled to interact with a wide range of personality types in both pleasant and difficult situations. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening circumstances.

Patient Relations Associate-

	Individuals in this job are responsible for assisting and supporting patients & visitors as per their needs along with effectively managing front desk services in a healthcare setup without giving any opinions / assurances on clinical matters. They perform certain administrative task such as maintenance of records, paperwork, billing, basic management concepts & computer knowledge etc. They also supervise hospital front desk coordinators.
14	Employment avenues/opportunities-Hospital/Clinics/Diagnostic Labs/ Community Mobilizers

B.

Curriculum

First Semester						
Detailed Syllabus - General Education						
General Education Paper-1: Basic Communication in English-I						
Nos code	Component	Unit (Module)	Subunit (Session)	Learning objective	Duration in hour	Credit
HSS/N 9603 and HSS/N 9607	Theory	Communication	Definition Process Importance of communication Types of communication	To explain process of communication and the importance of effective communication	10	8
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Basic Etiquettes	Greeting and meeting Introducing self Personal hygiene Grooming and body language Telephone etiquettes Maintain health & hygiene Follow gender & age service practices.	To develop grooming, social and communication etiquette expected of a professional working in the healthcare industry	30	
HSS/N 9603 and HSS/N 9607	Theory	English	Essential qualities of a good speaker Speech improvement- pronunciation Stress in speech Intonation and modulation	To develop ability to speak in correct English as is needed in the healthcare industry	20	

			Common phonetics-difficulties			
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General Education Paper-2: Introduction to Healthcare Industry

Introductory	Theory	Introduction to Healthcare Sector	<p>Meaning of health and disease</p> <p>Significance of health Millennium Development Goals</p> <p>National Health Programs public health</p> <p>Communication and its importance</p> <p>Concept of National Rural Health Mission and National Urban Health Mission</p> <p>Basic understanding of Healthcare Service Providers/Facilities (primary, secondary & tertiary)</p> <p>Explain the role of the other community health workers to include; Anganwadi worker, Village dai, ANM, Traditional birth attendant, Male swasthyakarmi, & other healers</p>	To Introduce the healthcare Industry	60	8
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General Education Paper-3: Fundamentals in Computer Technology

Introductory	Theory	Elements of Computer System	<p>Definition of a computer</p> <p>Classification of Computers</p> <p>Functions of Computer</p>	To explain the functions of a computer	10	8
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Hardware Features and Its Uses	<p>Physical components of a computer</p> <p>Different generations of a Computer</p> <p>Storage Types</p> <p>Input & Output Devices</p>	To explain different hardware features and uses of computer	10	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616,	Theory	Microsoft Office	<p>MS Word document- entering text, saving, editing and printing the document, formatting a document, special effects, shortcut</p>	To demonstrate use of MS Word and MS Excel and its various features	90	

HSS/N9617, HSS/N9618			keys, creating tables MS Excel document- parts of worksheet, creating a spreadsheet, simple formulas, editing data, saving and exiting a worksheet, aligning text, making graphs/charts, printing and page adjustments			
HSS/N6101, HSS/N6102, HSS/N6103,HS S/N9615,HSS/ N9616, HSS/N9617, HSS/N9618	Theory	Internet and Email	How to search for a webpage Creating an email account Sending/receiving an email Online banking	To demonstrate how to create an email account and use online banking functions	10	

Skill Paper-1: Introduction to Healthcare System

Introductory	Theory	Introduction to Healthcare System	Definition, concepts, background and scope of Community health. Definition, concepts, background and scope of public Health. Explain the public health communication and its importance. Describe the audience centered philosophy.	To understand the healthcare system	10	4
Introductory	Theory	National Rural Health Mission	Explain the concept of NRHM Identify the objectives of NRHM Basic understanding of Healthcare Service Providers/Facilities (primary, secondary & tertiary) Discuss the concept of ASHA	To understand the concept and objectives of NRHM	15	
HSS/N 8601	Theory	National Health Programs	Explain various National Health Programs against the pervasive deadly diseases like RNTCP, National Anti-Malaria Program, National AIDS Control Program, National Program for Control of Blindness, National	To understand the national health programs	15	

			<p>Mental Health Program, National program for Prevention and Control of Diabetes, Cardiovascular Diseases and Stroke, various National Vector Borne Disease Control Programs, etc.</p> <p>Educate the community on how to prevent these diseases</p> <p>Motivate community for early diagnosis, early treatment and identification of complications for various diseases covered under National Health Programmes.</p> <p>Follow up during & after treatment like DOTS, etc.</p> <p>Recognize the roles and responsibilities of FHW in implementation of national health programs.</p> <p>Monitor & Report the incidence and prevalence of disease outbreaks</p>		
HSS/N 8612	Theory	Primary Care with AYUSH	<p>Describe the concept of AYUSH</p> <p>Understand the objective of AYUSH medicine.</p> <p>Discuss the various curative aspect and remedies in AYUSH.</p> <p>Explain the importance of Yoga in augmenting health.</p>		

Skill Paper- 2: Introduction to Frontline Health worker

HSS/N 8611, HSS/N 8614, HSS/N 8615, HSS/N 8616, HSS/N 8617, HSS/N 8618	Theory	Roles and responsibilities of frontline health worker	<p>Elicit the role of FHW as a health- activist</p> <p>Exhibit the values being FHW</p> <p>Perform the key activities of FHW like home visits, attending VHND, visits to healthcare facility, holding VHSNC meetings, maintain records, etc.</p> <p>Understand the local</p>	<p>To understand the range of duties perform in various departments</p> <p>To develop the village health plan</p> <p>To communicate health behavior changes with the help of various communication</p>	10	4
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			<p>community & develop relations for their upliftment</p> <p>Understanding the human rights and the fundamental rights.</p> <p>Preserve women’s right to health</p> <p>Explain the general standards relating to FHW</p> <p>Explain the professional standards relating to FHW</p> <p>Explain the additional skills that a FHW could do with experience</p> <p>Identify the medicines and supplies available with FHW</p> <p>Dispense the medication in the community according to schedule and requirement</p> <p>Develop the knowledge of diagnosing pregnancy using Nischay kit.</p> <p>Determine the Last Menstrual Period (LMP) and Expected Date of Delivery (EDD)</p> <p>Understand group or individual instruction on nutrition, family planning, self-care, delivery and parenthood.</p> <p>Provide appropriate care for anaemia.</p> <p>Describe care of vulnerable mothers like cases of pre-eclampsia, obesity, or any other disease.</p> <p>Develop plans for birth preparedness</p> <p>Explain key points which need to be taken care of during delivery</p>	<p>methods like BCC/IEC</p> <p>Explain the role of the other community health workers to include; Anganwadi worker, Village dai, ANM, Traditional birth attendant, Male swasthyakarmi, & other healers.</p> <p>To counsel the community regarding various health related programmes and issues.</p> <p>To illustrate the proper referral and escorting patient to the medical facility.</p> <p>To provide primary medical care to the local community</p> <p>To act as depot holders for Outline the activities of FHW especially</p>	
HSS/N8619	Theory	Introduction to records and registration	<p>Explain various types of records used in the community.</p> <p>Assess the importance of maintaining records.</p> <p>Explain various types of registers used in the community like Birth</p>	<p>To demonstrate use of different records used in community</p> <p>To demonstrate the use of different types of registers</p> <p>To explain advantages</p>	15

			registers, Death registers, Marriage registers, Epidemic registers, etc. Assess the importance of maintaining registers Register all the new cases whether of any disease outbreak, ante- natal check-ups, immunization of the pregnant women, immunization and vaccination of children, newborns. Practice records maintenance	of maintain records and reports		
HSS/N 9601	Theory	Collate and Communicate Health Information	Comprehend the importance of co-coordinating among fellow health care professionals in decreasing the time, energy and material of execution of services. Interpolate about networking with the various health workers present in the village. Explain the process of effective reporting to the concerned person in order to avoid duplication of data, omission of data. Determine the concept of health communication. Discuss various issues in health communication. Discuss the opportunities in the domain of health communication	To maintain community centricity	5	
	Practical		To practice various practical	To practice the various procedures in community	60	2
Skill Paper -3: Fundamental Course in Hygiene, Sanitation & Counselling						
HSS/N 8613	Theory	Total Sanitation Program	Outline the concept of Total Sanitation Program Describe the strategy of Total Sanitation Program Discuss the aims of TSP. Interpret the	To state the importance of total sanitation in community	10	4

			implementation process of the TSP including formation of toilets at home.			
HSS/N 8602	Theory	Family Planning, RTI/STI and HIV/AIDS and ARSH	<p>Discuss the concept of family planning.</p> <p>Explain elaborately the various methods of family planning including temporary and permanent methods.</p> <p>Describe the merits of adopting family planning.</p> <p>Elicit the various Reproductive Tract Infections and Sexually Transmitted Infections frequently seen in men and Women.</p> <p>Conceptualize various preventive methods of various RTIs/STIs.</p> <p>Perform the roles and responsibilities of FHW in taking care of the STIs/RTIs.</p> <p>Describe HIV/ AIDS in detail.</p> <p>Illustrate the basic difference between HIV and AIDS.</p> <p>Understand the various modes of transmission of the HIV infection.</p> <p>Discuss the various ways by which HIV infection is not transmitted.</p> <p>Perform the roles and responsibilities of an FHW related to prevention of HIV/ AIDS.</p>	To explain the concept, need and advantage of family planning in community	30	
HSS/N 8610	Theory	Management of Minor Ailments and Minor Injuries	<p>Explain the principle of primary care and its components.</p> <p>Discuss various minor illnesses and their management.</p> <p>Describe various viral illnesses and their management.</p> <p>Describe various ways by which injuries can occur</p> <p>Explain how injuries can be prevented</p>	To explain the management of major and minor ailments.	5	

			<p>Outline the first aid management of the minor injuries.</p> <p>Explain basic care and treatment for wounds, bites, burns</p> <p>Describe the importance and maintenance of Home Medicine Box.</p>			
HSS/N 9606	Theory	Personal Hygiene	<p>To develop understanding of the concept of healthy living</p> <p>To develop understanding & procedures of hand hygiene</p> <p>To develop a mind-set about environmental hygiene and safe sanitary practices, constructing home toilets, proper disposal of domestic wastes.</p> <p>To develop techniques of grooming</p> <p>To ensure vaccination against common Infectious Diseases</p>	To maintain healthy lifestyle and hygiene	5	
HSS/N 8607	Theory	Immunization, Diarrhea and Acute Respiratory Infection	<p>Explain the importance of immunization.</p> <p>Decipher a standard national immunization schedule for children and pregnant women.</p> <p>Operationalize & promote universal immunization program as an FHW.</p> <p>Determine the methods of prevention and early diagnosis, treatment and detection of complications for diseases like diarrhea, acute respiratory infections and fever etc.</p> <p>Underline the nutritional practices in infants and young child.</p> <p>Describe the standard practices of breastfeeding and weaning.</p> <p>Prevent, identify and encourage early treatment of malnutrition.</p> <p>Recognize the role and responsibilities of FHW in</p>	To explain the importance of immunization and prevention of killer diseases	5	

			taking care of nutrition in children.			
HSS/N 8607 HSS/N 9606	Practical		Basic procedures perform in community	To practice the procedures involve in community	20	2

Second Semester- On the Job Training Front Line Health Worker

- The students will need to undergo on job training in healthcare organization or community
- They must submit the logbook for attendance and Project Work by the end of the semester.
- The report will be evaluated by the Supervisor at the university premise.

Training: During training, the student must observe and learn:

BRIEFING POINTS FOR SIX MONTH Apprenticeship TRAINING

- Every fortnightly send an e-mail at college (training coordinator) to apprise progress about your training & guidance needed for making Training Report (2 copies). On off days you are advised to see your training coordinator.
- Departmental appraisal to be made. Request the department head or training manager to prepare it as soon as particular department training is over.
- In order to get own area of interest; please work hard in exemplary manner to get that. Prepare accordingly so that you get enough data, information, and feedback.
- Your Industrial Training report will be evaluated based on its quality of content and objectivity towards learning. Emphasis should be given to operation/ task you are involved/ assigned with.
- To achieve your objectives, you are directed to make serious efforts towards learning during training & your Training Report should reflect your knowledge so that this is going to give you dividends in future interviews for career growth.
- During Training you will be following directions given by your supervisor or training department or supervisor and you must conform to the policies of the hotel.
- Any matter related to misconduct & absenteeism will be viewed seriously by the college and you will be responsible for the repercussions.
- You are going to Industry as Brand Ambassador of the college so that in future we can reap the benefit from your performance for your placement.
- Training will be done majorly in Community.

GUIDE LINES

- Each student will maintain logbook.
- Log book will be written twice weekly.
- Log book will be checked by head of department periodically and before leaving the department.
- Performance report is to be collected on the prescribed format.
- Logbook must be submitted at the end of the semester.

Training report

Students are required to make a training report. The report should be submitted at the end of II semester giving details of your property of training, department wise details, material used, forms and formats used, inventory control, patient profile, procedures and systems, equipment used,

The training report in duplicate along with the log book, certificate of completion of training and appraisals duly signed and stamped must be submitted by the last week of training (Date) at the Institute.

The Performa of training report should include student's name enrollment number and the semester of training, journal certificate, contents, department wise details as mentioned above along with the details of what have you learned specifically, finishing the training report with the conclusion about the learning experience.

Semester Presentation

Students from the same project/location of OJT will make a 10 minutes presentation in front of the university panel on power point stating key points of the above report.

Guidelines for making presentation

- Wear your uniform and be well groomed
- Plan your presentation
- Introduce your group
- Introduction to the topic highlighting key areas
- Report matter should be informative backed by statistics, flow chart, organization chart and lay out
- Use power point to make your main presentation
- Create and maintain interest. Make eye contact with everyone in the audience
- Be creative in your approach
- Keep time for answering the audience's queries.
- Wind up by giving suggestions.

Third Semester

Detailed Syllabus - General Education

General Education Paper- 1 Foundation Course in English

HSS/N 9603 and HSS/N 9607	Theory	Style & Structure	<ul style="list-style-type: none">• Aspects of effective style• Patterning your text• Editing your own writing• The mechanics of writing	To demonstrate mechanics of writing	15	8
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HSS/N 9603 and HSS/N 9607	Theory	Letters	<ul style="list-style-type: none"> • Formal letters • Informal letters 	To demonstrate how to write a letter, formal and informal.	2
HSS/N 9603 and HSS/N 9607	Theory	Conversation	<ul style="list-style-type: none"> • Formal conversation • Informal conversation • Discussions • Telephone conversation 	To develop formal and informal conversation skills.	3
HSS/N6 101, HSS/N6 102, HSS/N6 103, HSS/N9 615, HSS/N9 616, HSS/N9 617, HSS/N9 618	Theory	The Skills of Good Communicator	<ul style="list-style-type: none"> • The art of conversation • How to run a meeting • Job interviews • Dealing with boss and subordinates • Negotiating and selling 	To develop good speaking skill to cope in a work environment an at a job interview.	25
HSS/N 9603 and HSS/N 9607		The Building Blocks of good English	<ul style="list-style-type: none"> • The words we use • Improve your vocabulary • Mastering grammar 	To build and improve vocabulary	15

General Education Paper 2 - Food Safety and Quality - Basics

Introductory	Theory	Basic Introduction	<ul style="list-style-type: none"> • Food safety • Food hazards • Contaminants and food hygiene 	To explain the importance of food safety, causes food hazards and contaminants of food hygiene	8	8
Introductory	Theory	Micro Organisms in Food	<ul style="list-style-type: none"> • General characteristics of micro-organisms based on their occurrence and structure • Factors affecting their growth in food • Common food borne micro-organisms 	To sensitize on food borne microorganisms	10	

Introductory	Theory	Food Spoilage and Food Borne Diseases	<ul style="list-style-type: none"> • Types and causes of food spoilage • Sources of contamination • Spoilage of different products • Infections and intoxications • Common diseases caused by food borne pathogens and preventive measures 	To sensitize on food spoilage and food borne diseases	12	
General Paper 3- Food Safety and Quality						
Introductory	Theory	Food Preservation and Food Additives	<ul style="list-style-type: none"> • Basic principles of food preservation, methods of food preservation • Types of food additives 	To explain the principles of food preservation, methods of food preservation and types of food additives	15	
Introductory	Theory	Food Contaminants & Adulterants	<p>Introduction to food Standards</p> <p>Types of food contaminants</p> <p>Common adulterants in food</p>	To identify food contaminants and adulterants	15	

Third Semester

Detailed Syllabus - Skill Papers

Skill Paper-1: Introduction to Healthcare Delivery System

Introductory	Theory	Basic Introduction to Healthcare Systems	Introduction to Healthcare Systems	<p>Understanding the Healthcare Service Providers (primary, secondary & tertiary)</p> <p>Understanding the various services offered to patients in a hospital</p> <p>Understanding various departments in the hospital</p>	10	4
Introductory	Theory	Hierarchy, Layout and Sections of Healthcare Organization	<p>Organizational structure for primary, secondary & tertiary healthcare facilities</p> <p>Organizational structure of various departments a hospital</p> <p>Duties & responsibilities of staff</p>	<p>To explain the hierarchy and different departments of a hotel</p> <p>To state the duties, responsibilities, attributes of a steward</p>	20	

			Attributes of a Hospital Front Desk Coordinator Medical terminologies relevant to the role Inter and Intra Departmental relationships Health, Safety & Security			
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Front Desk Setup	Furniture Telephone Internet connectivity Intercom CCTV Fire Safety Equipment	To explain their uses To demonstrate use of various equipment used at front desk Learn actions to be initiated in case of fire or any institutional emergency Describe how to use fire extinguisher Understand suspicious behaviour of individuals and tracking the same	20	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Introduction to Medical Terminology required related to front desk functioning	Understand appropriate use of related medical terminology in daily activities with colleagues, patients and family Understand about hospital departments/diagnostic's available with HCO/services available and direct patient to accurate unit Able to identify medical terms and related tariffs/discounts/promotions which can be advised to relevant patients/carer's	To identify & use the medical terminologies to work on hospital front desk to provide services to the patients To explain their uses	20	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Rights & Responsibilities of Patients	Describe various patient rights and responsibilities applicable to work area Describe self-role in maintaining patient's rights Escalate to competent authority in case of any deviation or non conformance as per organizational policies and procedures	To identify other miscellaneous equipment To explain their uses. To demonstrate use of equipment	20	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616,	Practical	Maintain conducive Environment	Describe things necessary to make the patient feel safe and comfortable Describe impact of comfort on one's health	To practice maintaining conducive environment	45	2

HSS/N9617, HSS/N9618			Describe importance and methodology of cleanliness, and hygiene environment Describe variation of patients environment according to settings: road, home, ambulance, hospital, etc.			
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Skill Paper 2: Introduction to Hospital Front Desk Operations and Services

HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Introduction to functions of Hospital Front Desk Coordinator	Different functions performed by hospital front desk coordinator	Describe the functions of Hospital Front Desk Coordinator such as:- Help desk management, Call centre / appointment handling/ front office data management Describe about preventive health program management Describe report delivery process Describe employees responsibilities e.g. punctuality, discipline, integrity, grievance redressal process Discuss handling different categories of patients - paid / nonpaid, emergency, VIPs etc. Describe handling of irate customers and patient attendees Ensuring patient satisfaction - contribution of the front office Understand the basic components required for comfort of patient/carer's/visitors at healthcare organization Present a positive personal image Define quality improvement process Discuss OPD Management: OPD timings, schedule, registration, billing etc	60	6
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HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Practical		Reports & records maintenance Billing process grievance redressal process handling different categories of patients - paid / nonpaid, emergency, VIPs etc. report delivery process			
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Skill Paper 3 – Patient Safety

