



NIMS UNIVERSITY

SYLLABUS

OF

POST GRADUATE DIPLOMA IN HOSPITAL HEALTH
MANAGEMENT – PGDHHM

VERSION 1.2

DIRECTORATE OF DISTANCE EDUCATION

Shobha Nagar, Jaipur-Delhi Highway (NH-11C), Jaipur- 303121
Rajasthan, India

POST GRADUATE DIPLOMA IN HOSPITAL HEALTH MANAGEMENT – PGDHHM

- Eligibility : Medical /Dental Graduate from Medical/Dental Institutes of India recognized by MCI/DCI. Graduate in Indian system of Medicine, Homeopathy, Nursing and Pharmacy recognized by respective council with 3 years of hospital experience or candidates holding MBA or PG Diploma in Financial or Marketing or Personnel management with 5 years of hospital experience.
- Programme Duration : 1 Year
- Programme Objectives : Our unique PG Diploma focuses on building competencies and problem solving of day to day hospital management operations.
- Job Prospects : After the completion of PGDHHM, you will find a challenging career in a hospital and healthcare industry. Common job profiles of students after completing PGDHHM include: Medical and Health Services Managers, Hospital Administrator, Manager, Senior Manager, Hospitals and other Senior Leadership Positions.

YEAR I

Course Code	Course Title	Theory/ Practical	Continuous Assessment (Internals)	Credits
HHM15101	Clinical, Diagnostic and Therapeutic Services	70	30	4
HHM15102	Introduction to Management-I	70	30	4
HHM15103	Introduction to Management-II	70	30	4
HHM15104	Organisation and Management of Hospitals	70	30	4
HHM15105	Support and Utility Services and Risk Management	70	30	5
HHM15106	Health System Management	70	30	3
PRJ15101	Project	200		4
			Total	28

DETAILED SYLLABUS

INSTRUCTIONAL METHOD: Personal contact programmes, Lectures (virtual and in-person), Assignments, Labs and Discussions, Learning projects, Industrial Training Programmes and Dissertation.

CLINICAL, DIAGNOSTIC AND THERAPEUTIC SERVICES- **HHM15101**

UNIT	CONTENTS
1	<p>Outpatient Services: Brief History Functions and Types- Role and Functions Types</p> <p>Planning Considerations- Physical facilities and layout Equipments Staffing</p> <p>Organizational and Managerial Considerations- Policy Procedures Managerial Considerations</p> <p>Monitoring and Evaluation.</p>
2	<p>Accident and Emergency Services: Role and Functions- Definitions Development and Scope Functions Types of Emergency Services Importance</p> <p>Planning Considerations- Location Space Requirement and Patient Load Physical Facilities and Layout Architectural Design Communication</p> <p>Equipment Requirements- Essential Equipments Equipments Maintenance Issues</p> <p>Staffing Considerations- Categories Policy and Procedures- Ambulance Services Registration and Records</p>

	<p>Investigations and Management Admissions and Referrals Medico Legal Issues</p> <p>Monitoring and Evaluation- Review (Audit) Committee Grievance Redressal Systems.</p>
3	<p>Operation Theatre: Types</p> <p>Planning- Aims of Planning Planning Criteria</p> <p>Design Considerations- Location Size of the Operating Room Number of Operating Rooms Grouping of Operation Theatres Zoning Electrical Air-conditioning and Ventilation Manifold Facilities Pendent Structured Cabling Plumbing/Sanitary Installation Fire Fighting Design and Finishes Equipments Staffing</p> <p>Policy and Procedures- Operating Schedule Administration of OT Punctuality Theatre staff Operating List Outpatient Cases Transportation of Patients Maintenance of OT and Aseptic Standard.</p>
4	<p>Intensive Care Unit: Definition- Selection of Appropriate Patient Generic Goals Distributive Justice Immediate objectives: Societal Patient Values</p> <p>Types of ICU and Staffing Pattern- Classification on Type of Patient Admitted Classification on Organizational Structure Staff requirements</p> <p>Physical Facilities, Planning and Designing- Location Levels of Provision Special Requirements Intensive Coronary Care Unit</p>

