

DR. VIRENDRA SWARUP INSTITUTE OF VOCATIONAL STUDIES



SYLLABUS

(CVESD DIPLOMA IN HOSPITAL MANAGEMENT)

COURSE CODE: AHE60

COURSE NAME: CVESD DIPLOMA IN HOSPITAL MANAGEMENT

COURSE DURATION: ONE YEAR

SESSION: 2024-25

DR. VIRENDRA SWARUP INSTITUTE OF VOCATIONAL STUDIES, MC ROBERT GANJ, CIVIL
LINES, KANPUR (UP) 208001

Subject Code	Subject Name	L	T	P
AHE60-01	COMMUNICATIVE ENGLISH & COMPUTER FUNDAMENTALS	3	0	0

CO1	Inculcate Process of Communication and identify barriers in communication.
CO2	Develop skills for working in team and individually.
CO3	Inculcate soft skills and develop personality through participation in group discussion, mock interview, group and individual presentation.
CO4	Describe the usage of computers and why computers are essential components in business and society.
CO5	Understanding the concept of Computer memory and input/output devices of Computers and how it works and recognize the basic terminology used in computer programming.

UNIT-I

The Process of Communication:

Communication, the Process of Communication, Barriers of Communication, Different Types of Communication, Characteristics and Conventions of Conversation, Conversational Problems of Second/Foreign Language Users, Difference Between Conversation and Other Speech Events.

UNIT- II

Soft Skills Training:

Soft Skills Practice, Personality Development, Participating in Group Discussion and Job Interviews, Time Management Presentation Skills, Leadership Skills, Lateral Thinking, Team Work and Interpersonal Skills, Emotional Intelligence, Self-Confidence and Attitude.

UNIT- III

Speaking Skills and Presentation:

Presentation Design and Delivery. Monologue Dialogue, Group Discussion. Effective Communication/ Mis-Communication. Interview. Effective Writing, Report Writing, Resume and letter Writing.

UNIT-4

Introduction to Computer: Definition - History & Generation of Computer (From First to 5th) - Applications of Computer – Advantages of Computer – Terms related to Computer - Characteristics of Computer: Speed, Storage, Versatility and Diligence – Hardware & Software. Block Diagram and Working Principle of Computer - Types of Computer: On the Basis of

Working - Analog, Digital & Hybrid, On the Basis of Size - Main frame, Mini Computer, Super Computer, Work station, MicroComputer, Desktop Computer, Laptop Computer

UNIT-5

Memory: Units, Representation, Types - Primary memory: RAM, ROM, PROM, EPROM, EEPROM, DDR Secondary memory: Hard disk, CD, DVD, Blue ray Disc, PenDrive Magnetic tape & Zip disk – **CPU:** Components of CPU - Mother board, Hard disk, RAM, ROM, Processor, SMPS & Connecting wire - Graphics Card, Sound Card, Network Card – Modem; **Input, Output devices:** Keyboard, Mouse, Scanner, Digital Camera, Joystick, Pen drive, Monitor, Printer, Plotter – Connecting port – Serial, parallel – USB port.

Referential Books:

1. Wren and Martin -English Grammar and Composition
2. B. K. Das- an Introduction to Professional English and Soft Skills
3. Barun K. Mitra- Personality Development and Soft Skills

CourseCode	CourseName	L	T	P
AHE60-02	Hospital Services	3	0	0

Course Objective:

Understanding of Clerical Duties: Students will gain a comprehensive understanding of the duties and responsibilities associated with clerical roles in various organizations. Medical records, Hospital Infection, Hospital Utilization statistics, Materials Management, Marketing of health services, Evaluation of hospital services.

UNIT-1

Introduction & Legal Procedures - Court, Affidavit, Evidence, Complaint, Investigation, Oath, Offence, Warrant, Summons - Medico Legal Aspects of Emergency Services, Inquest - Police Inquest, Magistrate, Inquest, Criminal Courts in India & their Powers, General Important Legal Knowledge Pertaining to IPC, CRPC, Civil PC, Evidence Act.