HSS/N9617, HSS/N9618	Theory	Infection Control	To understand about infection control policies & procedure To protect those rights and to work accordingly	Understanding of Adjunctive and Prophylactic Use of Antibacterial Agents in EMS Understanding of Administrative Controls and Work Restrictions Understanding of Clinical Practice Guidelines for an Infection Control/Exposure Control Program in the Emergency setting Understanding of Guidelines for Infection Control in emergency Settings Understanding of Hand Hygiene: Infection Control/Exposure Control Issues for EMS Workers Understanding of Hazard Communications & Hazardous Waste Regulations for emergency situations/settings Understand hospital/ emergency borne infections Understanding of Hepatitis: Infection Control/Exposure	6	5
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				Control Issues for EMS Workers Understanding of HIV: Infection Control/Exposure Control Issues for Oral Healthcare Workers Understanding of HSV and VZV: Infection Control/Exposure Control Issues for Oral Healthcare Workers Understanding of Influenza Facts and the Healthcare Worker Understanding of Introduction to Preventing Transmission of Infectious Agents in Healthcare Settings Understanding of Maskcessorize: The Art of Choosing the Proper Face Mask for the Task Understanding of Measles, Mumps and Rubella: Infection Control/Exposure Control Issues for Oral Healthcare Workers Understanding of Mercury in Dentistry: The Facts Understanding of Mycobacterium Tuberculosis: Infection Control/Exposure Control Issues for Oral Healthcare Workers Understanding of New Elements of Standard Precautions and Essential Elements of Transmission- based Precautions Understanding of Sterilization and Disinfection of Patient-care Items in Oral Healthcare Settings		
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				<p>Understand practices to curb infection</p> <p>Understand prevention and treatment of needle stick injury</p> <p>Understand management of blood and body substance spills in the Oral Healthcare setting</p>		
HSS/N9617, HSS/N9618	Theory	First Aid and prevention of patient fall	<p>Provide effective first aid</p> <p>Handle various types of customers – business, leisure, pleasure, family, individuals</p> <p>Handle complaints related to service or any other aspect in terms of business</p> <p>Manage incidents and emergencies within the premise – fire, safety, medical</p> <p>Provide special needs to differently able customers, pregnant women, child, senior citizen</p>	<ul style="list-style-type: none"> Describe common emergency conditions and what to do in medical emergencies Describe basics of first aid To develop understanding and precautions to ensure self safety Provide care to the patients while moving. Demonstrate the use of protective devices (restraints, safety devices) Practice safe methods while using medical gases in hospital (if any) 	8	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Conflict Resolution, Team Player, Goal Setting, Gender Sensitivity	<ul style="list-style-type: none"> Resolve & manage conflicts within the team and other employees Work in effective manner to contribute to the team To achieve individual & organizational goals 	To demonstrate resolution of conflicts, and soft skills needed	8	

			<ul style="list-style-type: none"> To understand age & gender sensitivity with colleagues & customers 			
HSS/N9618	Theory	Bio Medical Waste Management	<p>To learn about different types of waste</p> <p>To know how to recycle different wastes</p> <p>To know how to segregate the different types of waste as standards & protocol</p> <p>To know how to transport & treatment of waste</p>	<p>To gain understanding of importance of proper and safe disposal of bio-medical waste & treatment</p> <p>To gain understanding of categories of bio-medical waste</p> <p>To learn about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc.</p> <p>To gain broad understanding of standards for bio-medical waste disposal</p> <p>To gain broad understanding of means of bio-medical waste treatment</p>	8	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Practical		<p>Infection Control</p> <p>First Aid and prevention of patient fall</p> <p>Conflict Resolution, Team Player, Goal Setting, Gender Sensitivity</p> <p>Bio Medical Waste Management</p>		30	1

Fourth Semester- On the Job Training (Hospital Front Desk Coordinator)

- The students will need to undergo on job training in Hospitals/ Healthcare Organizations.
- They must submit the logbook for attendance and Project Work by the end of the semester.
- The report will be evaluated by the Supervisor at the university premise.

BRIEFING POINTS FOR SIX MONTH INDUSTRIAL TRAINING

- Every fortnightly send an e-mail at college (training coordinator) to apprise progress about your training & guidance needed for making Training Report (2 copies). On off days you are advised to see your training coordinator.
- Departmental appraisal to be made. Request the department head or training manager to prepare it as soon as particular department training is over.
- In order to get own area of interest; please work hard in exemplary manner to get that. Prepare accordingly so that you get enough data, information, and feedback.
- Your Industrial Training report will be evaluated based on its quality of content and objectivity towards learning. Emphasis should be given to operation/ task you are involved/ assigned with.
- To achieve your objectives, you are directed to make serious efforts towards learning during training & your Training Report should reflect your knowledge so that this is going to give you dividends in future interviews for career growth.
- During Training you will be following directions given by your supervisor or training department or supervisor and you must conform to the policies of the healthcare organization.
- Any matter related to misconduct & absenteeism will be viewed seriously by the college and you will be responsible for the repercussions.
- You are going to Industry as Brand Ambassador of the college so that in future we can reap the benefit from your performance for your placement.
- Training will be done majorly in Front Desk Department, but orientation will be done in all other major departments of Healthcare Organization.

GUIDE LINES

- Each student will maintain logbook.
- Log book will be written twice weekly.
- Log book will be checked by head of department periodically and before leaving the department.
- Performance report is to be collected on the prescribed format.
- Logbook must be submitted at the end of the semester.

Training report

Students are required to make a training report. The report should be submitted at the end of III semester giving details of your property of training, number of rooms, tariff, department wise details- layout, material used, forms

and formats used, inventory control, menus, turnover, client profile, room to staff ratio, procedures and systems, equipment used, etc.

The training report in duplicate along with the log book, certificate of completion of training and appraisals duly signed and stamped must be submitted by the last week of training (Date) at the Institute.

The Performance of training report should include name of the healthcare organization, student's name enrollment number and the semester of training, journal certificate, contents, history of the hospital/ healthcare group, hierarchy of the hospital, department wise details as mentioned above along with the details of what have you learned specifically, finishing the training report with the conclusion about the learning experience.

Semester Presentation

Students from the same hospital will make a 10 minutes presentation in front of the university panel on power point stating key points of the above report.

Guidelines for making presentation

- Wear your uniform and be well groomed
- Plan your presentation
- Introduce your group
- Introduction to the topic highlighting key areas
- Report matter should be informative backed by statistics, flow chart, organization chart and lay out
- Use power point to make your main presentation
- Create and maintain interest. Make eye contact with everyone in the audience
- Be creative in your approach
- Keep time for answering the audience's queries.
- Wind up by giving suggestions.

What to observe

1. Organization chart
2. Staffing, supervision
3. Public area Maintenance
4. Front Desk handling
5. Various reports and forms used in the department
6. Coordination with other departments

Fifth Semester

Detailed Syllabus - General Education

General Education Paper- 1: Social Skills

Nos code	Component	Unit (Module)	Subunit (Session)	Learning objective	Duration in hour	Credit
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Handling Patient/ Visitors' Complaints	The LAST Approach (Listen, Apologize, Sorry and Thank You) Dealing with negative feedback Some common Complaints- case study/role plays	To study about how to handle guest complaints Identify needs of the patients/carers to find resolution Acquire adequate knowledge about internal process /promotions/tariffs/schemes/benefits which can be provided to patients Build empathetic relationship with the patient's/ visitors and others Employ appropriate language and tone and listen carefully to the queries and provide solutions accordingly Display sensitivity and adequate support for all irrespective to gender/culture/age/social difference/language etc. Obtain feedback from visitors and suggest for amendments in protocol & policies accordingly	30	6
HSS/N 9615	Theory	Telephone etiquettes	Communication in social gathering Handling telephone calls Using correct phraseology Speaking Styles and tone Do's and Don'ts	To be able to understand telephone etiquettes.	10	
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617,	Theory	Professional Behavior at work settings	Professional etiquettes within the organizational hierarchy	Describe the factors to establish and maintain peaceful environment Learn general and specific etiquettes to be observed while working Understand need for compliance of organizational hierarchy and reporting Understand the legal and ethical	20	

HSS/N9618				<p>Issues</p> <p>Understand your boundaries, roles and responsibilities</p> <p>Understand how to use relevant research based protocols and guidelines as evidence to inform one's practice</p> <p>Understand how to promote and demonstrate good practice as an individual and as a team member and the reason for doing this.</p> <p>Understand the risks to quality and safety if you do not keep up to date with best practice</p> <p>Understand how you have to manage potential risks to the quality and safety of practice</p> <p>Understand how to evaluate and reflect on the quality of your work and made continual improvements</p> <p>Understand the importance of using the best practice guidelines at all times, and the importance of evaluating oneself to see if any improvement needs to be done</p> <p>Understand the importance of individuals or team compliance with legislation, protocols and guidelines and organisational systems and requirements</p> <p>Understand how to report and minimise risk</p> <p>Understand when to seek support from others</p>		
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General Education Paper 2 – Business Communication

HSS/N 9615	Theory	Formal Conversation	<p>Communicating with Colleagues</p> <p>Communicating with Seniors</p> <p>Communicating Effectively with Customers</p> <p>Handling Telephones</p>	<p>To be able to understand role of formal conversation.</p> <p>Define art of effective communication</p> <p>Handle patients & family through effective and empathetic communication</p> <p>Handle effective communication with peers/ colleagues using medical terminology in</p> <p>communication Learn basic reading and writing skills Learn sentence</p>	20	6
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				formation Learn grammar and composition Learn how to enhance vocabulary Learn goal setting, team building, team work, time management, thinking and reasoning & communicating with others Learn problem solving Understand need for customer service and service excellence in medical service Learn objection handling Learn telephone and e-mail etiquettes Learn to analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently Learn identification of rapidly changing situations and adapt accordingly Learn decision making ability Learn planning and organization of work		
HSS/N 9615	Theory	Official Communications	Memoranda Writing Reports Minutes of Meeting	To be able to write reports		
HSS/N 9615	Theory	Interview and Public Speaking	Interviews Debates Speeches Discussion Seminar Talks	To study about how to face interview and public speaking		

General Education Paper 3- Human Resource Management

Introductory	Theory	Concept and Process of Human Resource Planning	Macro and Micro Level Scenario of Human Resource Planning in healthcare organization	Students would be able to understand the concept and work procedure of HR.	20	6
Introductory	Theory	HRD applications in healthcare Organizations	A. Relevance of HRD in healthcare sector B. Function and operations of a Personnel Office Characteristics and objectives of a personal office Patient Relation Associate's role Department of personnel in the organization	To know the importance and functions of HR To understand human resource system, hospital environment & IPR	30	

			HRD System Importance of HRD HRD in service industry IPR			
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615,HS S/N9616, HSS/N9617, HSS/N9618	Theory	Collaborative Team Work	importance of individuals or team compliance	Describe the factors to establish and maintain peaceful environment in work area with all Apply etiquettes while working with team Develop skills to assist supervisors for duty roster creation Develop skills to explain policies and procedures to others including patients Learn from feedbacks about process improvement Describe about service recovery matrix Understand need for compliance of organizational hierarchy and escalation matrix Understand the legal and ethical issues and criticality of Medico Legal Cases Understand importance of best utilization and conservation of resources Understand the limits of one's and others', roles and responsibilities Understand how to use relevant research based protocols and guidelines as evidence to inform one's practice Understand of team work and how to facilitate it Understand the risks to quality and safety if you do not keep up to date with best practice Understand how you have to manage potential risks to the quality and safety of practice Understand to evaluate and reflect on the quality of your work and made continual improvements Describe the importance of using the best practice guidelines at all times, and the importance of evaluating oneself to see if any improvement needs to be done Explain the importance of individuals or team compliance with legislation, protocols and guidelines and organizational systems and requirements	40	

General Education Paper 4- Quality in Healthcare

HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615,HS S/N9616, HSS/N9617, HSS/N9618	Theory	Quality in Healthcare – Service and Medical Quality	Design Consideration Attractive Appearance Efficient Plan Good location Suitable material Good workmanship Sound financing Competent Management	Describe about various accreditation agencies for Healthcare organizations nationally and internationally Describe about various standards of NABH and their implications for quality control and quality assurance Describe about quality assurance and quality control Describe about quality control and assurance tools which can be utilized for effective functioning Describe about risk assessment process Describe about patient behaviour and psychology Describe about patient's rights and responsibilities applicable to work area Describe self-role in maintaining patient's rights Escalate to competent authority in case of any deviation or nonconformance as per organizational policies and procedures Liaison with healthcare team for effective care for patients	10	6
Introductory	Theory	Classification of hospitals	Criteria for classification of healthcare organizations	To be able to understand different levels of hospitals (Primary, Secondary, Tertiary)	10	
Introductory	Theory	Layout & Designing	Principles of hospital layout and design Factors that affect hospital design Placement of equipment Flow of work Space allocation Emergency service equipment Budgeting for equipment	Students would be able to understand hospital layout	20	
Introductory	Theory	Energy Conservation	Necessity for energy conservation Methods of conserving energy in different areas of operation of hospital Developing and implementing energy conservation program for a healthcare	To know the necessity and methods of energy conservation	10	

			organization.			
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Fifth Semester Detailed Syllabus- Skill Papers						
Skill Paper 1- Hospital Policies & Procedures						
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Orientation to Patient Relations Associate Key functions	Functions of Patient Relations Associate Quality Improvement Process Report Delivery Process	Describe the functions of patient relations associate Assess needs of patient and act accordingly Describe report delivery process and escalation matrix Describe employees responsibilities e.g. punctuality, discipline, integrity, grievance redressal process Describe process involved during admission and discharge of patients Manage and handle visitors of different categories such as Patients - Paid / Non-Paid, Emergency, VIPs etc. Ensure patient satisfaction contribution of the front office Understand the basic components required for comfort of patient/carer's/visitors at healthcare organization Present a positive personal image. Define quality improvement process Patient flow management in hospital area for availing services such as OPD/IPD/Diagnostics etc in coordination with Healthcare Team	10	4
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616,	Theory	Introduction to Hospital Policies and Procedures	Hospital Policies & Procedures	Understand about hospital policies and procedures of healthcare organization Understand about hospital departments/diagnostic available with HCO/services available and direct patient to	20	

HSS/N9617, HSS/N9618				accurate unit. Discuss about schemes/ tariffs/discounts/promotions which can be advised to relevant patients/carer's or visitors in accordance with healthcare team Understand appropriate use of related medical terminology in daily activities with colleagues, patients and family Understand about leaving policies of patient such as LAMA (Leave against medical advice etc.) Learn techniques to deal with cases such as thefts, misappropriation, report mix-ups, damage to property, abuse etc.		
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Customer Service Excellence and Patient Satisfaction	Service Excellence & Patient Satisfaction	Identify needs of the patients/carers to find resolution Acquire adequate knowledge about internal process /promotions/tariffs/schemes/benefits which can be provided to patients Build empathetic relationship with the patient's/visitors and others Employ appropriate language and tone and listen carefully to the queries and provide solutions accordingly Display sensitivity and adequate support for all irrespective to gender/culture/age/social difference/language etc. Obtain feedback from visitors and suggest for amendment's in protocol & polices accordingly	15	
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Practical		Report submission related to patient Patient flow management Feedback from customers		30	2
Skill Paper 2- Admission & Discharge Policy						
HSS/N6104, HSS/N6105,	Theory	Hospital Information System (HIS) – Medical Software	Importance of HIS during admission &	Describe various modalities for Patient Registration in HIS	15	4

HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618		Applications	discharge of patients	Describe various characteristics of HIS Describe about important information and credentials to be captured by patient/attenders for HIS Describe basic functioning of HIS Describe escalation matrix in case of non-compliances Assess working status of HIS as and when required Maintain database of visitors/patients etc. Describe the importance of Electronic Health Records/Medical Records/Computerized Patient Record Systems		
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108,	Theory	TPA operations and Cash Management	Importance of TPA Billing Process Cash Management	Describe fundamentals of accounting Describe about finance and credit management applicable to healthcare industry Describe different modes of Payment utilized in healthcare industry and process flow of cash/payment modes Check and coordinate to determine authenticity of payment received Describe various TPA/Insurance services available in the country/ National Health Insurance Scheme and applicable beneficiaries Describe about regulatory bodies/process and compliance to receive foreign currency as a part of payment process Describe about various international currencies and their values in terms of INR	15	
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Consent, Reporting & Documentation	Maintaining & Obtaining Records & Reports during Admission & Discharge	Define the scope of practice for Patient Relations Associate Define consent and discuss the methods of obtaining consent. Understand importance of maintaining various records & how to obtain them. Explain various types of records to be maintained by Patient Relations Associate Demonstrate essential components of various records and method of documentation and their retrieval	15	

HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Practical		HIS Records & Reports Documentation Admission & Discharge Register Maintenance Feedback Register Maintenance LAMA Register Maintenance RTA MLC Billing		30	2
Skill Paper 3- Quality Assurance & Utilization of Resources						
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Quality in Healthcare – Service and Medical Quality	Quality Assurance in Healthcare Services	Describe about various accreditation agencies for Healthcare organizations nationally and internationally Describe about various standards of NABH and their implications for quality control and quality assurance Describe about quality assurance and quality control Describe about quality control and assurance tools which can be utilized for effective functioning Describe about risk assessment process Describe about patient behaviour and psychology Describe about patient’s rights and responsibilities applicable to work area Describe self-role in maintaining patient's rights Escalate to competent authority in case of any deviation or non conformance as per organizational policies and procedures Liaison with healthcare team for effective care for patients	15	6
HSS/N9617, HSS/N9618	Theory	Institutional Emergencies, Fire safety and & security		Comprehend actions to be initiated in case of fire or any institutional emergency Describe how to use fire extinguisher Understand suspicious behaviour of individuals and tracking the Same	10	
HSS/N9617,	Theory	Safety & First Aid		Describe common emergency	15	

HSS/N9618				conditions and how to deal with it as per limits and competency Describe basics of first aid Develop understanding and precautions to ensure self-safety Provide care to the patients while moving & transferring is required Demonstrate the use of protective devices (restraints, safety devices) Seek assistance from appropriate authority in a timely manner		
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Bio Medical Waste Management		Describe importance of proper and safe disposal of bio-medical waste & treatment Explain categories of bio-medical waste Explain disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc. Explain standards for bio-medical waste disposal Understand means of bio-medical	10	
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Basic Life Support	Scene Safety Assessment of Patient Compressions Mode of Breathing Reassurance Choking	Describe symptoms to identify cardiac arrest Comprehend principles of basic life support (for adults and infants) Describe the correct protocol of chest compression, ventilation and assessment steps Differentiate the single rescuer to two rescuer CPR Describe the conditions when choking occurs Describe the protocol of giving life support during choking	10	
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Practical		Various emergency codes in hospital Different colour codes for waste management Cardio Pulmonary Resuscitation		60	2

Sixth Semester- On the Job Training (Patient Relations Associate)

- The students will need to undergo on job training in Hospitals/ Healthcare Organizations.
- They must submit the logbook for attendance and Project Work by the end of the semester.
- The report will be evaluated by the Supervisor at the university premise.