	<p>Combined Medical and Surgical Intensive Care Pediatric Intensive Care Unit</p> <p>Equipment Requirement- Monitoring Equipment Therapeutic Equipment</p> <p>Policy and Procedures- Admission Procedure Day to Day Care and Discharge Procedures Quality Assessment and Improvement in ICU Aspects of Care</p> <p>Cost Effectiveness Coordination and Control.</p>
5	<p>Inpatient Services: Functions Planning and Organising, Inpatient Unit- Policy of the Hospital Physical Facilities Staffing</p> <p>Policy and Procedures Managerial Issues Monitoring and Evaluation.</p>
6	<p>Nursing Services Organization and Administration Development of Nursing as a Profession Role of Nursing Service- General Role Specific Role Role of Nurse Executive</p> <p>Functions, Tasks and Activities- Functions of Nursing Care Services Nursing Activities Nursing Tasks</p> <p>Organization</p> <p>Job Description of Nursing Superintendent and Deputy Nursing Superintendent- Nursing Superintendents Assistant Nursing Superintendents Job Description of Ward Incharge (Sister) Job Description of Staff Nurse</p> <p>Staffing Pattern.</p>
7	<p>Ward Management and Nursing Care: Concept of Ward Management and Nursing Care Nursing Needs of Patient Nursing Service Department/Unit Organisation and Management Nursing Care Methods</p> <p>Management of Patient and Attendants- Coordinating Counseling Nursing Records</p>

	Nursing Audit.
8	<p>Physical Medicine and Rehabilitation: Brief History of PMR Services Disability and Rehabilitation Disability: Types, Magnitude and Causes Problems Related to Disabilities Goals and Objectives Rehabilitation Approaches Physical Layout Staffing and Equipment Policy and Procedures Managerial Issues Laws Related to Disabilities.</p>
9	<p>Laboratory Services: Role and Functions of Laboratories Types and Functional Components of Laboratories (Laboratory Medicine)- Functional Components Types of Laboratories</p> <p>Concepts of Planning Organization- Physical Facilities and Layout Equipment/Regents and Facilities Research and Training</p> <p>Policies and Procedures- Laboratory Administration Quality Control, Quality Assessment. Accreditation and Total Quality Management (TQM) Leadership and Motivation Personnel Management Personnel Policies Job Description and Staffing Recruitment, Policies and Procedures</p> <p>Information Management</p> <p>Managerial Issues- Problems of Management Laboratory Hazards Safety Precautions in the Laboratory Laboratory Waste Management</p> <p>Control and Evaluation.</p>
10	<p>Radio Diagnosis and Imaging Services: Types of Services- X-rays Ultrasound and Colour Doppler Computer Assisted Tomography Magnetic Resonance Imaging (MRI) Positron Emission Tomography (PET) Mammography Nuclear Imaging Single Photon Emission Computed Tomography (SPECT) Futuristic Scenario</p> <p>Planning and Organising Radio Diagnosis and Imaging Services- Physical Facilities Equipment Planning, Procurement and Installation</p>

	<p>Equipment Maintenance Staffing</p> <p>Policies and Procedures Managerial Issues.</p>
11	<p>Radiation Hazards: Biological Effects of Radiation Hazards Diagnostic Imaging- Radiation Protection and Safety Radiation Safety Monitoring Principles in the Layout of a Diagnostic X-ray Room</p> <p>Video Imaging Modalities- Contrast Media Laser Imaging</p> <p>Magnetic Resonance Imaging- Planning Constraints Preventive Measures Against Magnetic Field Hazards</p> <p>Nuclear Medicine Department- Facility Planning Radiation Protection Aspects Radioactive Waste Collection and Disposal Procedure for Obtaining Clearance</p> <p>Radiation Therapy- Facility Planning and Procedure Radiation Protection Facility Radioactive Waste Specifications for Tele Therapy and Brachytherapy</p>
12	<p>Blood Transfusion Services: Introduction Historical Development Role and Functions</p> <p>Types/Categories of Blood Banks Planning Considerations- Physical Facilities and Layout Equipment Staffing</p> <p>Policy and Procedures Managerial Issues</p> <p>Supreme Court Judgment and Direct ions (1996) Supreme Court Judgment Supreme Court Directions</p> <p>Control and Evaluation.</p>
13	<p>Pharmacy Services: Pharmacy Services- Definition Brief History Role, Functions and Types- Roles and Functions Types</p>