UNIT 2:

Indian Contract Act - Nursing Home-Registration Act - Birth-Death Registration Act, Labour Laws Applicable to a Hospital - Indian Trade Union Act 1926/Industrial Dispute Act 1947 - The Bombay Shops & Establishment Act - The Workmen's Compensations Act. 4 The Industrial Employment (Standing Orders) Act 1946 - Payment of Wages Act. - Employee Provident Fund Act - Maternity Benefit Act 11. Medical Establishment, Professional Negligence, Errors & Commission, Insurance Policy - General Claims Procedure, Laws Related to Medical Procedures - Medical Termination of Pregnancy Act 1971(MTP Act) - Prenatal Diagnostic Techniques, Regulations & Prevention of Misuse Act 1994 (PNDT Act) 5 Transplantation of human organs Act 1994, Consumer Protection Act 1986, Medical Negligence & Compensation, Medical Ethics/Doctor Patient Relationship, Preventive Steps for Doctors/Hospitals to Avoid Litigation - Consent Form - Life Support - Dying Declaration - Death Certificate - High Risk - Post Mortem - Illustrative Cases of Medical Negligence in India - Surgery - OBST/GYNAEC - Medicine - Pediatrics - Other Disciplines/Anaesthesia, Legal Requirements of Licences/Certificates for a Hospital

UNIT-3

Understanding customer needs and expectations, Resolving complaints and addressing customer inquiries, Problem-solving techniques for clerical challenges, Legal and Ethical Considerations, Privacy laws and confidentiality regulations, Ethical behavior in the workplace, Compliance with organizational policies and standards, Time Management and Organization, Prioritizing tasks and managing deadlines, Effective multitasking and time-saving strategies, Creating and maintaining efficient workspaces, Adaptability and Continuous Learning

UNIT-4

Flexibility in handling changing priorities and tasks, Willingness to learn new skills and adapt to new technologies, Professional development opportunities for clerical professionals

ReferentialBooks:

1. Parikh's Text Book of Medical Jurisprudence & Toxicology – By Dr. C.K. Parikh – CBS Publications
2. Medical Negligence & Compensation – By Jagdish Singh – Bharat Law, Jaipur.
3. Medical Negligence & Legal Remedies – By Anoop K. Kaushal – Universal

CourseCode	CourseName	L	T	P
AHE60-03	Patient Care Management	3	0	0

UNIT-1

Routine Admission/Discharge Procedures/Discharge Summary, Hospital Utilisation Statistics - Average Length of Stay (ALS) - Bed Occupancy Rate - Turn Over Interval Daily Reports / Returns. - Hospital Census - Matron's Report - Medical Officer's Report - Casualty Report, Medico-Legal Cases - Report from ICU / ICCU – Security Report - Maintenance Department Report - OT List 2 3 Patient's Complaints.

UNIT-2

Medical Certificates, Hospital Committees - Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow up Actions, Patient Satisfaction Survey. • Interviews, Questionnaires, Observations, Group Discussions, Patient Opinion Polls, Report Writing. Duty Roster of various categories of Staff, Availability of Materials - Critical Items, Stock Level, Procurement Methods. Administration of Patient Related Schemes - Medical Insurance (Cashless Benefit), CGHS, ECHS, CSMA, TPA, ESI. 4 Front Office: Duties & Responsibilities, Duties & Responsibilities of the Hospital Administrator/CEO.

UNIT-3

In Profit Making Hospitals - In Non- Profit Making Hospitals Disaster Management/Disaster Plan, Hospital Security - Staff, Patients, New born babies, Female staff/Patients, Stores, Application of Hospital Information System (HIS) & Management Information System (MIS),

UNIT-4

Negotiation Skills - Purchase of Stores / Equipment, Union Matters, Collective Bargaining, Hospital Waste Management, Methods of Infection Control 5 Fire Fighting, Dealing with Crisis Situation, - Mob violence, Bomb threat, Terrorist strike, Mass casualties, Political agitation, Prisoners Standard Operating Procedures (SOPs).

ReferentialBooks:

1. Sana's Guidelines for Hospital Infection Control – By Mohd. S. Khan – Jaypee Brothers, New Delhi.
2. Hospital Waste Management & its Monitoring – By Madhuri Sharma – Jaypee Brothers, New Delhi.
3. Medical Stores Management – By Shakti Gupta & Sunil Kant - Jaypee Brothers, New Delhi

CourseCode	CourseName	L	T	P
AHE60-04	Hospital Management Effective hospital management, Planning, Organizing, Deciding and leading, Controlling, Financial Management	3	0	0

UNIT-1

Basic concepts of Management: Definition - Evolution of Management Thought - Functions of Management - Planning - Nature and Purpose - Setting Objectives - Management by Objectives - Organizing - Nature and Purpose - Departmentation - Line and Staff Authority -Decentralization – Centralization - Authority Responsibility - Accountability and Power