BRIEFING POINTS FOR SIX MONTH INDUSTRIAL TRAINING

- Every fortnightly send an e-mail at college (training coordinator) to apprise progress about your training & guidance needed for making Training Report (2 copies). On off days you are advised to see your training coordinator.
- Departmental appraisal to be made. Request the department head or training manager to prepare it as soon as particular department training is over.
- In order to get own area of interest; please work hard in exemplary manner to get that. Prepare accordingly so that you get enough data, information, and feedback.
- Your Industrial Training report will be evaluated based on its quality of content and objectivity towards learning. Emphasis should be given to operation/ task you are involved/ assigned with.
- To achieve your objectives, you are directed to make serious efforts towards learning during training & your Training Report should reflect your knowledge so that this is going to give you dividends in future interviews for career growth.
- During Training you will be following directions given by your supervisor or training department or supervisor and you must conform to the policies of the healthcare organization.
- Any matter related to misconduct & absenteeism will be viewed seriously by the college and you will be responsible for the repercussions.
- You are going to Industry as Brand Ambassador of the college so that in future we can reap the benefit from your performance for your placement.
- Training will be done majorly in Front Desk Department, but orientation will be done in all other major departments of Healthcare Organization.

GUIDE LINES

- Each student will maintain logbook.
- Log book will be written twice weekly.
- Log book will be checked by head of department periodically and before leaving the department.
- Performance report is to be collected on the prescribed format.
- Logbook must be submitted at the end of the semester.

Training report

Students are required to make a training report. The report should be submitted at the end of III semester giving details of your property of training, number of rooms, tariff, department wise details- layout, material used, forms and formats used, inventory control, menus, turnover, client profile, room to staff ratio, procedures and systems, equipment used, etc.

The training report in duplicate along with the log book, certificate of completion of training and appraisals duly signed and stamped must be submitted by the last week of training (Date) at the Institute.

The Performa of training report should include name of the healthcare organization, student's name enrollment number and the semester of training, journal certificate, contents, history of the hospital/ healthcare group, hierarchy of the hospital, department wise details as mentioned above along with the details of what have you learned specifically, finishing the training report with the conclusion about the learning experience.

Semester Presentation

Students from the same hospital will make a 10 minutes presentation in front of the university panel on power point stating key points of the above report.

Guidelines for making presentation

- Wear your uniform and be well groomed
- Plan your presentation
- Introduce your group
- Introduction to the topic highlighting key areas
- Report matter should be informative backed by statistics, flow chart, organization chart and lay out
- Use power point to make your main presentation
- Create and maintain interest. Make eye contact with everyone in the audience
- Be creative in your approach
- Keep time for answering the audience's queries.
- Wind up by giving suggestions.

What to observe

7. Organization chart
8. Staffing, supervision
9. Public area Maintenance
10. Front Desk handling
11. Various reports and forms used in the department
12. Coordination with other departments

Study & Examination Scheme

The scheme of examination will come in to effect from 2017–18 academic years onwards. According to this scheme, the candidate will have to appear for the examinations as outlined below: -

First Year

Course Code	Course Title	Credits	University Assessment/ Examination							Sector Skill Council Assessment
			Theory			Practical		On Job Training		Sector Skill Council, Healthcare will conduct independent assessment as per performance criteria by following steps/components
	GENERAL EDUCATION									will conduct independent assessment as per performance criteria by following steps/components 1. Theory 2. Skills 3. Role Plays 4. Viva
HSS/N9603, HSS/N9607	Basic Communication in English-1	8	70	30	100					
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Introduction to Healthcare Industry	8	70	30	100					
HSS/N9603, HSS/N9607	Fundamentals in Computer Technology	8	70	30	100					Practical 3. Role Plays 4. Viva
	SKILLS									as per Job Role:
Introductory	Introduction to Healthcare system	6	70	30	100	50	100			Frontline Health worker Qualification Pack:
HSS/N 8611, HSS/N 8614, HSS/N 8615, HSS/N 8616, HSS/N 8617, HSS/N 8618	Introduction to Frontline Health Worker	6	70	30	100	50	100			HSS/ Q 8601. On successful assessment NSQF-Level 3
HSS/N 8602, HSS/N 8606, HSS/N 8607, HSS/N 8610, HSS/N 8613, HSS/N 9606	Fundamental course in Hygiene, Sanitation and Counselling	6	70	30	100	50	100			Certificate will be issued by NSDC & HSSC. * Assessment will be conducted after On the Job Training
	ON JOB TRAINING	18						--	500	
	TOTAL		420	180	600	150	300	--	500	
	GRAND TOTAL	60	1200			450		500		

Second Year

Course Code	Course Title	Credits	University Assessment/ Examination				Sector Skill Council Assessment
			Theory	Practical	On Job Training	Sector Skill	

	GENERAL EDUCATION		Mid-Semester	Teachers' Assessment	End-Semester	Mid-Semester	End-Semester	Mid-Semester	End-Semester		
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9603, HSS/N9607 HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Foundation Course in English	8	70	30	100						Council, Healthcare will conduct independent assessment as per performance criteria by following steps/components 1. Theory 2. Skills Practical 3. Role Plays 4. Viva as per Job Role:
Introductory	Food Safety & Quality - Basics	8	70	30	100						
introductory	Food Safety & Quality	8	70	30	100						
	SKILLS										
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Basic Introduction to Healthcare Systems	6	70	30	100	50	100				Hospital Front Desk Coordinator Qualification Pack: HSS/ Q 6101. On successful assessment NSQF-Level 4 Certificate will be issued by NSDC & HSSC. * Assessment will be conducted after On the Job Training
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Introduction to Hospital Front Desk Operations and Services	6	70	30	100	50	100				
HSS/N9617, HSS/N9618	Patient Safety	6	70	30	100	50	100				
	ON JOB TRAINING	18						--	500		
	TOTAL		420	180	600	150	300	--	500		
	GRAND TOTAL	60	1200			450		500			

Third Year

Course Code	Course Title	Credits	University Assessment/ Examination				Sector Skill Council Assessment
			Theory		Practical	On Job Training	Sector Skill

	GENERAL EDUCATION		Mid-Semester	Teachers' Assessment	End-Semester	Mid-Semester	End-Semester	Mid-Semester	End-Semester		
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Social Skills	6	70	30	100						Council, Healthcare will conduct independent assessment as per performance criteria by following steps/components 1. Theory 2. Skills Practical 3. Role Plays 4. Viva as per Job Role: Patient Relations Associate Qualification Pack: HSS/ Q 6102. On successful assessment NSQF-Level 5 Certificate will be issued by NSDC & HSSC. * Assessment will be conducted after On the Job Training
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Business Communication	6	70	30	100						
Introductory	Human Resource Management	6	70	30	100						
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Quality in Healthcare	6	70	30	100						
	SKILLS										
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Hospital Policies & Procedures	4	70	30	100	50	100				
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107,	Admission & Discharge Policy	5	70	30	100	50	100				

HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618									
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Quality Assurance & Utilization of Resources	4	70	30	100	50	100		
	ON JOB TRAINING	18						--	500
	TOTAL		560	240	800	200	400	--	500
	GRAND TOTAL	60	1600			600		500	

Annexure A:
List of Tools and Equipment
FRONT LINE HEALTH WORKER

Model of Healthcare organizations with different departments, NABH (PRE ENTRY) With Minimum 50 Bed With Minimum 50 Lakh Turn over in Last 2 Year,
Nursing station(medical/surgical /pediatric etc.)

1. Maternal care- contraceptive devices, Nischay kit, gloves, vaginal speculum, sponge holding forceps, artery forceps, gowns, gauze, dilators, episiotomy scissors, delivery forceps, hooked forceps, mosquito forceps
 2. Hand sanitizers, PPE, Hand washing techniques, steriliser, disinfectants
 3. Neonatal care equipment like radiant warmer, weighing scale, pump suction, thermometer- clinical and digital, syringes, oxygen catheter, cotton.
 4. Drugs- oxytocin, drotin, buscopan, perinorm, diazepam, methergin, misoprostol, Lasix, dexamethasone, vitamin- k, iron and folic acid tablets, gentamycin, ampicillin, abortifient medicines and a tray containing emergency drugs.
 5. Samples of Various medicines or kits used in national health programmes like DOTS, Snellen's Chart, insulin kit, etc.
 6. Various sample vaccines like TT & ice bags for storage
 7. First aid box/Home medicine box/Primary care Medicine box containing samples of various medicines for minor ailments, minor injuries and AYUSH primary care
 8. Others: normal delivery kit, standard surgical set, equipment for new born care and neonatal resuscitation, IUCD insertion kit, vaccines, cold- boxes, syringes (5ml, 10ml, 20ml, 50 ml.), needles of various girth, refrigerator, oxygen mask, sterile gloves, cheatle's forceps, IV cannula, phototherapy unit, stethoscope, BP Apparatus, measuring tape, weighing scale, Different coded colour bins, Community bags
 9. Samples of Various types of records and registers available in the community
 10. Emergency kits, mannequins, defibrillator, AED's
 11. Flash cards, e- modules, flannel board, charts, Training materials
 12. Class Room equipped with following arrangements:
 13. Interactive lectures & Discussion
 14. Brain Storming
 15. Charts & Models
 16. Activity
17. Video presentation
 18. Visit to Primary Health Centre, Hospital set-up and homes

HOSPITAL FRONT DESK COORDINATOR

- Model of Healthcare organizations with different departments, Model of Healthcare organizations with different departments, NABH (PRE ENTRY) With Minimum 50 Bed With Minimum 50 Lakh Turn over in Last 2 Year,
- Nursing station(medical/surgical /pediatric / etc.)
- Nursing Manikin,
- Registration desk
- Counter/phone/computer/internet facility
- Mock HIS software
- Admission counter with desk provided for keeping documents
- Billing counter,
- TPA desk,
- Stapler,
- Sample admission form/ requisite form/ visitor pass,
- Intercom
- Telephone directory
- Sign boards
- Fire extinguisher
- Uniform
- Newspaper/magazine/hospital journal stand
- Hospital front office stationery
- Hospital map
- Hospital manual

PATIENT RELATIONS ASSOCIATE

- Model of Healthcare organizations with different departments, NABH (PRE ENTRY) With Minimum 50 Bed With Minimum 50 Lakh Turn over in Last 2 Year,
- Nursing station(medical/surgical /pediatric / etc.)
- Registration desk
- Counter/phone/computer/internet facility
- Mock HIS software
- Admission counter with desk provided for keeping documents
- Billing counter,
- TPA desk,
- Stapler,
- Sample admission form/ requisite form/ visitor pass,
- Intercom
- Telephone directory
- Sign boards
- Fire extinguisher
- Uniform
- Newspaper/magazine/hospital journal stand
- Hospital front office stationery
- Hospital map
- Hospital manual
- Uniform,
- Newspaper/magazine/hospital journal stand,
- Hospital front office stationery,
- Hospital map,
- Hospital manual

Course Title:

3year

**B VOC IN HOSPITAL
ADMINISTRATION &
BACHELOR IN HOSPITAL
ADMINISTRATION
(4year BHA)**

Semester Code: I Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	PRINCIPLES OF MENAGEMENT	SC	2	3	–	5	3	4	
2	MEDICAL TERMINOLOGY	SC	1	3	–	4	3	4	
3	FUNDAMENTALS OF ACCOUNTING	SC	2	3	–	5	3	4	
4	HOSPITAL & HEALTH SYSTEM(HISTORY&EVOLUTION)	SC	1	3	–	4	3	4	
						18			

Semester Code: II Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Organizational Behaviour	SC	1	3	–	4	3	4	
2	Bio Statistics	SC	1	3	–	4	3	4	
3	Health Economics	SC	2	3	–	5	3	4	
4	Epidemiology & Public Health ADMINISTRATION	SC	2	3	–	5	3	4	
						18			

Semester Code: III Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Hospital operations management-I (clinical services)	SC	2	3	–	5	3	4	
2	Research Methodology & Operation Research	SC	2	3	–	5	3	4	
3	Hospital Medical Records management	SC	1	3	–	4	3	4	
4	Bio Medical Waste Management	SC	1	3	–	4	3	4	
						18			

Semester Code: IV Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Hospital operations management-II (Non-clinical services)	SC	2	3	–	5	3	4	
2	Management Information System	SC	2	3	–	5	3	4	
3	Strategic Management	SC	1	3	–	4	3	4	
4	Cost accounting Healthcare	SC	1	3	–	4	3	4	
						18			

Semester Code: V Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Quality In Healthcare	SC	2	3	–	5	3	4	
2	Human Resource Management	SC	2	3	–	5	3	4	
3	Hospital Hazards & Disaster Management	SC	1	3	–	4	3	4	
4	Financial Management in Healthcare	SC	1	3	–	4	3	4	
						18			

Semester Code:VI Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Material planning and management		1	3		4	3	4	
2	Marketing management in healthcare		2	3		5	3	4	
3	Management accounting in healthcare		2	3		5	3	4	
4	Hospital related law		1	3		4	3	4	

						18			
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Semester Code: VII Five Semesters

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Practical experience /ON job Training At Hospital Management Desk	SC			5	5			3
2	Practical experience/ON job Training At Hospital Promotional Activity	SC			5	5			3
3	Practical experience/ON job Training At Hospital Insurance Desk	SC			4	4			3
4	Practical experience /ON job Training At Hospital equipment Maintenance & Bio Medical waste management	SC			4	4			3

Semester Code: VIII Semester

S. No.	Paper Title	Paper Category	Credits			Total Credits	EoSE Duration (Hrs.)		
			T	P	Self		T	P	S
1	Hospital Project & Research Work	SC			18	18			3

SECTION I

REGULATIONS

COURSE TITLE & SUMMARY:

The course shall be called the “**BHA - Bachelors in Hospital Administration**”.

The prescribed course will be an intensive full time program, which will include classroom lectures and practical training in various departments in a Hospital or any healthcare organization.

The programme will be conducted at a College/ Institution recognized by the RISU.

Candidates shall abide by the stipulated timings, discipline, rules and regulations of the University.

1. ELIGIBILITY: To be eligible for 12TH PASS IN ANY STREAM

2. MEDIUM OF INSTRUCTION:

English shall be the medium of instruction for the subjects of study as well as for the examination.

3. DURATION OF THE COURSE:

The Course shall extend over a period of three years for B-VOC in **Hospital Administration** and four year for BHA (**Bachelors in Hospital Administration**) . The duration of the course shall be on full time basis for a period of three years consisting of six semesters from the commencement of the academic term. Each semester would be of minimum twenty weeks. The 7th semester is for practical experience at hospital and in 8th semester student will submit a project report/ research report in related field.

4. SCHEME OF EXAMINATION:

There shall be eight examinations one each at the end of each semester.

The Examination will be of 2400 marks divided into 6 parts as per details given below:

- i. BHA Sem I Aggregate marks 400
- ii. BHA Sem II Aggregate marks 400
- iii. BHA Sem III Aggregate marks 400
- iv. BHA Sem IV Aggregate marks 400
- v. BHA Sem V Aggregate marks 400
- vi. BHA Sem VI Aggregate marks 400
- vii. BHA Sem VII Aggregate marks 400
- viii. BHA Sem VIII Aggregate marks 400

5. DISTRIBUTION OF TYPE OF QUESTIONS AND MARKS FOR VARIOUS SUBJECTS

TYPE OF QUESTIONS	NUMBER OF QUESTIONS	NO. OF QUESTIONS TO BE ANSWERED	MARKS FOR EACH QUESTION	TOTAL
Long Essay	3	2	10	20
Short Essay	10	8	5	40
Short Notes	12	10	2	20
Internal assessment				20

6. ATTENDANCE

Every candidate should have attended 80% of the total number of classes conducted in an academic year from the date of commencement of the term to the last working day as notified by university in each of the subjects prescribed for that year separately in theory and practical. Only such candidates are eligible to appear for the university examinations in their first attempt.. A candidate lacking in prescribed percentage of attendance in any subjects either in theory or practical in the first appearance will not be eligible to appear for the University Examination in that subject .

7. Subjects and hours of Teaching

The number of hours for teaching theory and practical for main subjects in first year are shown in Table-1

Table - I Distribution of Teaching Hours in Subjects Main

Subjects:

SEMESTER	MAIN SUBJECTS	NO OF HOURS THEORY	NO OF HOURS PRACTICAL POSTING	TOTAL
I Sem	Principles of Management	30	90	450
	Medical Terminology	15	90	
	Fundamentals of Accounting	30	90	
	Hospital & Health System(History & Evolution)	15	90	
II Sem	Organizational Behavior	15	90	450
	Bio Statistics	15	90	
	Health Economics	30	90	
	Epidemiology & Public Health Administration	30	90	
III Sem	Hospital Operations Management –I (Clinical Services)	30	90	450
	Research Methodology & Operations Research	30	90	
	Hospital Medical Records Management	15	90	
	Bio medical waste	15	90	
IV Sem	Hospital Operations Management –II (Non -Clinical Services)	30	90	450
	Management Information System	30	90	
	Strategic Management	15	90	

	Cost Accounting in Healthcare	15	90	
V Sem	Quality in Health Care	30	90	450
	Human Resource Management	30	90	
	Hospital Hazards & Disaster Management	15	90	
	Financial Management in Healthcare	15	90	
VI Sem	Material planning & Management	15	90	450
	Marketing Management in Healthcare	30	90	
	Management Accounting in Healthcare	30	90	
	Hospital Related Law	15	90	
TOTAL HOURS				

VII Sem	Practical experience /ON job Training At Hospital Management Desk	120	450	450
	Practical experience/ON job Training At Hospital Promotional Activity	120		
	Practical experience/ON job Training At Hospital Insurance Desk	105		
	Practical experience /ON job Training At Hospital equipment Maintenance & Bio Medical waste management	105		

VIII Sem	Hospital Project & Research Work		450	450
TOTAL HOURS				

8. Eligibility for Examination

A candidate shall be eligible to appear for first University examination at the end of six months from the commencement of the course and for subsequent Semester University examinations at an interval of six months provided He/She has satisfactorily completed the prescribed course and fulfilled the prescribed attendance at the end of each semester.

9. Declaration of pass

- a. **Main Subjects:** A candidate is declared to have passed the examination in a subject, if He /She secures 40% of marks in University Theory exam and Internal assessment added together, provided the candidate has to secure a minimum of 35% marks in the Universityconducted written examination.
- b. **Subsidiary Subjects:** The minimum prescribed marks for a pass in subsidiary subject shall be 35% of the maximum marks prescribed for a subject. The marks obtained in the subsidiary subjects shall be communicated to the University before the commencement of the University examination.

10. Declaration of Class

- a. A candidate having appeared in all the subjects in the same examination and passed that examination in the first attempt and secures 75% of marks or more of grand total marks prescribed will be declared to have passed the examination with Distinction.
- b. A candidate having appeared in all subjects in the same examination and passed that examination in the first attempt and secures 60% of marks or more but less than 75% of grand total marks prescribed will be declared to have passed the examination in First Class.
- c. A candidate having appeared in all the subjects in the same examination and passed that examination in the first attempt and secures 50% of marks or more but less than 60% of grand total marks prescribed will be declared to have passed the examination in Second Class.
- d. A candidate passing the university examination in more than one attempt shall be placed in Pass class irrespective of the percentage of marks secured by him/her in the examination.
- e. The marks obtained by a candidate in the subsidiary subjects shall not be considered for award of Class or Rank.

