

SSLC, HSE, DIPLOMA, B.E/B.TECH, M.E/M.TECH, MBA, MCA

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OBM752 HOSPITAL MANAGEMENT

DETAILED SYLLABUS

OBJECTIVES:

- To understand the fundamentals of hospital administration and management.
- To know the market related research process
- To explore various information management systems and relative supportive services.
- To learn the quality and safety aspects in hospital.

UNIT I OVERVIEW OF HOSPITAL ADMINISTRATION

Distinction between Hospital and Industry, Challenges in Hospital Administration – Hospital

Planning- Equipment Planning – Functional Planning

UNIT II HUMAN RESOURCE MANAGEMENT IN HOSPITAL

Principles of HRM – Functions of HRM – Profile of HRD Manager – Human Resource Inventory – Manpower Planning.

UNIT III RECRUITMENT AND TRAINING

Different Departments of Hospital, Recruitment, Selection, Training Guidelines – Methods of Training – Evaluation of Training – Leadership grooming and Training, Promotion – Transfer.

UNIT IV SUPPORTIVE SERVICES

Medical Records Department – Central Sterilization and Supply Department – Pharmacy – Food Services - Laundry Services.

UNIT V COMMUNICATION AND SAFETY ASPECTS IN HOSPITAL

Purposes – Planning of Communication, Modes of Communication – Telephone, ISDN, Public Address and Piped Music – CCTV. Security – Loss Prevention – Fire Safety – Alarm System – Safety Rules.

OUTCOMES:

At the end of the course, the student should be able to:

- Explain the principles of Hospital administration.

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- Identify the importance of Human resource management.
- List various marketing research techniques.
- Identify Information management systems and its uses. • Understand safety procedures followed in hospitals

TEXT BOOKS:

1. R.C.Goyal, "Hospital Administration and Human Resource Management", PHI – Fourth Edition, 2006.
2. G.D.Kunders, "Hospitals – Facilities Planning and Management – TMH, New Delhi – Fifth Reprint 2007.

REFERENCES:

1. Cesar A.Caceres and Albert Zara, "The Practice of Clinical Engineering, Academic Press, New York, 1977.
2. Norman Metzger, "Handbook of Health Care Human Resources Management", 2nd edition Aspen Publication Inc. Rockville, Maryland, USA, 1990.
3. Peter Berman "Health Sector Reform in Developing Countries" - Harvard University Press, 1995.
4. William A. Reinke "Health Planning For Effective Management" - Oxford University Press.1988
5. Blane, David, Brunner, "Health and SOCIAL Organization: Towards a Health Policy for the 21st Century", Eric Calrendon Press 2002.
6. Arnold D. Kalcizony & Stephen M. Shortell, "Health Care Management", 6th Edition Cengage Learning, 2011.