UNIT-2

Types of Hospital Organization& Statutory Requirements for Planning, Steps in Hospital Planning: Need Assessment - Appointment of Planning Teams/Consultants - Appointment of Architect - Size of the Hospital - Design of the Hospital - Selection of the Contractor - Preparation of Architect's Brief. - Selection of the Size, Preparation of the Master plan. - Preparation of Schedule of Accommodation. - Layout, Grouping, Zoning & Phasing of Activities. 2 Circulation & Movements of Patients, Staff, Visitors of certain departments such as ICU, OT, Pediatric, Maternity ward. Planning for Water supply, Electricity, Drainage & Sewage disposal, Planning for Equipments& Purchase, Planning for various categories of Staff, Administrative action for Appointment, Training 3 Marketing Concepts, Need, principles, Significance, Customer Satisfaction, Market research, Marketing planning, Marketing Strategies, Profiles, Control and growth in marketing, Market Analysis, Segmentation 4 5 Targets, Product Mix, Pricing Mix. Marketing of hospital and Healthcare services: The Market mix, market plans, pricing decisions, etc Role of marketing in health care organizations, Strategic Marketing management– Concepts, planning &implementation methods Concepts of Donor marketing - attracting funds, Planning and its promotion in a competitive market Corporate Health Services & Corporate health tie-ups

UNIT-3

Routine Admission/Discharge Procedures/Discharge Summary, Hospital Utilisation Statistics - Average Length of Stay (ALS) - Bed Occupancy Rate - Turn Over Interval Daily Reports / Returns. - Hospital Census - Matron's Report - Medical Officer's Report - Casualty Report, Medico-Legal Cases - Report from ICU / ICCU – Security Report - Maintenance Department Report - OT List 2 3 Patient's Complaints. Medical Certificates, Hospital Committees - Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow up Actions, Patient Satisfaction Survey. • Interviews, Questionnaires, Observations, Group Discussions, Patient Opinion Polls, Report Writing. Duty Roster of various categories of Staff, Availability of Materials - Critical Items, Stock Level, Procurement Methods.

UNIT-4

Administration of Patient Related Schemes - Medical Insurance (Cashless Benefit), CGHS, ECHS, CSMA, TPA, ESI. 4 Front Office: Duties & Responsibilities, Duties & Responsibilities of the Hospital Administrator/CEO. - In Profit Making Hospitals - In Non- Profit Making Hospitals Disaster Management/Disaster Plan, Hospital Security - Staff, Patients, New born babies, Female staff/Patients, Stores, Application of Hospital Information System (HIS) & Management

Information System (MIS), Negotiation Skills - Purchase of Stores / Equipment, Union Matters, Collective Bargaining, Hospital Waste Management, Methods of Infection Control 5 Fire Fighting, Dealing with Crisis Situation, - Mob violence, Bomb threat, Terrorist strike, Mass casualties, Political agitation, Prisoners Standard Operating Procedures (SOPs).

References Book:-:

1. Essentials of Management – By Harold Koontz & Heinz Weihrich – 7th Ed. – Tata McGraw Hill.
2. Essentials of Management – By Joseph L. Massie – Prentice Hall India.
3. Management of Organisation Behaviour –By Paul Hersey & Blanchard – Prentice Hall India.
4. Organisational Behaviour – By John W. Newstrom – Tata McGraw Hill.

CourseCode	CourseName	L	T	P
AHE60-05	Quality Assurance	3	0	0
Course objective	The broad objective of the online course is to improve participants’ knowledge of concept of quality and develop their skills in implementation of Sustainable			

	Quality Assurance Program in the Health Systems and Hospitals.				
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UNIT-1

General concepts: historical background of QA, dimensions of quality, scope and process of QA, different terminology used in QA, definition of quality.
 Frameworks for quality of care: perspectives of the community, individual/clients, providers of health care, and managers. Quality Assurance Process

UNIT-2

Setting standards: Need for standards, process of setting standards, communicating standards, developing indicators.
 Assessment and measurement of quality, Frameworks for quality assessment, and methods and tools of quality assessment.

UNIT-3

Monitoring and Supervising Quality: Quality monitoring process, and collection of data and analysis, supervising quality, Indicators of quality, Identifying quality problems and gaps.
 Quality Improvement Interventions: Quality Assurance (QA), Continuous Quality Improvement (CQI) and Total Quality Management (TQM).

UNIT-4

Use of tools: for problem identification, prioritizing problems and developing solution to the problem. QI tools including brainstorming, consensus, criteria/ matrix, flow chart, fishbone diagram and Pareto chart.
 Leadership and team-building in quality.
 Medical Audit.
 Planning for and Implementing QA in health care organizations.

AHE60-06	PRACTICAL-I	0	0	3
CourseCode	CourseName	L	T	P
AHE60-07	PRACTICAL-II	0	0	3
CourseCode	CourseName	L	T	P
AHE60-08	PRACTICAL-III	0	0	3

CourseCode	CourseName	L	T	P
AHE60-09	PRACTICAL-IV	0	0	3

CourseCode	CourseName	L	T	P
AHE60-10	PRACTICAL-V	0	0	3