[Please note, fraction of marks should not be rounded off clauses (a), (b) and (c)]

12. Carry over benefit

A candidate can carry over only two subjects from any of the semester at a time. It is to be noted that He/She shall clear all subjects of first to fifth semester to become eligible to appear for the final semester examination.

13. Number of attempts

A Candidate is permitted not more than three attempts for each subject to pass the examination. Candidate will not be allowed to continue the course if He/She fails to comply with the above stipulation. However the candidate shall complete the course within six years from the date of admission.

13.1 Maximum duration for completion of course.

A candidate shall complete the course within six years from the date of admission failing which the candidate will be discharged.

14. Eligibility for the award of Degree

A candidate shall have passed in all the subjects of first to sixth semester to be eligible for award of degree of B-VOC IN HOSPITAL ADMINISTRATION & all the subject of first to eighth semester to be eligible for award of degree of BHA IN HOSPITAL ADMINISTRATION

15. Qualification and Experience required for appointment as teachers on full time basis for BHA course.

Qualification: A pass in Masters program in Hospital Administration/ Management or - MSc. in Hospital Administration /Hospital Management or M.B.A. in Hospital Administration /Hospital Management from an institution affiliated to University established under law.

Or

15.1. MBBS/BDS With 3 year exp. as hospital Administrator or PGDHA/ M.D./M.B.A. IN Hospital Administration

15.2. Lecturer:

A pass in Full time in Hospital Administration/ Management or - MSc. in Hospital Administration /Hospital Management or M.B.A. in Hospital Administration /Hospital Management from an institution affiliated to University established under law.

Or

MBBS/BDS With 3 year exp. as hospital Administrator or PGDHA/ M.D./M.B.A. IN Hospital Administration

15.3. Assistant Professor

Qualification and experience: The qualification required shall be as that of Lecturer.

15.4. Associate Professor:

Qualification and experience: the qualification required shall be as that of Assistant Professor.plus

01. The experience required shall be four years of teaching experience as a Assistant Professor

02. Two Original Research paper publications as first or corresponding author in an indexed and UGC/MCI recognized Journals are mandatory during period as Asistant Professor (desirable).

15.5. Professor:

Qualification and experience: the qualification required shall be as that of Associate Professor.

01. The experience required shall be three years of teaching experience as a Associate Professor

02. Two Original Research paper publications as first or corresponding author in an indexed and UGC/MCI recognized Journals are mandatory during period as Associate Professor (desirable)

15.6. HoD/Principal: A person having qualification and teaching experience required for Professor of Hospital Administration can hold the post of HOD/Principal.

16. Course of Study:

The course shall be pursued on full time basis. No candidate shall be permitted to work in a health care facility or a related organization or laboratory or any other organizations outside the institution while studying the course. No candidate shall join any other course of study or appear for any other examination conducted by this university or any other university in India or abroad during the period of study.

SUBJECTS PRESCRIBED:

SEMESTER	SUB CODE	SUBJECT
First	HA I 01	Principles of Management
	HA I 02	Medical Terminology
	HA I 03	Fundamentals of Accounting
Semester	HA I 04	Hospital & Health System(History & Evolution)
	S P 1	English Language and Communication
	SP 2	Kannada
	HA II 05	Organizational Behavior
	HA II 06	Bio Statistics

Second Semester	HA II 07	Health Economics
	HA II 08	Epidemiology & Public Health Administration
	S P 3	Constitution of India
	S P 4	Sociology
Third Semester	HA III 09	Hospital Operations Management –I (Clinical Services)
	HA III10	Research Methodology & Operations Research
	HA III 11	Hospital Medical Records Management
	HA III 12	Project Management
	S P 5	Computer Fundamentals
	S P 6	Healthcare
Fourth Semester	HA IV13	Hospital Operations Management –I (Non -Clinical Services)
	HA IV14	Management Information System
	HA IV15	Strategic Management
	HA IV16	Cost Accounting in Healthcare
	S P 7	Environment Science & Health
Fifth Semester	HA V17	Quality in Health Care
	HA V 18	Human Resource Management
	HA V 19	Hospital Hazards & Disaster Management
	HA V 20	Financial Management in Healthcare
	HA VI 21	Material planning & Management
Sixth Semester	HA VI 22	Marketing Management in Healthcare
	HA VI 23	Management Accounting in Healthcare
	HA VI 24	Hospital Related Law
		MAJOR PROJECT (in case of BVOC three year course)

Semester Code: VII Five Semesters

S. No.		
1	Practical experience /ON job Training At Hospital Management Desk	
2	Practical experience/ON job Training At Hospital Promotional Activity	
3	Practical experience/ON job Training At Hospital Insurance Desk	
4	Practical experience /ON job Training At Hospital equipment Maintenance & Bio Medical waste management	

SEVENTH Semester- On the Job Training (Patient Relations Associate)

- The students will need to undergo on job training in Hospitals/ Healthcare Organizations.
- They must submit the logbook for attendance and Project Work by the end of the semester.
- The report will be evaluated by the Supervisor at the university premise.

BRIEFING POINTS FOR SIX MONTH INDUSTRIAL TRAINING

- Every fortnightly send an e-mail at college (training coordinator) to apprise progress about your training & guidance needed for making Training Report (2 copies). On off days you are advised to see your training coordinator.
- Departmental appraisal to be made. Request the department head or training manager to prepare it as soon as particular department training is over.

- In order to get own area of interest; please work hard in exemplary manner to get that. Prepare accordingly so that you get enough data, information, and feedback.
- Your Industrial Training report will be evaluated based on its quality of content and objectivity towards learning. Emphasis should be given to operation/ task you are involved/ assigned with.
- To achieve your objectives, you are directed to make serious efforts towards learning during training & your Training Report should reflect your knowledge so that this is going to give you dividends in future interviews for career growth.
- During Training you will be following directions given by your supervisor or training department or supervisor and you must conform to the policies of the healthcare organization.
- Any matter related to misconduct & absenteeism will be viewed seriously by the college and you will be responsible for the repercussions.
- You are going to Industry as Brand Ambassador of the college so that in future we can reap the benefit from your performance for your placement.
- Training will be done majorly in Front Desk Department, but orientation will be done in all other major departments of Healthcare Organization.

GUIDE LINES

- Each student will maintain logbook.
- Log book will be written twice weekly.
- Log book will be checked by head of department periodically and before leaving the department.
- Performance report is to be collected on the prescribed format.
- Logbook must be submitted at the end of the semester.

Training report

Students are required to make a training report. The report should be submitted at the end of III semester giving details of your property of training, number of rooms, tariff, department wise details- layout, material used, forms and formats used, inventory control, menus, turnover, client profile, room to staff ratio, procedures and systems, equipment used, etc.

The training report in duplicate along with the log book, certificate of completion of training and appraisals duly signed and stamped must be submitted by the last week of training (Date) at the Institute.

The Performa of training report should include name of the healthcare organization, student's name enrollment number and the semester of training, journal certificate, contents, history of the hospital/ healthcare group, hierarchy of the hospital, department wise details as mentioned above along with the details of what have you learned specifically, finishing the training report with the conclusion about the learning experience.

Semester Presentation

Students from the same hospital will make a 10 minutes presentation in front of the university panel on power point stating key points of the above report.

Guidelines for making presentation

- Wear your uniform and be well groomed
- Plan your presentation
- Introduce your group
- Introduction to the topic highlighting key areas
- Report matter should be informative backed by statistics, flow chart, organization chart and lay out
- Use power point to make your main presentation
- Create and maintain interest. Make eye contact with everyone in the audience
- Be creative in your approach
- Keep time for answering the audience's queries.
- Wind up by giving suggestions.

What to observe

1. Organization chart
2. Staffing, supervision
3. Public area Maintenance
4. Front Desk handling
5. Various reports and forms used in the department
6. Coordination with other departments

S. No.	
1	Hospital Project & Research Work

Eighth Semester-

- The students will need to undergo on job training in Hospitals/ Healthcare Organizations.
- They must submit the logbook for attendance and Project Work by the end of the semester.
- The report will be evaluated by the Supervisor at the university premise.

BRIEFING POINTS FOR SIX MONTH INDUSTRIAL TRAINING

- Every fortnightly send an e-mail at college (training coordinator) to apprise progress about your training & guidance needed for making Training Report (2 copies). On off days you are advised to see your training coordinator.
- Departmental appraisal to be made. Request the department head or training manager to prepare it as soon as particular department training is over.
- In order to get own area of interest; please work hard in exemplary manner to get that. Prepare accordingly so that you get enough data, information, and feedback.
- Your Industrial Training report will be evaluated based on its quality of content and objectivity towards learning. Emphasis should be given to operation/ task you are involved/ assigned with.
- To achieve your objectives, you are directed to make serious efforts towards learning during training & your Training Report should reflect your knowledge so that this is going to give you dividends in future interviews for career growth.
- During Training you will be following directions given by your supervisor or training department or supervisor and you must conform to the policies of the healthcare organization.
- Any matter related to misconduct & absenteeism will be viewed seriously by the college and you will be responsible for the repercussions.
- You are going to Industry as Brand Ambassador of the college so that in future we can reap the benefit from your performance for your placement.
- Training will be done majorly in Front Desk Department, but orientation will be done in all other major departments of Healthcare Organization.

GUIDE LINES

- Each student will maintain logbook.
- Log book will be written twice weekly.

- Log book will be checked by head of department periodically and before leaving the department.
- Performance report is to be collected on the prescribed format.
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Training report

Students are required to make a training report. The report should be submitted at the end of III semester giving details of your property of training, number of rooms, tariff, department wise details- layout, material used, forms

and formats used, inventory control, menus, turnover, client profile, room to staff ratio, procedures and systems, equipment used, etc.

The training report in duplicate along with the log book, certificate of completion of training and appraisals duly signed and stamped must be submitted by the last week of training (Date) at the Institute.

The Performance of training report should include name of the healthcare organization, student's name enrollment number and the semester of training, journal certificate, contents, history of the hospital/ healthcare group, hierarchy of the hospital, department wise details as mentioned above along with the details of what have you learned specifically, finishing the training report with the conclusion about the learning experience.

Semester Presentation

Students from the same hospital will make a 10 minutes presentation in front of the university panel on power point stating key points of the above report.

Guidelines for making presentation

- Wear your uniform and be well groomed
- Plan your presentation
- Introduce your group
- Introduction to the topic highlighting key areas
- Report matter should be informative backed by statistics, flow chart, organization chart and layout
- Use power point to make your main presentation
- Create and maintain interest. Make eye contact with everyone in the audience
- Be creative in your approach
- Keep time for answering the audience's queries.
- Wind up by giving suggestions.

What to observe

7. Organization chart
8. Staffing, supervision
9. Public area Maintenance
10. Front Desk handling
11. Various reports and forms used in the department
12. Coordination with other departments

FIRST SEMESTER

HA I 01 PRINCIPLES OF MANAGEMENT

UNIT -1: -

Introduction to management - the evolution of management, definition and importance of management. Different schools of management thought- classical school, management sciences school, behavioral school, human relation school, operational approach, system approach and contingency approach to management.

UNIT- 2: -

Management - Meaning, nature and characteristics of Management, Scope and functional areas of management, Management as a science art or profession, Management & Administration, Principles of management.

UNIT- 3:-

Planning- Meaning, Nature, importance and purpose of planning, Objectives, Planning process, Planning Premises & Types of plans. Decision making - importance & steps

Unit – 4:

Organizing - Meaning and importance, Nature and purpose of organization, Principles of organization, Types of organization, Organization structure / chart, Responsibility and Authority, Span of control, Delegation of authority, Centralization & Decentralization, Line and staff relationships, Types of organizations, formal and informal groups in organizations, Matrix organization, Departmentalization, Committees.

UNIT – 5 -

Nature and importance of Staffing - Process of Selection & Recruitment (in brief) staffing function, Manpower needs & Manpower position, Training & development, Performance appraisal, Human resource audit.

UNIT – 6: -

Directing -Meaning and nature of directing. Leadership - Nature, Styles, attitudes, Motivation, Theories & Models. Coordination- meaning, importance & Techniques of Co-ordination.

UNIT- 7: -

Control- Meaning and steps in controlling, Concept of Managerial Control, Importance, Process, Essentials of a sound control system, Methods of establishing Control.

UNIT -8:-

Communication- Meaning & Role of Communication, importance, Communication process, levels of Communication, forms, models and media of Communications, Verbal and non-verbal Communication-functions and types. Barriers to effective Communication

UNIT – 8 -

Social Responsibility of Management - Professional Management as compared to traditional system of owner Management, Impact of political system, government Policy, national economic planning on managerial policy, CSR.

BOOKS FOR REFERENCE:

1. Stoner, Freeman & Gilbert Jr – Management- Prentice Hall of India Pvt Ltd New Delhi.
2. Heinz Weinrich & Harold Koontz- Management- A global perspective- Tata mcgraw Hill, New Delhi.
3. Terry Francicin - Principles of Management, AITBS Publishers and Distributors, New Delhi
4. Rao V S P & Krishna Hari V (2006) – Management- Text & Cases, Excel Books.
5. Prasad L M – Principles and Practice of Management – Sultan Chand & Sons.
6. Tripathi P C & Reddy P N – Principles of Management.
7. C B Gupta - Principles of Management.
8. Appaniah & Reddy - Essentials of Management
9. Srinivasan & Chunawalla - Management Principles and Practice
10. J.S. Chandan - Management Concepts and Strategies

HA I 02 MEDICAL TERMINOLOGY

UNIT - 1 -

Introduction to medical terminology - Word formation & syntax - Greek alphabet - Greek & Latin prepositional & adverbial prefixes - Singular & plural endings

UNIT - 2 -

Human Anatomy and Physiology – Structure & functions of following systems:

- a. Digestive System
- b. Respiratory system
- c. Circulatory system
- d. Central Nervous system

UNIT - 3 - Human Anatomy and Physiology – Structure & functions of following systems:

- a. Muscular Skeletal system
- b. Reproductive system
- c. Excretory system
- d. Endocrine Glands

UNIT - 4 -

Commonly used prefixes in medical terminology - Commonly used suffixes in medical terminology - Commonly used root words in medical terminology.

Common Latin term used in prescription writing - Study of standard abbreviations- Commonly used medical terms to define different parts of the body

UNIT - 5 -

Medical terminology used by Cardiologist - Medical terminology used by Neurologist Medical terminology used by Nephrologist - Medical terminology used by Gastroenterologist - Medical terminology used by ENT surgeon - Medical terminology used by Dentist - Medical terminology used by Orthopedician - Medical terminology used by Gynecologist - Medical terminology used by Oncologist - Medical terminology used by Dermatologist - Medical terminology used by Endocrinologist

BOOKS FOR REFERENCE

1. Ross & Wilson Anatomy and Physiology in Health and Illness - Textbook by Allison Grant, Anne Waugh, and Kathleen J. W. Wilson.
2. Fundamentals of Anatomy and Physiology- Textbook by Frederic H. Martini
3. Principles of Anatomy and Physiology - Book by Bryan H. Derrickson and Gerard J. Tortora

HA I 03 FUNDAMENTALS OF ACCOUNTING

UNIT – 1: -

Introduction to Accounting - Meaning, Need for accounting, Internal and External uses of Accounting information, Accounting concepts and conventions, Accounting practices, Generally Accepted Accounting Principles (Concept only of GAAP)

UNIT – 2: -

Accounting systems & process - Nature of accounting, Systems of accounting (Single entry and double entry), Process of accounting, transactions, journal entries and posting to ledger.

UNIT – 3: -

Subsidiary books - all subsidiary books (Sales book, sales return book, purchases book, purchase returns book, bills receivable book, bills payable book, cash book (Single column, double column, and three columnar cash book), petty cash book and journal proper. Bank reconciliation statement - Need for reconciliation and preparation of bank reconciliation statement.

UNIT – 4: -

Rectification of errors and Trial balance - Types of accounting errors and methods of rectification of errors, Preparation of Trial balance.

UNIT – 5: -

Final Accounts - Preparation of Trading and Profit and Loss account and balance sheet (including adjustments for Sole Proprietor concern)

UNIT – 6: -

Single Entry system of bookkeeping - Preparation of Opening & Closing statement of Affairs and Computation of profit.

BOOKS FOR REFERENCE:

1. V.A.Patil and J.S.Korlahalli - Principles and Practice of Accountancy
2. Grewal T.E - Double Entry book keeping
3. Shukla and Grewal - Advanced Accountancy
4. Gupta and Radhaswamy - Advanced Accountancy Vol I & II
5. Hrishikesh Chakraborty - Advanced Accounts
6. Jain SP and Narang KL - Basic Financial Accounting – I
7. S.N. Maheshwari - Fundamental of Accounting

HA I 04 HOSPITAL & HEALTH SYSTEM (HISTORY & EVOLUTION)

UNIT – 1 -

Definition and meaning of Health - Concept of Health ,Holistic approach to health, Determinants to health Responsibility for Health, Health & Development, Indicators of Health, Concept of Disease, Concept of Causation, Natural History of Disease, Spectrum of disease, Concepts of Control, Modes of Intervention

UNIT – 2 -

Definition and meaning of hospital - historical development of hospitals globally, Systems of medicine, Modern medicine, changing concept of hospitals, present status of hospitals (public & private) in India, Classification of Hospitals

UNIT – 3 -

Healthcare – Concepts, changing concepts, levels, healthcare delivery system in India, public, private sector, Indigenous system of medicine, Importance of Voluntary health agencies and health programs in delivering healthcare in India.

UNIT – 4 -

Hospital as a system - Peculiarities of hospital system, Roles & Responsibilities of Hospitals, Administration of rural hospitals, staffing pattern & Job description.

UNIT – 5 -

The reforms of Healthcare System- the healthcare system in US/UK, Canada, China, Singapore. Canadian lessons in Healthcare reforms & Future of Healthcare System.

UNIT – 6 -

Recent trends in healthcare system: Medical Tourism –Introduction, Ethics, Challenges, Standards and Future. Telemedicine - History, Definition & concepts, Types, Advantages & Disadvantages, Challenges, telemedicine in India.

BOOKS TO BE REFERRED:

1. The Evolution of International Health System, Cumper G.E, OUP New York, 1991
2. Management of Hospital (4 Vols), S.L Goel & R. Kumar, Deep & Deep Publications Pvt. Ltd.
3. Preventive and Social Medicine, K Park, Banarsidas Bhanot Publishers.

S P 1 ENGLISH LANGUAGE & COMMUNICATION:

UNIT 1:

Introduction – Study Techniques – Organization of Effective Note taking and logical processes of analysis and synthesis –Use of Dictionary – Enlargement of vocabulary – effective diction

UNIT 2

Applied Grammar – Correct Usage – Structure of sentences - Structure of paragraphs – enlargement of vocabulary – Verbs –Tenses - Voice

UNIT – 3

Written Composition – precise writing and Summarizing - Report Writing – Writing of Bibliography – Enlargement of Vocabulary

UNIT -4

Reading and Comprehension – Review of selected material and expressing oneself in words -
Vocabulary, Synonyms & Antonyms

UNIT – 5

Forms of Writing: The Essay, The Precis, The Report, The Proposal, The C.V. and Job
Application letter - The Presentation.

UNIT – 6

Meaning of Communication; Role of Communication in Business; Basic elements
of the Communication process, level of Communication, forms, models and media of
Communications, Verbal and non-verbal Communication-functions and types, Barriers to
effective Communication.

BOOKS TO BE REFERRED:

1. English Grammar, Collins, Birmingham University, International Language Data Base, Rupa & Co 1993.
2. Wren & Martin – Grammar and Composition, 1989, Chand and Co, Delhi
3. Letters for all Occasions – A S Meyers, Harper Perennial
4. Spoken English - V Shashikumar and P V Dhanija, Tata Mcgraw Hill, New Delhi
5. Rajendra Paland J.S. Korlahalli-Essentials of Business Communication (Sultan Chand & Sons.)
6. C.S. Rayed-Communication (Mumbai: Himalaya Publishing House).
7. C.B. Gupta-Business Communication & Customer Relations (Sultan Chand & Sons.)
8. Parag Diwan-Communication Management (Deep & Deep Publication Pvt. Ltd.)

II SEMESTER

HA II 05 ORGANISATIONAL BEHAVIOUR

UNIT – 1 -

Organization - Meaning and significance, Definition, Scope and Application in Management, need to study organizational behavior, Organisational structure, Emerging Organisations, challenges & opportunities for Organizational behavior.

UNIT – 2 -

Perception – Meaning, Need, Perceptual Process, Perceptual Mechanism, Factors influencing perception & Interpersonal perception.

UNIT – 3 -

Motivation – Meaning, Nature, Motivation process, Theories of Motivation (Maslow's Need Hierarchy theory - Herzberg's Two Factor Theory - mcgregor Theory X & Theory Y. Financial and Non Financial Incentives, Job enrichment.

UNIT – 4 -

Attitudes – Meaning, Characteristics of Attitudes, Components of Attitude, Attitude and Behavior, Attitude formation and Measurement of Attitudes

UNIT – 5 -

Learning and behavior modification - Principles of learning & Reinforcement, observational & Cognitive Learning. Organizational Behavior Modification - Steps in Organizational Behavior, Modification Process & Organizational Reward Systems

UNIT – 6 -

Personality - Determinants of Personality, factors influencing personality - Biological, Cultural, Family, Social, Situational factors. Concept of Conflict – nature, process, types & resolution of conflict.

UNIT – 7 -

Group Dynamics - Meaning, Types of Groups, Functions of small groups, Group Size Status, Managerial Implications. Group Behavior, Group Norms, Cohesiveness, Group Think

UNIT – 8 -

Leadership - Formal and Informal Leadership, Characteristics, Leadership Styles, theories of leadership.

UNIT – 9

Organizational Change – Meaning, Nature of work change, Pressure for change, Change process, Types of change, Factors influencing change, resistance to change, overcoming resistance. Organizational Development.

UNIT 10

Managerial skills - Analytical & Decision making skills, Decision making models, Problem solving skills, types of problem solving techniques, delegation, Assertiveness, Time management, Interpersonal skills.

BOOKS FOR REFERENCE:

1. Organizational Behavior - Stephen Robbins
2. Organizational Behavior - John W. Newstrom & Kieth Davis
3. Organizational Behavior - Fred Luthans
4. Organizational Behavior - K. Aswathappa
5. Organizational Behavior - M. Gangadhar. V.S.P.Rao and P.S.Narayan,
6. Organizational Behavior - N.S. Gupta
7. Organizational Behavior - Jit. S. Chandan
8. Organizational Behavior - M.N. Mishra,
9. Management and Behavior Process - Sharma R.K & Gupta S.K,
10. Management and Behavioral Process - Appanniah & Reddy,

HA II 06 BIO STATISTICS

UNIT – 1:

Biostatistics - Introduction, Background, Basic Concepts, Definition, Functions, Scope, and Limitations.

UNIT – 2: -

Diagrammatic and Graphic Representation – Introduction, Significance, Difference between Diagrams and Graphs & Types of Diagrams.

UNIT – 3: -

Measures of Central Tendency – Introduction, Types of Averages, Arithmetic Mean (Simple and Weighted), Median, Mode.

UNIT – 4: -

Measures of Dispersion – Range, Quartile Deviation, The Mean deviation and the Standard deviation, Coefficient of Variation.

UNIT – 5: -

Correlation and Regression Analysis – Meaning, types, probable error, rank correlation (excluding bivariate and multi correlation)

UNIT – 6: -

Time Series - Meaning and components, (Problems on moving average and least square method)

UNIT – 7: -

Index Numbers – Classification, Construction of Index numbers, Methods of constructing index numbers, Simple Aggregative Method, Simple Average of Price Relative Method , Weighted Index Method, Laspear’s method, Paasche’s method, Fischer’s method.

BOOKS FOR REFERENCE:

1. Statistical Methods - S.P. Gupta
2. Fundamentals of Statistics - Elhance D.N
3. Business Statistics - Dr. B.G. Sathyaprasad & Prof. Chikkodi
4. Fundamentals of Statistics - Gupta. S.C
5. Business Statistics - S. Saha
6. Business Statistics - Dr. J.S. Chandra, Prof. Jagjit Singh & K.K. Khanna,
7. Fundamentals of Statistics - D.N. Ellahance, Veena Ellahance, B.M. Agarwal

HA II 07 HEALTH ECONOMICS

UNIT – 1:

Business Economics - Nature & scope of Business Economics , Micro and Macro economics, Need , Objectives and importance of Business Economics. Goals of business – Economics Goals, social Goals, Below Poverty Line, Strategic Goals. Profit maximization Vs Optimization of profits.

UNIT – 2

Consumer Behavior - The Law of Diminishing Marginal Utility, The law of equi-marginal utility, the indifference curve techniques, properties of indifference curve.

UNIT – 3

Demand and Revenue Concepts - Meaning of demand, Determinants of demands, Demand Schedule, The Demand curve, The Law of Demand, Exceptions to the law of demand, Demand Distinction (types of demand), Elasticity of Demand. Price elasticity – Types, Measurement of Price elasticity, factors influencing elasticity of demand. Income elasticity of demand – Types, Cross elasticity of demand. Demand Forecasting – Types, Techniques. Revenue concepts – Total revenue, Average revenue, Marginal revenue.

UNIT – 4

Production – Introduction, Production Functions, and Law of Variable Proportions, Production functions with two variable inputs (isoquants & iso costs). Equilibrium through Iso quants and Iso cost curves.

UNIT – 5

Analysis of Market situations and Pricing - Kinds of competitive situation, features of perfect competition, monopoly, duopoly, oligopoly and monopolistic competition. Pricing - Meaning, Types of pricing, Pricing under different market situation, Perfect competition, Price determination under monopoly price discrimination and Price determination.

UNIT – 6: - 15 hours

National Income- Meaning, Methods & difficulties of Measuring National income, uses, Meaning of GNP, GDP, NNP, PI, DPI. Business cycles - Meaning, Features & Phases of a trade cycle, adjusting business plans to cyclical situations.

UNIT – 7

Methods & Techniques of Economic Evaluation of Health Programmes, Cost benefit & cost effective methods, output & input analysis. Insurance programs – Advantages and disadvantages, Health insurance schemes in India, Public Private Partnerships in health sector

BOOKS FOR REFERENCE:

1. Business Economics - Reddy P.N and Appanniah H.R
2. Managerial Economics - Srivayya, Gangadhara Rao, Rao V.S.P.
3. Managerial Economics - Gupta G.S.
4. Managerial Economics - Dr. D.M. Mithani
5. Business Economics - Sharma N.K.
6. Business Economics - Wali and Kalkundikar
7. Managerial Economics - D.N. Dwivedi
8. Business Economics - Lekhi. R.K and Aggarwal S.L

HA II 08 EPIDEMIOLOGY & PUBLIC HEALTH ADMINISTRATION

Unit – 1

Demography Trends - World population trends, Indian Population trends & Health implications, vital statistics.

Unit – 2

National health policy - meaning, need and priorities, National health programmes, Health committees and their recommendations, Health services through Five Year Plans, Health for All by 2000 AD, and National Rural Health Mission, International Classification of Disease.

Unit – 3

Health planning and management: health system in India- central, state and local. Nutritional problems in India & Geriatric care. Health Education – principles, methods & materials.

Unit – 4

Organizations for Health: Voluntary health agencies in India – Indian Red Cross Society , Hind Kusht Nivaran Sang, Bharat Sevak Samaj, Central Social Welfare Board, Kasturba Memorial Fund, All India Women’s Conference, FPAI, Indian Council for Child Welfare, Tuberculosis Association of India, The All India Blind Relief Society-Professional Bodies. International Health Organizations – WHO, UNICEF, UNDP, UNFPA, FAO, ILO, Rockefeller Foundation, CARE, International Red Cross Society

Unit – 5

National Health Programmes related to Communicable diseases- Malaria, Filariasis, Tuberculosis, Leprosy, AIDS. National Health Programmes related to Non Communicable diseases – Cancer, Blindness, Diabetes, and Mental Health, Reproductive and child health programme. Health related national programme, Integrated Child development scheme, water supply and sanitation, minimum need programme.

BOOKS FOR REFERENCE:

1. Park K, Text Book on Hygiene and Preventive Medicine, Banarsidas, Bhanoy.
2. Francis CM & Mario Ode Souza, Hospital Administration, Jaypee Bros, New Delhi.
3. Study material on Hospital Administration – Vol.II, Health Care Systems in India.
4. Study Material – Vol.III, Health and Family Welfare Management

S P 3 CONSTITUTION OF INDIA

Unit-I:

Meaning of the term ‘Constitution’ making of the Indian Constitution 1946-1949.

Unit-II:

The democratic institutions created by the constitution Bicameral system of Legislature at the Centre and in the States.

Unit-III:

Fundamental Rights and Duties their content and significance.

Unit – IV:

Directive Principles of States Policies the need to balance Fundamental Rights with Directive Principles.

Unit – V:

Special Rights created in the Constitution for: Dalits, Backwards, Women and Children and the Religious and Linguistic Minorities.

Unit-VI:

Doctrine of Separation of Powers - legislative, Executive and Judicial and their functioning in India.

Unit – VII:

The Election Commission and State Public Service commissions.

Unit – VIII:

Method of amending the Constitution.

Unit – IX:

Enforcing rights through Writs.

Unit – X:

Constitution and Sustainable Development in India.

BOOKS FOR REFERENCE

1. J.C. Johari: The Constitution of India- A Politico-Legal Study-Sterling Publication, Pvt. Ltd. New Delhi
2. J.N. Pandey: Constitution Law of India, Allahabad, Central Law Agency, 1998.
3. Granville Austin: The Indian Constitution – Corner Stone of a Nation-Oxford, New Delhi, 2000.

S P 4 SOCIOLOGY

Unit 1:

Introduction - meaning, definition and scope of sociology, its relation to anthropology, psychology, social psychology - methods of sociological investigations – case study, social survey, questionnaire, interview and opinion poll methods. - Importance of its study with special reference to health care professionals

Unit 2:

Social factors in health and disease: meaning of social factors - role of social factors in health and disease

Unit 3:

Socialization: meaning and nature of socialization- primary, secondary and anticipatory socialization - agencies of socialization

Unit 4:

Social groups: concepts of social groups influence of formal and informal groups on health and sickness. Roles of primary groups and secondary groups in the hospital and rehabilitation setups.

Unit 5:

Family: the family, meaning and definitions - functions of types of family, changing family patterns - influence of family on individual's health, family and nutrition, the effects of sickness in the family and psychosomatic disease and their importance to physiotherapy

Unit 6:

Community: rural community: meaning and features, health hazards to rural communities, health hazards to tribal community, urban community, meaning and features, health hazards of urbanities.

Unit 7:

Culture and health: concept of health, concept of culture, culture and health, culture and health disorders

Unit 8:

Social change: meaning of social changes, factors of social changes, human adaptation and social change- social change and stress, Social change and deviance - social change and health programme, the role of social planning in the improvement of health and rehabilitation

Unit 9:

Social problems of disabled: consequences of the following social problems in relation to sickness and disability remedies to prevent these problems. Population explosion, poverty and unemployment, beggary, juvenile delinquency, prostitution, alcoholism, problems of women in employment

Unit 10:

Social security: social security and social legislation in relation to the disabled social work: meaning of social work - the role of a medical social worker

SEMESTER III

HA III 09 HOSPITAL OPERATIONS MANAGEMENT-I (CLINICAL SERVICES)

UNIT I -

Promoting and Building a new hospital – Planning the Hospital, Guiding principles in planning hospital facilities & services, Stages in planning, Preliminary Survey, Financial Planning, Equipment Planning (Equipment Leasing, Turnkey Projects), Need assessment survey of community, factors determining site, legal requirements, design considerations.

UNIT II-

Organization of the Hospital – Organization Structure, Management structure, Types of hospitals, Governing body, Hospital committee and hospital functionaries, Roles and responsibilities of Hospital Administrators.

Unit III-

Principles and methods of organizing Clinical services for hospitals, Role of clinical services/departments in the hospital management.

UNIT IV-

Planning, Designing, Functions & Management Of General & Specialty departments – Out Patient Services, Emergency, OT, Anesthesia, Labour Room & Delivery Suit. Ward Design of Medical & Surgical Intensive care units, General & Specialized Wards.

UNIT V –

Planning, Designing, Functions & Management Of Super Specialty Departments – Cardiology, Orthopedics, Plastic Surgery, Obstetrics & Gynecology, neonatology, Pediatrics, Oncology, Nephrology & Dialysis, Urology, Neurology, Dermatology, Burns, Nuclear Medicine, Transplantation Units.

BOOKS TO BE REFERRED:

1. Principles of Hospital Administration & Planning- B.M.Sakharkar
2. Management of Hospitals - S.L.Goel, R.Kumar
3. Hospital & Health Services administration-Principles & practices, Tabish, OUP
4. Hospitals- facilities planning and management – G D Kunders
5. Hospital Planning and Administration - Llewlynn and Davis Macaulay
6. The Hospital Administrator – George, Jaypee Brothers, N. Delhi, 2003
7. Hospital Services and Planning - Sahkarkar.B M.

HA III 10 RESEARCH METHODOLOGY & OPERATIONS RESEARCH

UNIT – 1

Introduction – Meaning, Objectives, Types of Research, and Research Approaches, Research methods Vs Research Methodology, Steps in Research - Defining the Research Problem, Meaning, Selecting the Problem & Techniques involved in defining the problem.

UNIT – 2 -

Research Design – Meaning, Need, Features, Concepts, Types and basic Principles of Experimental Designs.

UNIT – 3 -

Sampling – Meaning, Need, Census & Sample Survey Sampling Designs, Probability Sampling (Simple Random - Systematic - Stratified - Cluster – Area Multistage - Sequential Sampling Methods), Data Collection and Processing Collection of Primary data, Collection of data through Questionnaire & Schedules, Secondary data, Qualitative techniques of data collection, Interview, Observation & Tabulation of Data.

UNIT – 4 -

Analysis and Interpretation of Data and Research reporting - Meaning of Interpretation, Technique of Interpretation, Significance of Report writing, Steps, Layout of the Research Report, Types of Reports, Precautions while writing Research Reports.

UNIT – 5

Quantitative Techniques- Introduction, Statistical and operations Research techniques, Scope and application of quantitative techniques, scientific approach in decision making, Limitations.

Probability and probability, distributions - Laws of probability, Baye's theorem, Mathematical Expectation, Binomial, Poisson and normal probability distribution.

UNIT – 6

Decision Theory: Decision making under certainty, uncertainty and Risk, Decision tree analysis.

Linear Programming: Graphical and Simplex Solutions of LPP, Primal and its dual, Transport and Assignment Problems. Network Analysis : Programme Evaluation and Review Technique (PERT)

and critical path Method (CPM), Cost Analysis and Crashing the Network, Theory of Games and

Queuing Models : Two persons Zero sum games, pure and mixed strategy, Queuing mode Single channel queuing theory Application of queuing theory in business decision making. Simulation:

Advantages, Limitations, Monte Casio Method.

BOOKS FOR REFERENCE:

1. Research Methodology - O.R. Krishna Swamy
2. Research Methodology - CR. Kothari
3. Methodology and Techniques of Social Research - Wilkinson & Bhandarkar
4. Research Methodology in social science - Sadhu Singh
5. Research Methodology in Management - V.P. Michael
6. Operations Research -Kapoor, V.K.
7. Quantitative Techniques – Sultan Chand & Sons.

HA III 11 HOSPITAL MEDICAL RECORDS MANAGEMENT

Unit I -

Records Management- Introduction, meaning and importance, definition of registers, records & forms, principles of record keeping, merits and limitations, recent trends in record maintenance, electronic forms of records.

Unit – 2

Hospital Records - Meaning, Functions, Importance of medical records to Patients, Doctors, Hospitals, Public health, Press, Insurance, Police , Court of Law, Education and Research.

Unit – 3

Hospital Records – Types - Out Patient record, Causality Emergency, Surgery, Obstetrics and Gynecology, Pediatrics, investigation and diagnosis. Hospital Statistics - Evaluation of Medical Care (Medical, Nursing, Pharmacy etc Audits).

Unit – 4

Records organization and Management - Classification of records, Bases for classification, Indexing and Filing of records, Problems associated with medical records, International classification of Diseases (ICD) and Diagnostic Related Groups (DRG)

Unit – 5

Medical Registers - Meaning, Principles, Types, Purposes, Advantages of designing registers, Registers in various departments & common problems faced.

Unit – 6

Medical forms and Reports - Meaning, Types and significance, Principles of designing of forms & reports, Statutory registers and reports to be maintained.

BOOKS TO BE REFERRED:

1. Rajendra Pal Korlahalli JS, Essentials of Business Communication, Sultan Chand and Sons, New Delhi, 1999.
2. Prasantha Ghosh K. Office Management, Sultan Chand and Sons, New Delhi, 1995.
3. Francis CM & Mario C de Souza, Hospital Administration, 3rd Ed., Jaypee Brothers, N. Delhi.
4. George, MA, Hospital Administrator, Jaypee Brothers, N.Delhi, 2003.
5. Mogli. J D., Medical Records-Organisation & Management, JAYPEE Brothers.

HA III 12 PROJECT MANAGEMENT

UNIT – 1

Project Management - Introduction, Meaning & Definition of project. Defining - Project Managers, Functional Managers & Executive's role. Project Manager as a planning agent, Project Driven Vs Non Project Driven organization, marketing in the Project Driven Organization, Programs and Projects, Product Vs Project Management, Project Life Cycles, program evaluation, project analysis & management.

UNIT – 2

Project Planning- Identifying strategic project variables, Project planning, Statement of work, Project specifications, Milestone schedule, Work breakdown structure, Planning cycle, Management Control, categories of project.

UNIT – 3

Project Feasibility - technical feasibility, marketing feasibility, socio-economic feasibility, managerial feasibility, financial feasibility and potential feasibility.

UNIT – 4

Project Evaluation and Review techniques - Estimating activity time, Estimating total program time, PERT/CPM planning, Crash time, project sustainability, operations research.

UNIT – 5

Project Management Functions - Controlling, Directing, Project authority, Team building, Leadership, communications, Project review meetings, Management policies and procedures, proposal writing.

UNIT – 6

Pricing Estimating & Cost Control - Types of estimates & Pricing process, Labor distributions, Overhead rates, Material/Support costs, Pricing review, Budgeting for projects variance & earned value, Status reporting, project accounting.

BOOKS FOR REFERENCE:

1. Project Management - Choudary S
2. Project management - Joseph J Moder and Philips C.R.
3. Total Project management - Joy P.K.
4. Project Management - Harold Kerzer
5. Project Management - Josh S
6. Project Management - Saprthe R.K
7. Project Management and Control - Narendra Singh
8. Project Management and Entrepreneurship - Vasanth Desai

S P 5 COMPUTER FUNDAMENTALS

Unit – 1:

General features of a computer - generation of computers - personal computer – workstation - mainframe computer and super computers. Computer applications – data processing, information processing, commercial, office automation, industry and engineering, healthcare, Education, graphics and multimedia.

Unit – 2:

Computer organization, Central processing unit, Computer memory primary memory and secondary memory. Secondary storage devices – magnetic and optical media. Input and output units. OMR, OCR, MICR, scanner, mouse, Modem.

Unit – 3:

Computer hardware and software, Machine language and high level language, Application software. Computer program, Operating system, Computer virus, antivirus and computer security. Elements of ms dos and windows os, Computer arithmetic, Binary, octal and hexadecimal number systems, Algorithm and flowcharts - Illustrations. Elements of database and its applications.

Unit – 4:

Word processing and electronic spread sheet, An overview of ms word, ms excel and ms PowerPoint, Elements of basic programming - Simple illustrations.

Unit – 5:

Network of computers- Types of networks, LAN, intranet and internet. Internet applications, World Wide Web, E-mail, browsing and searching. Search engines. Multimedia applications.

List of practical assignments: (12 sessions of 2 hours each)

1. System use, keyboard, mouse operations. Word pad and paint brush. Creating a folder and saving a document – 2 sessions.
2. Simple MS. Dos commands – 1 session
3. Windows operating system – icons, menus and submenus, my computer – 2 sessions
4. Desktop publishing – preparation of a document using ms.word – 2 sessions
5. Installation of software, virus scanning – illustrations – 1 session.
6. Spreadsheet calculations using ms.excel – 1 session.
7. Basic programming – illustrations – 1 session.
8. Internet use. Surfing, browsing, search engines, e-mail. – 2 sessions.

BOOKS FOR REFERENCE:

1. Alexis leon and mathews leon (1999): fundamentals of information technology, leon techworld pub.
2. Jain, s.k. (1999): information technology “o” level made simple, bpb pub.
3. Jain, v.k. (2000): “o” level personal computer software, bpb pub.
4. Rajaraman, v. (1999): fundamentals of computers, prentice hall india.
5. Hamacher, computer organisation, mc graw.

S P 6 HEALTHCARE

UNIT 1:

Introduction to Health- Definition of Health, Determinants of Health, Health Indicators of India, Health Team Concept, National Health Policy, National Health Programmes (Briefly Objectives and scope), Population of India and Family welfare programme in India

UNIT 2:

Introduction to Nursing - What is nursing? Nursing principles. Inter-Personnel relationships. Bandaging - Basic turns, Bandaging extremities, Triangular Bandages and their application.

UNIT 3:

Nursing Position, Bed making, prone, lateral, dorsal, dorsal recumbent, Fowler's positions, comfort measures, Aids and rest and sleep. - Lifting and Transporting Patients: Lifting patients up in the bed, transferring from bed to wheel chair, transferring from bed to stretcher.

UNIT 4:

Bed Side Management: Giving and taking Bed pan, Urinal: Observation of stools, urine. Observation of sputum, Understand, use and care of catheters, enema giving.

UNIT 5:

Methods of Giving Nourishment: Feeding, Tube feeding, drips, transfusion - Care Of Rubber Goods - Recording of body temperature, respiration and pulse, -

Simple aseptic technique, sterilization and disinfection - Surgical Dressing: Observation of dressing procedures

UNIT 6:

First Aid: Syllabus as for Certificate Course of Red Cross Society of St. John's Ambulance Brigade.

SEMESTER IV

HA IV 13 HOSPITAL OPERATIONS MANAGEMENT-II (NON CLINICAL SERVICES)

Unit I -

Principles and methods of organizing - Administrative & support services for Hospitals, Importance & Role of supportive services / departments in the hospital management.

Unit II –

Planning, Designing, functions & management of Non-Clinical Services - Pharmacy, Physiotherapy, Clinical laboratory & Blood bank, Radiology & Imaging, Nuclear medicine, Radio therapy, Medical Records department, CSSD.

Unit III -

Nursing Services - Objective, Nursing administration, Duty of nursing officers, nursing and support staff in the ward, nursing by-laws, rules, policies and procedures, nursing audit – determining nursing complement in hospital.

Unit IV –

Planning, Designing, functions & management of Support Services: Enquiry, Reception and Admission, Dietary and catering, Linen & Laundry, Housekeeping, Security, General & Medical Stores, Ambulance & Transport service.

UNIT V -

Planning, Designing, Functions & Management of- Administrative Services, Hospital Administration Unit, Financial Management Unit, Hospital Information System, Human Resource Management, Marketing & Public Relations Unit.

UNIT - 6 -

Planning and Designing Systems – Engineering Department, Maintenance Department Biomedical Engineering, Electricity & water supply system, Air Conditioning System, Centralized Medical Gas System, Communications System, Environmental Control.

BOOKS TO BE REFERRED:

1. Principles of Hospital Administration & Planning: B.M.Sakharkar
2. Management of Hospitals: S.L.Goel, R.Kumar
3. Hospital & Health Services administration-Principles & practices, Tabish, OUP
4. Hospitals- facilities planning and management – G D Kunders
5. Hospital Planning and Administration- Llewlyn and Davis Macaulay
6. George, The Hospital Administrator - Jaypee Brothers, N. Delhi, 2003
7. Hospital Medical International Pvt. Ltd., Hospital Administration,
8. Kusum Samant, Hospital Ward Management, Vora Medical Publications, Mumbai.

HA IV 14 MANAGEMENT INFORMATION SYSTEMS

UNIT – 1: -

Introduction to MIS – Concept, roles & objectives of MIS, emergence of MIS, MIS and computers, Impact of MIS, systems approach to MIS, Advantages and disadvantages of computer based MIS, Importance of information in decision making and strategy building, information systems and subsystems.

UNIT – 2: -

Information - Classification of information, Levels of information, Methods of data and Information collection value of Information. Conceptual foundations - The decision making process, systems approach to problem solving, support systems for planning. Role of MIS in surveillance for healthcare.

UNIT – 3: -

Technical foundations of Information System - Introduction to computer concepts, hardware and software concepts applied to Information System, Database and file management, determining the information requirements. Development of MIS - factors responsible for development of MIS, Implementation of MIS & evaluation of MIS.

UNIT– 4: -

System Analysis and Design - Introduction, System Analysis for existing system, system analysis for new requirements, MIS and system /system analysis, cost benefit analysis, Subsystems of MIS (Transaction processing systems, DSS and GDSS, ES). Decision making and MIS - decision making concepts, organizational decision-making, MIS as technique for programme decisions, Decision support system, MIS and role of DSS.

UNIT – 5: -

Information Subsystems and Organization- Introduction to ERP, BPR, AI, EIS, KMS and ECRM.
Data base Management systems- Data base concepts, data base models data base design, RDEMS
MIS and RDEMS, Introduction to oracle & Data Access Management systems.
Network - Introduction, topology, LAN and WAN & Data communication.

UNIT – 6: -

MIS in operations, MIS for Finance, MIS for Marketing, MIS for production, MIS for Human
resource Management, MIS for marketing & MIS for Diagnostics. Network Usage, MIS and
client server, Data Processing/Transaction processing.

BOOKS FOR REFERENCE:

1. Javedkar, W.S.-Management Information Systems (Tata McGraw-Hill Publishing Company Ltd., New Delhi)
2. Mardic R.G., Ross J.E.& clagget J.R. - Information System for Modern Management (Prentice Hall of India)
3. James A.O. Brien Management Information Systems, (Galgota Publications)
4. Locus, Analysis, Design and Implementation of Information System (McGraw-Hill Book Co.)
5. Anderson, Lavid L. Post, Gerald V., Management Information System (Tata-McGraw Hill Publishing Co.)

HA IV 15 STRATEGIC MANAGEMENT

UNIT – 1 –

Business Policy- Introduction, Definition and Importance, Purpose & objectives of business policy.

UNIT – 2 -

Utility and application of strategic management- Meaning and definition of strategy, Need & process of strategic management, Strategic decision-making. Reasons for failure of strategic management, Strategists and their role in strategic management.

UNIT – 3 -

Environment appraisal- The concept of environment, The Company and its environment, scanning the environment, relating opportunities and resources based on appraisal of the environment (situation analysis - opportunities and threats analysis).

UNIT – 4 -

Strategic planning - Process, strategic plan. Corporate level strategies [Stability strategy, expansion strategy, merger strategy, retrenchment strategy, restructures strategy]. Business level strategy - SBU (strategic business units, cost leadership, decentralization).

UNIT – 5 -

Implementation of strategies: Activating strategy - interrelationship between formulation and implementation, aspects of strategy implementation, project implementation, and procedural implementation, Structural implementation, structural considerations & structures for strategies. Organizational Design and change, Organizational systems, Behavioral implementation, Leadership implementation, corporate culture, corporate politics and use of power. Functional and operational implementation - Functional strategies, Functional Plans and policies, Financial, marketing, operational and personnel dimensions of functional plans and policies, Integration of functional plans and policies.

UNIT – 6 -

Strategy evaluation - Strategic evaluation and control, operational control, overview of management control, focus on KRA (Key Result Areas).

UNIT – 7 -

Social responsibilities - The Company and its social responsibilities, social responsibility for economic growth, Social audit.

BOOKS FOR REFERENCE:

1. R. Nanjundaiah & Dr. S. Ramesh, Strategic planning and business policy.
2. Azhar Kazmi, Business policy and strategic management.
3. Michael, Business policy and Environment.
4. Verma, Business policy.
5. Ghosh P.K, Business policy and strategic Planning & management.
6. Lawrence, Business policy and strategic management.
7. Sukul Lomesh, P.K. Mishra, Business Policy and Strategic Management.
8. Sharma & Gupta, Strategic Management.

HA IV 16 COST ACCOUNTING

UNIT-1:

Cost accounting – Introduction, Meaning and Definition of Cost, Costing and Cost Accounting- Objectives of Costing- Comparison between Financial Accounting and Cost accounting- Scope

and Uses of Cost Accounting- Classification of Costs- Cost Unit- Cost Center- Elements of Cost- Preparation of Cost Sheet- Tenders and Quotations.

UNIT-2:

Material cost control – Meaning, Types- Direct Material- Indirect Material- Purchasing Procedure- Material Control- Techniques of Inventory Control- Setting of Stock Levels- EOQ- ABC Analysis- VED Analysis- Perpetual Inventory System- Methods of Pricing Material Issues: FIFO, LIFO, Simple Average Price Method, Weighted Average Price Method..

UNIT-3:

Labour cost control – Meaning, Types, Direct Labour, and Indirect Labour. Time Keeping, Time Booking, Idle Time, Over Time, Labour Turn Over- Time Rate System- Piece Rate System- Incentive Systems- Halsey Plan- Rowan Plan- Taylors Differential Piece rate System and Merricks Differential Piece rate System- Employee welfare Cost and Fringe Benefits.

UNIT-4:

Overhead cost control- Meaning and Definition, Classification of Overheads, Procedure for Accounting and Control of Overheads, Allocation of Overheads, Apportionment of Overheads- Primary Overhead Distribution Summary, Secondary Overhead Distribution Summary: Repeated Distribution Method and Simultaneous Equations Method, Absorption of Overheads, Methods of Absorption: Machine Hour Rate.

UNIT-5:

Reconciliation of cost and financial accounts - Need for Reconciliation, Reasons for Difference in Profit or Loss shown by Cost Accounts and Financial Accounts, Preparation of Reconciliation Statement.

UNIT-6:

Methods and techniques of costing- Costing Methods: Output Costing, Contract Costing, Service Costing, and Process Costing (only theory)

Cost Control Techniques: Budgetary Control, Standard Costing and Marginal Costing (only theory)

BOOKS TO BE REFERRED:

1. M.N.Arora: Cost Accounting
2. S.P.Jain and K.L.Narang: Cost Accounting
3. S.P.Iyengar: Cost Accounting
4. S.N.Maheshwari Cost Accounting
5. M.L.Agarwal: Cost Accounting

S P 7 ENVIRONMENT & ECOLOGY

Unit – 1

General meaning of environment, relevance of the subject environment, ecology for hospital administrators.

Unit – 2

Brief outline of the environment (protection) act 1986 & its importance for hospital administration, Legislation vs. Social obligation of hospitals, Role of ngo's like green peace in environmental protection.

Unit – 3

Ecology - brief outline on elements of ecology; brief discussion on ecological balance and consequences of change, principles of environmental impact assessment. Environmental impact assessment report (eia).

Unit – 4

Air pollution and control - factors responsible for causing air pollution in hospitals, sources & effects of air pollutants in the hospital context. Primary & secondary pollutants, green house effect, depletion of ozone layer. Brief discussion on the air (prevention & control of pollution) Act 1989.

Unit – 5

Water pollution and control - brief discussion on hydrosphere, natural water, pollutants: their origin and effects, river/lake/ground water pollution, the financial implication of water pollution control and steps required to be taken e.g. Sewerage treatment plant, water treatment plant.

Standards and control in Relation to the effect of legislation by central and state boards for prevention and control of water pollution.

Unit – 6

Land pollution- Brief understanding of lithosphere, pollutants, municipal, industrial, commercial, agricultural, hospital, hazardous solid waste); their original effects, collection and disposal of solid waste, recovery & conversion methods in relation to an hospital enterprise with discussion about the financial implication.

Unit – 7

Noise pollution - Sources, effects, standards & control

BOOKS FOR REFERENCE

1. Environmental science, cunningham,tmh
2. Environmental studies, a.k.de & a.k.de, new age international
3. Environmental pollution control engineering, c.s.rao, new age international
4. Environmental management, n.k. oberoi, excel books
5. Ecosystem principles & sustainable agriculture, sithamparanathan, scitech
6. Text book of environmental studies for under graduate courses by erach bharucha reprinted in 2006, orient longman private limited /universities press india pvt. Ltd

SEMESTER V

HA V 17 QUALITY IN HEALTHCARE

UNIT – 1 -

Fundamentals of Quality Management: Introduction, Objectives, Historical Background, Concept of Quality Management, contributions by Quality Management Gurus (Kaoru Ishikawa, Juran's trilogy, Kaizen, Philip Crosby's principles, Deming, Pareto)

UNIT – 2 -

Quality control tools & techniques - Brain storming, Bench marking, Business process reengineering (BPR), statistical process control, fish bone diagram, six sigma concept, poka yoke, Quality Assurance, Continuous quality improvement (CQI), quality circles.

UNIT – 3 -

Techniques of Quality Management - Improving Hospital Performance, Patient Participation, Quality Health Care through Patient Satisfaction, conceptual model for assessing quality in health care.

UNIT – 4 -

Organization wide Quality Improvement in Health Care – Introduction, organizing for Quality Assessment, Quality Improvement fundamentals, A Quality Improvement model of daily Patient Care.

UNIT – 5 -

Assessing Quality Health Care - Attributes of Quality in Health Care, Attributes of a Good Patient Practitioners Relationship, Patient Satisfaction Survey, and The measurement of Quality in health care.

UNIT – 6 -

Total quality management - The implementation of Total Quality, Planning Quality, organizing Quality, Evaluating Quality, Transforming organizations to a Total Quality Philosophy and Culture. Outcome Management and Total Quality - Background of Quality outcome, what is quality outcome and what is outcome Management?

UNIT – 7 -

Concepts of Accreditation in Hospitals: NABH, NABL, JCI - ISO 9000 Quality Management, Effects and Benefits of ISO 9000 management System & clauses. Audits for quality assessment & management-Antibiotic audit, Infection control Review & Tissue Committee review.

BOOKS TO BE REFERRED:

1. Raandi Schmidt J. Trumbo and R. Jonson, Quality in Health Care Sector – ASQC Quality Press.
2. Quality Improvement in Health Care, 2nd Ed, Nelson Thrones
3. Total Quality Management, S.K.Joshy

HA V 18 HUMAN RESOURCE MANAGEMENT

UNIT – 1 -

Human Resource Management - Meaning of HRM, Importance of HRM, Objectives and Functions, process of HRM, Systems and Techniques, Role of human resource manager, duties and responsibilities of human resource Manager, typical organization set up of human resource department.

UNIT – 2 -

Human resource planning, Recruitment, Selection and Placement in hospitals- Meaning and importance of human resource planning, benefits of human resource planning, Meaning of recruitment, selection, placement and training, Methods of Recruitment and Selection, Uses of tests in selection, Problems involved in placement.

UNIT – 3 -

Training and Induction in hospitals - Meaning of Training and Induction, Objective and purpose of induction, Need for training, benefits of training, Identification of training needs, methods of training, executive development.

UNIT – 4 –

Performance Appraisal – Meaning, objectives, methods of performance appraisal and limitations, productivity analysis. Reference checking- concept, definition, process, benefits and challenges.

UNIT – 5 -

Principles and techniques of wage fixation - meaning & objectives of compensation. Promotion & Transfers in Hospitals – Purpose & basis of promotion, Meaning, reasons & types of transfer, right sizing of work force. Need for right sizing, Developing Policies for Compensation, Incentive, promotion & Welfare Programmes.

UNIT – 6 -

Work Environment - Meaning of work environment, Quality of work life, Fatigue, Implications of fatigue, causes and symptoms of fatigue. Monotony and boredom - factors contributing to monotony and boredom. Industrial accidents, Employee safety & Morale, Grievance & Grievances handling, Personnel records & Personnel Audits.

UNIT – 7 -

HRD - Meaning of HRD, Role of training in HRD, Knowledge management, Knowledge resources, Impact of globalization on human resource management, problems in relation to Hospitals.

BOOKS FOR REFERENCE:

1. C.B.Mammoria - Personnel management
2. Edwin Flippo - Personnel management
3. Aswathappa - Human Resource Management
4. Subba Rao - Human Resources management
5. Michael Porter - HRM and human Relations
6. Biswanath Ghosh - Human Resource Development and Management.
7. Reddy & Appanniah - Personnel Management.
8. Sahni - Personnel Management.

HA V 19 HOSPITAL HAZARDS & DISASTER MANAGEMENT

Unit 1-

Hospital hazards – meaning, types (physical, biological, mechanical & psychological), its impact on employees, preventive measures. Hospital hazards management- meaning, need, principles, purpose

Unit 2 -

Control of hospital acquired infection- types of infection, Common Nosocomial infections and their causative agents, prevention of hospital acquired infection, role of central sterile supply department, infection control committee, monitoring and control of cross infection, staff health, and patient safety.

Unit 3 -

Biomedical waste management – meaning & categories of biomedical Wastes, disposal of biomedical waste products, incineration and its importance. Government rules and schedules, standards for waste autoclaving, micro waving and deep burial, segregation, packaging, transportation & storage.

Unit 4 -

Human waste disposal and sewage disposal- diseases carried from excreta, sanitation barrier, methods of excreta disposal. Sewage wastes – meaning, composition, aims of sewage disposal, decomposition of organic matter, modern sewage treatment, drawbacks of improper disposal of wastes – solid and liquid – effluent treatment plan.

Unit 5 -

Medical insurance: national insurance companies, paramount health care services, third party insurance, payment terms and conditions & limitations of liability and indemnity.

Unit 6 -Disaster – meaning, types, manmade, natural, need for disaster Management. Management of natural disasters - flood, earth quake, drought, cyclone, tsunami etc. Epidemics - cholera, plague, typhoid, jaundice & management of epidemics.

Unit 7 -

Management of man-made disasters - nuclear, biological & chemical disasters, Accidents - road,

train & fire. Management of food poisoning, alcoholic and drug addiction, organization of medical camps.

Unit 8 -

Management of disaster – prevention, method precautions, ambulance management. Role of hospitals, community, voluntary agencies and government in disaster management.

BOOKS TO BE REFERRED:

1. Shahunth and panekar v. - first aid, vora publication
2. First aid manual - accident and emergency, vora medical publn.
3. Park k. - Preventive and social medicine
4. Park k - Text book on hygiene and preventive medicine, banarsidas bhanot.

HA V 20 FINANCIAL MANAGEMENT

Unit- -

Introduction- meaning and definition of finance, finance function, aims of finance, functions, organization structure of finance. Financial management- goals of financial management, financial decisions & role of a financial manager. Financial planning- steps in financial planning, Principles of a sound financial planning.

Unit-2:

Time value of money- Introduction, meaning, definition, need, future value (single-uneven flow and annuity, present value (single-uneven flow and annuity), doubling period.

Unit-3

Financing decisions - Introduction to capitalization and capital structure, sources and instruments of funds (long term, medium term and short term sources). Capital market - primary and secondary, money market.

Unit-4

Cost of capital - Meaning, computation of cost of capital - cost of equity, preference, debentures

and retained earnings. Weighted average cost of capital & marginal cost of capital.

Unit-5

Capital structure- Meaning, optimum capital structure, factors influencing capital structure, ebit eps analysis & problems. Leverages- operating leverage, financial leverage, combined leverage & problems.

Unit-6

Investment decision- Introduction, meaning and definition of capital budgeting, features, significance, process, techniques of capital budgeting, payback period, accounting rate of return, net present value, internal rate of return & problems.

Unit-7

Working capital management- Introduction, concept of working capital, significance of adequate working capital, evils of excess or inadequate working capital, determinants of working capital, cash management, receivables management, inventory management & simple problems on working capital requirements.

Unit-8-

Dividend decision – Introduction, meaning and definition, determinants of dividend policy, types of dividend policy & forms of dividends.

BOOKS TO BE REFERRED:

1. Khan and jain: financial management
2. Prasanna chandra- financial management
3. I.m.pandey: financial management
4. Sharma and shashi.k.gupta: financial management
5. S.n.maheshwari: financial management

SEMESTER VI

HA VI 21 MATERIALS PLANNING & MANAGEMENT

UNIT- 1

Materials management – meaning, concept, objectives & importance. Material planning – objectives, integrated approach to materials planning and control, relevance of materials management to hospitals.

UNIT – 2

Purchasing – types, significance of purchasing policy, principles of scientific purchasing, factors affecting purchasing, essence of sound purchasing policy, purchasing methods, purchasing procedure, imports of equipments and medicines for hospitals. LC payments, common foreign currencies, documents & procedures.

UNIT – 3

Stores management – objectives, functions, stores location, store accounting and records, stock verification, principles of storage & stores accounting, types of storage care & preservation of materials, equipments in inventory control, role of computers in stores management, need of research for stores management.

UNIT – 4

Inventory control and purchase management - meaning and significance, concept, importance, techniques. Purchasing & procurement - principles of sourcing, purchase methods & procedures, legal aspects of purchasing. Reference to contract act, sale of goods act, drug control act in respect to purchase activities, Import substitution.

UNIT – 5

Quality control & quality management - principles & methods, distribution management (logistics management), distribution of materials to various departments & auxiliary services. Exceptional

management needs in healthcare units – management of blood bank, donated organs, morgues, dispensaries.

UNIT -6 -

Contract administration- administration of services obtained through contract principles. Model contract for laundry, dietary, dispensary, security & ambulance services.

BOOKS FOR REFERENCE:

1. Jha s.m, hospital management 2001, hph, mumbai.
2. Ammer s, purchasing and materials management for health care institutions; north eastern university.
3. Jha s.m, services marketing
4. Chap 12 hospital marketing 2000, hph, mumbai.

HA VI 22 MARKETING MANAGEMENT & PUBLIC RELATIONS IN HEALTHCARE

UNIT— 1

Introduction to marketing- definition, nature, scope and importance of marketing, approaches to the study of marketing and economic development, traditional and modern concept of marketing, functions of marketing.

UNIT - 2:-

Marketing environment- analyzing needs & trends in the micro & macro- environment.
Marketing mix- the elements of marketing mix. Market segmentation - bases for market segmentation, requisites of sound marketing segmentation. Market targeting strategies – positioning, undifferentiated marketing, concentrated marketing & Services marketing.

UNIT— 3:

Analyzing consumer markets and buying behavior – factors influencing buying behavior (cultural, social, personal, psychological), the buying decision process & stages of the buying decision process

UNIT— 4:

Product – classification of products, product mix decision, product line, product addition & deletion. Product lifecycle, product planning, diversification, product positioning. New product development process and strategies, concepts of branding, packaging & labeling

UNIT—s

Pricing – pricing objectives, policies, factors influencing pricing policy, method of pricing policies and strategies.

UNIT—

Channels of distribution – definition, need, channel, design decision, channel management decision, factors affecting channels & types of marketing channels.

UNIT—

Promotion – nature and importance of promotion, promotional methods – advertising decisions, differences between sales promotion & public relations , direct selling, advertising copy, evaluation of advertising, differences between personal selling and sales promotion.

UNIT—

Marketing research – marketing information system, components, marketing intelligence system, marketing research, process, types and techniques of organizing marketing research.

UNIT—

Recent trends in hospital marketing – e- business, tele-marketing, m-business, and relationship marketing, Retailing, concept marketing & virtual marketing. Application of social media in hospital marketing & Concepts of digital marketing.

UNIT-

Public relations (PR) – theory and concept, branches of public relations, roles of public relations staff in hospitals, functions of public relations department, differences between HRM & PR, liaison with government agencies.

BOOKS FOR REFERENCE:

1. Philip Kotler - marketing management
2. Wiliam j.Stanton - marketing management
3. Sherleker S. A - marketing management
4. J. C Gandhi - marketing management
5. Davar - modern marketing management.
6. Joelr. Evans and Barry berman - marketing in the 21st century, biztantra pub.
7. P K .Gupta.eph - Marketing management & Research.
8. M.v.kulkarni .eph - Marketing research.

HA V 23 MANAGEMENT ACCOUNTING

Unit-1:

Introduction to management accounting- Meaning, objectives, nature and scope of management accounting, role of management accountant, relationship between financial accounting, cost accounting and management accounting.

Unit-2:

Financial statement analysis- Meaning, types, types of financial analysis, methods of financial statement analysis, comparative statements, common size statements, trend analysis.

Unit-3:

Ratio analysis - Meaning, importance, utility of ratios, classification, calculation & limitations of ratios.

Unit-4:

Fund flow and cash flow analysis- Meaning, concept of funds flow statement, uses and significance of funds flow statement, procedure for preparing funds flow statement, schedule of changes in working capital, funds from operations, statement of sources and application of funds. Cash flow analysis- meaning and concept, comparison between cash flow and funds flow statements, uses and significance of cash flow statement, cash flow

from operating, investment and financing activities.

Unit-5:

Marginal costing - Marginal costing, meaning, features and assumptions, CVP analysis, calculation of breakeven point.

Budgetary control - meaning and definition of budget and budgetary control, objectives of budgetary control, classification of budget, preparation of flexible budget & cash budget.

BOOKS FOR REFERENCE:

1. M.n.arora: management accounting
2. Sharma and gupta: management accounting
3. S.n.maheshwari management accounting
4. Jawaharlal: essentials of managerial accounting
5. B.s.raman: management accounting

HA VI 24 HOSPITALS RELATED LAW

UNIT – 1

Introduction to Indian constitution- content and significance of fundamental rights and duties, sources of law, interpretation of law, important provisions under Indian contract act, insurance act, trust act, societies registration act.

UNIT – 2

Laws governing the qualification or practice and conduct of professionals: transplantation of human organs act 1994, pre-natal diagnostic techniques (regulation and prevention of misuse) act 1994, central births and deaths registration act 1969, medical termination of pregnancy act 1971, mental health act, patient consent.

UNIT – 3

Law governing sale, storage of drugs and safe medication: drugs and cosmetics act 1948, narcotics and psychotropic substances act, pharmacy act 1948, poison act 1919, sales of goods act, drugs and magic remedies (objectionable advertisement) act 1954, dying declaration.

UNIT – 4

Law governing employment and management of manpower: employees provident fund act 1952, payment of gratuity act 1972, minimum wages act 1948, payment of wages act 1916, maternity benefit act 1961, workmen compensation act 1923, industrial employment (standing order) act, trade union act, industrial disputes act.

UNIT – 5

Laws governing medico-legal aspects: consumer protection act 1986, application of c.p act in hospital, recent judgment of supreme court, implication for health professionals, medical negligence act, bio-medical waste management rules, fire safety rules and act, medical establishment (registration and regulation) act, Indian evidence act, .law of torts, income tax act.

UNIT – 6

Ethics in health care: introduction to ethics; nature, scope and purpose- values, norms, beliefs and standards , ethical guidelines for bio-medical research, Indian medical council (professional conduct, etiquette and ethical regulation).

BOOKS FOR REFERENCE:

1. Hospital Law Manual – Walters Kluwer
2. Hospital Law Manual- Aspen Health law
3. Hospital & Law - Brig. M A George.

SECTION-IV

MONITORING LEARNING PROGRESS

It is essential to monitor the learning progress of each candidate through continuous appraisal and regular assessment. It not only also helps teachers to evaluate students, but also students to evaluate themselves. The monitoring is done by the staff of the department based on participation of students in various teaching / learning activities. It may be structured and assessment be done using checklists that assess various aspects. Model Checklists are given in this Unit which may be copied and used.

The learning out comes to be assessed should include:

- 1) **Acquisition of Knowledge:** The methods used comprise of `Log Book' which records participation in various teaching / learning activities by the students. The number of activities attended and the number in which presentations are made are to be recorded. The log book should periodically be validated by the supervisors. Some of the activities are listed. The list is not complete. Institutions may include additional activities, if so, desired.

Journal Review Meeting (Journal Club): The ability to do literature search, in depth study, presentation skills, and use of audio- visual aids are to be assessed. The assessment is made by faculty members and peers attending the meeting using a checklist (see Model Checklist – I, Section IV)

Seminars / Symposia: The topics should be assigned to the student well in advance to facilitate in depth study. The ability to do literature search, in depth study, presentation skills and use of audio- visual aids are to be assessed using a checklist (see Model Checklist-II, Section IV)

- 2) **Teaching skills:** Candidates should be encouraged to teach their own classmates or junior students. This performance should be based on assessment by the faculty

members of the department and from feedback from the undergraduate students
(See Model checklist III, Section IV)

- 3) **Project Work:** Please see checklist IV and V in Section IV.
- 4) **Work diary / Log Book-** Every candidate shall maintain a work diary and record his/her participation in the training programmes conducted by the department such as journal reviews, seminars, etc. Special mention may be made of the presentations by the candidate.

Log book

The log book is a record of the important activities of the candidates during his training, Internal assessment should be based on the evaluation of the log book. Collectively, log books are a tool for the evaluation of the training programme of the institution by external agencies. The record includes academic activities as well as the presentations and procedures carried out by the candidate.

Format for the log book for the different activities is given in Tables 1 and 2 of Section IV. Copies may be made and used by the institutions.

Procedure for defaulters: Every department should have a committee to review such situations. The defaulting candidate is counseled by the guide and head of the department. In extreme cases of default the departmental committee may recommend that defaulting candidate be withheld from appearing the examination, if she/he fails to fulfill the requirements in spite of being given adequate chances to set himself or herself right.

Format of Model Checklists

Checklist-I: MODEL CHECKLIST FOR EVALUATION OF JOURNAL REVIEW PRESENTATIONS

Name of the student:

Date:

Name of the faculty/ Observer:

SL NO.	CONTENT FOR OBSERVATION	MARKS (10)
1	Article chosen	
2	Extent of understanding of the article	
3	Relevant references consulted	
4	Presenter's fluency, tone, boldness & body language	
5	The sequence of ideas	
6	Audio-visual aids used	
7	Ability to defend the paper	
8	Clarity of presentation	
9	Control over audience	
10	Ability to respond to questions on the paper /subject	
	Total Score (100)	

Checklist-II: MODEL CHECK LIST FOR THE EVALUATION OF SEMINAR

Name of the student:

Date:

Name of the faculty/ Observer:

SL NO	CONTENT FOR OBSERVATION	MARKS (10)
1	Content preparation	
2	Extent of understanding of the content	
3	Comprehensiveness of the content	
4	The use of practical examples and /or illustrations	
5	The use of practical examples and /or illustrations	
6	Audio-visual aids used	
7	Control over audience	
8	Ability to convey the content	
9	Evokes audience interest in the subject	
10	References taken	
	Total score (100)	

Checklist - IV: MODEL CHECK LIST FOR PROJECT WORK PRESENTATIONS

Name of the student:

Date:

Name of the faculty/ Observer:

SL NO.	POINTS TO BE CONSIDERED	POOR 0	BELOW AVERAGE 1	AVERAGE 2	GOOD 3	EXCELLENT 4
1	Topic selection					
2	Appropriate review					
3	Discussion with guide and other faculty					
4	Quality of protocol					
5	Preparation of Performance					
	Total score					

**Checklist - V: CONTINUOUS EVALUATION OF PROJECT WORK BY GUIDE/
CO-GUIDE**

Name of the student:

Date:

Name of the faculty/ Observer:

SL NO	CONTENT FOR OBSERVATION	POOR 0	BELOW AVERAGE 1	AVERAGE 2	GOOD 3	EXCELLENT 4
1	Periodic consultation with guide/ co-guide					
2	Depth of Analysis/ Discussion					
3	Department presentation of findings					
4	Quality of final output					
5	Others					
	Total score					

OVERALL ASSESSMENT SHEET

Date:

CHECK LIST NO.	NAME OF THE STUDENTS			
	A	B	C	D
1				
2				
3				

Signature of the HOD

Signature of the Principal

The above overall assessment sheet used along with logbook should form the basis for certifying satisfactory completion of course of study, in addition to the attendance requirement.

KEY

Mean score: Is the sum all the scores of checklists 1 to 5

A, B, C: Name of the students

LOG BOOK

Table 1: Academic activities attended:

Name:

Admission Year:

College:

Date	Type of activity Seminar, Journal club, presentation	Particulars

Table 2: Academic presentations made by the student

Name:

Admission Year:

College:

Date	Topic	Type of activity - seminar, journal club, presentation

SECTION-VI

Minimum Requirements of infrastructure and Teaching staff Guidelines to Start BHA

1. Any organization under:(i) Central Government/State Government/Local body (ii) Registered Private or Public Trust (iii) Missionary or any other organization registered under Society Registration Act (iv) Company incorporated under section 25 of company's act and has hospital or healthcare as one of the objectives and also has the required infrastructure & faculty can start Bachelors in Hospital Administration (BHA) Course.
2. Institutions who desires to start BHA course shall require

SI No	TEACHING BLOCK
A.	Land
B.	Building
C.	Library with minimum 350 books of relevant subject
D.	Lighting & Fan
E.	Drinking water facility
F	Appropriate furniture facility for required number of students

A. Land - Land should be owned/leased/rented.

B. Building - Academic building sufficient to accommodate the faculties, lecture and seminar rooms, library, with minimum 10 sq.ft. per student.

- Building should be in build area as per number of students approved. Look into building.

- Rooms

- i. 1 Principal Room
 - ii. 1 staff room (min 20 sqft/staff)
 - iii. 1 Office room (min 20 sqft/staff)
 - iv. 4 class rooms (min 10sqft/student) well ventilated with proper lighting and fans. There should be built in Black/Green/White Boards. There should also be provision for projector.
 - v. 1 seminar hall
 - vi. Common Room for girls and boys
 - vii. Toilets girls and boys separately
- R.C.C. Permanent Building. Ceiling Height minimum 10 feet preferably 11 feet.
 - The building completion and stability certificate issued by competent authorities should be produced

C. Library - Should have minimum 400 books or 50 books in each different title on each subject, which ever required for the course.

- Books should include, text books, reference books, besides that at least 2 national's journals and international journals.
- Library Room size should be of minimum 15sq.ft/ student

A well stocked library with latest edition books and journals on the following subjects.

- Hospital Administration

- General Management
- Organizational Behavior
- Biostatistics, Operations Research and Research Methodology
- Epidemiology, Public Health, Medical Ethics and Health Administration in India
- Basic Accounting and Cost Accounting
- Financial Management in Healthcare
- Health Economics, Principles and practice of Economics
- Legal Issues in Healthcare & Business Ethics
- Human Resources Management in Healthcare
- Industrial relations in Healthcare
- Marketing Management in Healthcare
- Materials Management in Healthcare
- Hospital Planning and Organization
- Quality Management in Healthcare
- Management Information System
- Entrepreneurship & Consultancy Management

Access to Internet facilities and online publications should be made available to students

D. Adequate civic facilities essential for students - like, water, drinking water, electricity, ventilation, toilets, sewerage etc

.

E. Appropriate furniture for lecture/seminar rooms, library, faculty rooms, and rooms for administrative staff.

F. Teaching Faculty

For intake of up to - 30 students

- Minimum one Senior and Three faculty are required for a intake upto 30 students.
- Three Junior faculty at the level of Lecturer and above.
- For every additional 30 admissions, Two junior faculty plus one senior or three junior faculty is required.

Visiting and part time faculty: Hospital Administration being multi disciplinary subject will always need contribution from visiting and part time faculty with post graduate qualification and five years of teaching experience in a university recognized Institution. Following are the suggested areas that could be covered by the visiting faculty.

1. Epidemiology, Medical Ethics and Public Health Administration in India.
2. Business, Operations Research and Research Methodology.
3. Financial Management and Basic Accounting.
4. Health Economics, Principles and Practice of Economics.
5. Legal Issues in Healthcare and Business Ethics by an eminent Lawyer.
6. A MBBS graduate with good command on Anatomy, Physiology, Biochemistry Microbiology and Pharmacology to teach Human Body and Function.

G.HOSPITAL SET UP MOU with minimum 50 bedded hospital for practical training of students

The hospital have minimum 50 lakh turnover in last 2 year and preferably entry level **NABH** certified

ANNEXURE

DEPARTMENTS FOR POSTINGS

1. Out Patient Department
2. Laboratory
3. Radiology
4. Inpatient Department (Department wise)
5. Housekeeping & Maintenance (Civil , Water & Electricity)
6. Laundry & Linen
7. Medical Records Department
8. Accounts, Billing & Finance
9. ICU, CCU, NICU, Emergency
10. OT
11. Stores
12. Pharmacy
13. Blood Bank
14. Human Resource Department
15. IT
16. Marketing & Public Relations
17. Transport & Ambulance
18. Front Office, Administration & EPABX
19. Cafeteria

**Diploma in
Public Health &
Sanitation**

First Semester

S.No.	Paper Title	Credits (T)	Credits (P)	Credits (Total)
1.	Elements of Health, Public Health, Basic Sciences, Behavioral Science and Nutrition	4	1	5
2.	Health Administration, MCH, CSSM, FW, Demography, H&FW Programmes, Occupational Health, Public Health related acts	4	1	5
3.	Inspection of Trade Premises	1	4	5
4.	Practical Spots	-	3	3

PAPER-I

Elements of Health, Public Health, Basic Sciences, Behavioral Science and Nutrition

S. No	Unit	Topic	Max Marks
1.	Unit - I	<p>Introduction To Health, Public Health And Determinants of Health</p> <ul style="list-style-type: none"> A. Concept of health B. Determination of health C. Concept of public health D. Difference between preventive and social medicine, community medicine and public health E. Evolution of public health F. Public health in India <p>Job description of sanitary Inspector and Various other Health Functionaries</p> <ul style="list-style-type: none"> A. Role of sanitary inspector as a food inspector B. Responsibilities of health assistant male C. Multipurpose health supervisor(male) D. Communication diseases and non communicable diseases and immunization E. Job responsibilities of health female supervisor F. Family planning G. ASHA (accredited social health activist) H. Maternal and child health <p>Elementary Physics , Chemistry And Chemical Used In Public Health</p> <ul style="list-style-type: none"> A. Thermometers B. Light , Uses of the energy from the sun C. Hardness of water D. Some common compound of molecules Used in public Health E. Elementary Biochemistry F. Proteins ,carbohydrates ,Nucleic acids ,Metabolism <p>Important Techniques</p> <ul style="list-style-type: none"> A. Temperature B. Thermometers C. Sites to take body temperature, oral rectal D. Pulse E. Respiration ,abnormal respiration F. How to give Injection 	20
2.	Unit – II	<p>Behavioral Science, Health Education and Communication for Health</p> <ul style="list-style-type: none"> A. Community Health Aspect B. Social and Behavioral Science C. Psychology D. Behavior and Emotion E. Personality & Group Behavior F. Family and types of Families G. Culture Factor in Health & Diseases H. Environmental Sanitation 	20

		<ul style="list-style-type: none"> I. Health Education, Definition & Objectives, Contents of Health Education, Principle of Health Education J. Audio visual Aids used in Health Education K. IEC(Information, Education and Communication) L. Communication Health Techniques M. Inter Personal Communication N. Importance of Interview, Skills required for Interviewing O. Ways of removing misconception /rumors 	
3.	Unit - III	<p>Elementary Anatomy, Physiology and pharmacology</p> <ul style="list-style-type: none"> A. Application of Anatomy & Physiology for the Sanitary Inspectors B. Human Tissues C. Skeletal System D. Muscular System E. Cardiovascular System F. Respiratory System G. Digestive System H. Excretory System I. Glandular System J. Nervous System K. The Eye L. The Ear M. Reproductive System N. The Male Reproductive System 	20
4.	Unit - IV	<p>Nutrition</p> <ul style="list-style-type: none"> A. Nutrients Contents B. Functions of Carbohydrates C. Hydrogenation D. Vitamin D deficiency disorders E. Vitamin D Complex F. Prevention and Control G. Protein Energy Malnutrition (PEM) H. Balanced diet I. Food Additives <p>Elementary Pharmacology</p> <ul style="list-style-type: none"> A. Sources of Drugs B. Factor affecting drug Action C. Forms of Drugs ,Rules of Drug Administration D. Action of Drug in the Body E. Classification Of Drugs F. Factors Influencing Dose G. Proctology 	20
5.	Unit –V	<p>Personal Hygiene, First Aid Common Ailment and Their treatment</p> <ul style="list-style-type: none"> A. Three good habit of Suggest B. Treatment C. Prevention D. Eye Diseases, Test of Sights E. Rest and Sleep F. Exercise, Yoga, Recreation, Posture G. First Aid, Wounds 	20

		<ul style="list-style-type: none">H. Infected WoundI. Bleeding and ShockJ. Procedure of control of hemorrhage by indirect pressureK. Fractures, Treatment of FracturesL. Rules for transportation of casualtyM. Types of bandageN. Relevant PointsO. BitesP. Poisonous SubstancesQ. BurnsR. Electric injury	
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PAPER -2

Health Administration, MCH, CSSM, FW, Demography, H&FW Programmes,
Occupational Health, Public Health related acts

S. No.	Unit	Topic	Max Marks
1.	Unit – I	<p>Primary Health Care, Three Tire Health Care Delivery System, Health Administration in India, Panchayat Raj and Local Self Government Institutions</p> <p>A. Principles of Primary Health Care</p> <p>B. Health Planning in India, NITI AYOOG, Functions of NITI AYOOG</p> <p>C. Five Year Plans</p> <p>D. Union Ministry Of Health and Family Welfare, Organization, Functions</p> <p>E. Directorate General of Health Services(DGHS)</p> <p>F. State Health Administration</p> <p>G. Health Care Organization Model in India</p> <p>H. Panchayat</p> <p>I. Functions of Civic Local Bodies</p> <p>J. Village Health Sanitation and Nutrition Committee, Roles and Responsibilities</p> <p>K. National Rural Health Mission (NRHM)</p> <p>L. Disease Surveillance, Integrated Disease Surveillance Project (IDSP)</p> <p>M. UNICEF</p> <p>N. International Red Cross</p> <p>O. World Bank</p> <p>P. Care</p>	20
2.	Unit – II	<p>Maternal and Child Health</p> <p>A. Introduction Obstetrics</p> <p>B. Social Obstetrics</p> <p>C. Care of Mother</p> <p>D. Antenatal Care</p> <p>E. Prevention of hypothermia: Kangaroo Mother Care</p> <p>F. Post natal care</p> <p>G. Care of Infant</p> <p>H. Prenatal Mortality</p> <p>I. Measurements of the baby</p> <p>J. Baby friendly Hospital Initiative</p> <p>K. The Under Five Clinic</p> <p>L. Growth Chart</p> <p>M. Janani Suraksha Yojana</p> <p>N. National Health Mission</p> <p>O. National Urban Health Mission</p> <p>Demography and Family welfare</p> <p>A. Demography</p> <p>B. Terminal Method</p> <p>C. Intra Uterine Devices (IUD)</p>	20

		<p>D. MTP Act (Medical Termination of Pregnancy Act.) E. Family Planning ,New Initiatives in Family Planning Programme</p>	
3.	Unit – III	<p>Health Information and Basic Statistics</p> <p>A. Elementary Statistics B. Sampling C. Applications & uses of Biostatistics D. Presentation of Statistical data E. Mortality Statistic</p> <p>The Registration of Birth and Deaths Act</p> <p>A. Registration Organization B. Implementation of the Registration acts, Disposal of Dead</p> <p>Maintenance of Records and Reports</p> <p>A. Introduction: B. Records C. Reporting D. Registration of Birth & Dates E. Management Information System (MIS) F. Electronic Governance of E-Governance RCH Portal</p> <p>Provisions in the Municipal Act Pertaining to Public Health</p> <p>A. Main Objectives and Functions of Legal Provisions B. Grant Of License for Nurses Establishment, C. Registration of Nursing Home D. Bye-Laws E. Epidemic Diseases Act, 1897 F. Inspection of nursing Home G. The Protection of Women From Domestic Violence Act. 2005 H. The Hindu Marriage Act 1955</p>	20

4.	Unit – IV	<p>National Health Programmes in India</p> <ul style="list-style-type: none"> A. Introduction B. National Leprosy Eradication Programme C. National Aids Control Programme D. National STD Control Programmes E. Reproductive Maternal, New Born child and Adolescent Health F. National Programme for control of Blindness G. Nationally Family Welfare Programme H. New Revised National Population Policy I. National Water Supply and Sanitation Programme J. National Diabetes Control Programme K. National Programme for Health Care of the Elderly (NPHCE) L. National Mental Health Program M. Minimum needs Program N. 20 Points Program O. The Millennium Development Goals P. Sustainable Health Goals for 2030 <p>Nutritional Programmes And ICDS</p> <ul style="list-style-type: none"> A. National Nutrition Policy 1993 B. Food Surveillance C. Food Hygiene D. Milk Hygiene E. Pasteurization of Milk F. Meat Hygiene G. Slaughter Houses H. Sanitation of Eating Places I. Food Handlers J. National Surveillance and Growth Monitoring K. Food Safety and Slandered Act 2006 L. National Nutrition Programmes M. Job Responsibilities of Accredited Social Health activists (ASHA) 	20
5.	Unit - V	<p>School Health</p> <ul style="list-style-type: none"> A. Health Care Of School Going Children B. Components Of Health Services C. Rashtriya Bal Swasthya Karyakram <p>Occupational Health</p> <ul style="list-style-type: none"> A. Introduction B. Occupational Diseases C. Lead Poisoning D. Occupational Cancer E. Occupational Dermatitis F. Radiation Hazards G. Sickness Absenteeism H. Employees State Insurance (ESI) Act 1948 <p>Jan Aushadhi Scheme</p> <ul style="list-style-type: none"> A. Vision, Mission B. Features of Pradhan Mantri Bhartiya Janaushadhi Pariyojana(PMBJP) <p>Role of Non-Government Organizations (NGO) in Human Welfare</p> <ul style="list-style-type: none"> A. NGO 	20

		B. Education, Health, Skill Development, General Information C. Working with NGO	
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PAPER–III
Inspection of Trade Premises

***In this Paper, students prepare their record on the basis of their visit to all these trade premises.**

***This paper carries 50 Marks.**

	Topic
1.	<u>Visit to</u> Institutions and organizations A. Visit to PHC /UHC B. Visit to Muster Station
2	Inspection of Trade premises A. Eating House B. Sales of cut fruit, fruit salad and fruit juice shop C. Premises of preparation of Eatables D. Tea shop / Cold drink /Aerated waters shop E. Loading House F. Bakery ,Sweetmeat shop ,confectionery goods G. Manufacturing and selling ice-cream/ ice candies / Milk Shop H. Cold storage Trade I. Trade of Extracting Sugar cane Juice/ Sugaracane Juice shop J. Trade of preparation and sale of Bhelpuri K. Trade of grinding od corn or seeds. L. Trade of grinding of Chillies or Masala M. Requirement for the trade of Keeping liquor or toddy shop where liquor or toddy is served for consumption on the premises N. Pan shop O. Trade of chemists and Druggists / Manufacturing. Preparing , packing etc , By any process or operation pharmaceutical or Medical Productus P. Trade Manufacturing Bidi or Indigenous Cigraettes Q. Hair dressing Salon of a Barbers Shop/ Beauty Parlour R. Inspetion of Swimming pool S. Cremation or Burning T. Coe sheds and Stables U. Trade of parching grans/ ground nut seeds tamarind seeds or any other seeds / Keeping oils of all kinds excluding essential and mineral oils/ cakes. V. Seeds/fats of all kind incliding ghee/ oil seeds of all kinds W. Slaughter House X.
	<u>Part-Practical's</u> A. Visit to Market B. Visit to slaughter house C. Visit to eating and other establishments D. Visit to milk dairy

PAPER-4 Practical Spots (PS) : In this paper Practical Spotting will be conducted from students and evaluated from Internal and External Examiners.

Second Semester

S.No.	Paper Title	Credits (T)	Credits (P)	Credits (Total)
1.	Communicable and Non-Communicable Diseases, Immunization & School Health	4	1	5
2.	Environmental sanitation, Public Health Engineering methods, Housing, Excreta/ Sewage/MSW/ Bioterrorism and Disaster Management	4	1	5
3.	Journals Evaluation	1	4	5
4.	Practical Spots	-	3	3

PAPER -1

Communicable and Non-Communicable Diseases, Immunization & School Health

S. No	Unit	Topic	Max Marks
1.	Unit – I	<p>Concept of Disease and Prevention</p> <p>A. Causation of disease B. Spectrum of disease C. Iceberg phenomenon of disease D. Natural history of Disease E. Prevention of Disease</p> <p>Infection Disease Epidemiology</p> <p>A. Selected definitions B. Dynamics of Disease Transmission C. Control of Communicable disease D. Investigation of an Outbreak/ epidemic E. Role of health worker in IDSP</p>	20
2.	Unit – II	<p>Elementary Microbiology, Parasitology & Entomology</p> <p>A. Microbiology:– Classification of micro organisms, Bacteria, Viruses, Fungi, Rickettsiae, spirochetes B. Parasitology:- Classification, Amoebiasis, Kala-Azar, Soil-transmitted helminthes, Taeniasis, Hydatid disease, Guinea worm disease C. Entomology:– Arthropods and Diseases, Types of transmission, Mosquito, Housefly, Sand fly, Rat flea, Louse, Ticks, Itch Mite, Cyclops, Control of Arthropods, Rats</p>	20
3.	Unit - III	<p>Disinfections & Antisepsis</p> <p>A. Definition B. Type of disinfection C. Classification of disinfectants D. Recommended disinfection procedure E. Hand washing technique F. Board areas of infection control covered in facility infection control plan</p>	20
4.	Unit – IV	<p>Immunity & Immunization</p> <p>A. Classification of immunity B. Types of Vaccines C. Expanded programme on immunization D. Pulse polio immunization E. National immunization schedule F. Vaccine vial monitor and open vial policy G. Cold chain and its equipment H. Adverse effects following immunization I. Reasons of missed children for immunization J. Communication channel for immunization and possible interventions K. Communication channels for immunization coverage MCP card L. Estimates of vaccine requirements M. Responsibilities of Health workers in routines immunization</p>	20

5.	Unit – V	<p>Epidemiology of Communicable Diseases Small pox, Chicken pox, Measles, Rubella, Mumps, influenza, Corona Virus/ COVID-19, Diphtheria Pertussis, Acute respiratory infections Tuberculosis RNTCP and EndTB strategy, Poliomyelitis, viral hepatitis Control program, Cholera, Acute diarrhoeal diseases, Typhoid, Food poisoning, Malaria, Filariasis, Dengue syndrome National Vector Born Disease Control Programme, Yellow fever, Japanese Encephalitis, Plague, Rabies and National Rabies control Programme, Tetanus, Laprosy Trachoma, Sexually Transmitted diseases, Acquired Immuno Deficiency Syndrome Leptospirosis, Emerging diseases, Bioterrorism</p> <p>Epidemiology of Non-Communicable Disease Coronary heart Disease, Hypertension Stoke, Rheumatic heart disease Cancer, Diabetes Mellitus, Obesity, Mental health and Mental Disorders, Blindness, Accidents</p>	20
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PAPER 2

Environmental sanitation, Public Health Engineering methods, Housing, Excreta/ Sewage/MSW/ Bioterrorism and Disaster Management

Sr. No.	Unit	Topic	Max Marks
1.	Unit-I	<p>Environment SWACHCHHATA ABHIYAN, Concept of smart cities</p> <p>A. Introduction:- Environment B. Swachh Bharat Abhiyan (SBA) C. Smart Cities Mission (India)</p> <p>Environmental laws in India</p> <p>A. Agencies for Making Environment Laws & Their Enforcement in India B. Environmental Laws and Rules C. Rules formed and applied under Environment Protection Act, 1986</p> <p>Water, Water Pollution, Water Surveillance and Treatment of Water</p> <p>A. Introduction, Definition, use of water B. Types of Water C. Water Requirement D. Water Cycle E. Sources of Water F. Water Distribution System G. Treatment/Purification of Water H. Water Scarcity and Water Requirement of India I. Gravity System J. Water Surveillance</p>	20
2.	Unit -II	<p>Excreta Disposal and Sewage, its treatment & Disposal</p> <p>A. Introduction, Sanitation Barrier B. Method of Excreta Disposal C. Sewage Treatment, Disposal and Reuse</p> <p>Municipal Solid Waste Management</p> <p>A. Introduction:- Waste Generation in India B. Need for safe disposal of solid wastes C. Classification of Municipal Solid waste D. Street Cleaning Equipments E. Transportation of MSW F. Construction and demolition Waste G. Ministry of Environment an Forests Notification H. Social Aspects in Solid Waste Management</p>	20

3.	Unit – III	<p>Biomedical (Hospital) Waste Management</p> <ul style="list-style-type: none"> A. Introduction B. Biomedical Waste Management Rules 2016 and and It's Implementation C. Silent features of BMU Management Rules 2016 D. Universal coding System E. Labeling of Biomedical Wastes <p>Air, Air Pollution and Its Control and Meteorological Environment</p> <ul style="list-style-type: none"> A. Introduction B. Earth's Atmosphere and its divisions C. Air Pollution, Classification of Air Pollutants, types of Air pollution, Barometer, Air Temperature, Types of Thermometer D. Meteorological Environment- Atmospheric Pressure, Barometer, Humidity, Rainfall Clouds, E. Greenhouse Gases 	20
4.	Unit - IV	<p>Housing</p> <ul style="list-style-type: none"> A. A House should satisfy the following Requirements B. Rural Housing , healthful housing, <p>Ventilation</p> <ul style="list-style-type: none"> A. Natural Ventilation, Artificial or Mechanical ,ventilation, <p>Lighting</p> <ul style="list-style-type: none"> A. Natural Light B. Artificial light C. Characteristics of Proper Light D. Requirements of Good Lighting <p>Radiation</p> <ul style="list-style-type: none"> A. Effect of Action of Radiation B. Effects of Radiation on Human Body C. Chronic Effects D. Management of Radioactive Waste <p>Noise</p> <ul style="list-style-type: none"> A. Properties of Sound B. Measurement of Noise <p>Soil</p> <ul style="list-style-type: none"> A. Classification from the view point of importance in Public Health B. Soil, Bacteria and Parasites C. Soil and Health 	20

5.	Unit - V	<p>Disaster Management, Bio-Terrorism and Civil Defense</p> <p>A. Disaster Preparedness B. Effects of Disaster C. Disaster Management D. Earthquake E. Floods F. Cyclone G. Bomb Blasts H. Fire I. Bioterrorism J. Communal Riots K. Civil Defense L. National Policy on disaster Management (NPDM) M. Training, Simulation and Mock Drills N. Road Ahead</p> <p>Engineering Methods of Disease Control</p> <p>A. Water B. Excreta C. Control of Guinea Worm D. Control of hook worm E. Control of Malaria F. Control of Filaria G. Control of Dengue H. Anti rodent measures</p> <p>Sanitation at Fairs, Festivals and Camps</p> <p>A. Sanitation Management at Fairs and Festivals B. Kumbh Mela C. Camp Sanitation</p>	20
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PRACTICAL GROUP

PAPER-3 Journals Evaluation: Students will prepare 2 Journals. In these Journals students will write about Practicals , Demostration, training and field visit etc.

PAPER-4 Practical Spots (PS) : In this paper Practical Spotting will be conducted from students and evaluated from Internal and External Examiners.