	<p>Drug Distribution System</p> <p>Planning Considerations- Physical Facilities and Layout Furniture and Equipment Staffing</p> <p>Policies and Procedures- Therapeutic Committee</p> <p>Managerial Issues- Control of Drug Costs Effective Staff Utilization Human Relations Consumer Satisfaction Non-availability of Drugs Supply of Sub-standard Drugs Drug Pilferage Drug Distribution System</p> <p>Control and Evaluation Computerization in Pharmacy Services.</p>
14	<p>Problems in OPD: Review of the Situation- Significance of OPD Functions of OPD Problems in OPD Alternate Solutions</p> <p>Materials and Methods Action Plan- Direct Observation Evaluation of Process Evaluation of Outcome</p> <p>Activities.</p>
15	<p>Organization of Emergency Care: Review of Situation Materials and Method Action Plan Activities.</p>
16	<p>Quality Assessment in Clinical Laboratory System: Quality Control and Quality Assurance in Laboratory System including Blood Bank Assessment, Evaluation of Quality System Laboratory Management Problems of Management Control, Evaluation and Consumer Satisfaction Activities.</p>

LEARNING SOURCE: Self Learning Materials

ADDITIONAL READINGS:

1. Hospital Administration by DC Joshi and Mamta Joshi-JAYPEE DIGITAL.

2. Hospital Administration and Management A Comprehensive Guide Author: Gupta Joydeep Das by JAYPEE DIGITAL.

INTRODUCTION TO MANAGEMENT-I- HHM15102

UNIT	CONTENTS
1	<p>Principles of Management: Why Study Management Theory? The Scientific Management School Classical Organisation Theory School, The Behavioral School: The Organization is People, The Human Relations Movement, The Total Quality Management Movement, The Contingency Approach, The Management Science School, LO The Systems Approach Recent Developments in Management Theory, Principles of Management, Century Managers</p> <p>Significance of Management Principles- The Autocratic Model The Custodial Model The Supportive Model The Collegial Model</p> <p>Relevance in Healthcare Institutions.</p>
2	<p>Functions of Management: Functions/Objectives of Management Responsibilities of Management The Management Processes- Planning Decision Making Organising Staffing Controlling Motivating and Leading.</p>
3	<p>Management Techniques: The Feedback Loop Time Series Analysis Decision Making Break-even Analysis Operations Research PERT Strategic Planning Forecasting Value Analysis Statistical Quality Control Management by Objectives (MBO) Quality Circles (QC) Management Problem Solving Methods Managerial Skills Cost Analysis Utilization Management.</p>
4	<p>Organisation Structure and Design: Organisation Structure and Chart, Formal and Informal Organizations, Factors Influencing</p>

	the Choice of Structure, Degree of Decentralisation, Line and Staff Relationships, Specialization of Work, Span of Control and Levels of Management, Matrix Structure, Network Structure, Integration of organizational tasks and Activities, Designing Structure for a Service Organisation.
5	Human Resource Planning: Human Resource Planning : Activities Objectives of Human Resources Planning Human Resource Planning Process, Projecting manpower- supply and Demand at Organization Level, Developing Manpower Strategy-Key Concerns
6	Recruitment, Selection and Induction: Definitions, Recruitment and Selection, The Recruitment Process, Selection, Selection Tests, Interview, Physical Examination, Reference Checks and Final Decision, Placement, Induction, Orientation or Indoctrination.
7	Training and Development: Relevance of Training Training Need Assessment- Job Responsibilities and Task Analysis Determining Training Needs Principles of Adult Learning Approaches to Training- Types of Training Objectives of Training Training Methods- Lecture Method Role Play Case Method Group Discussion Competency Based Training Brainstorming Syndicate Method Panel Discussion Programmed Learning Training Aids Evaluation of Training- Assessment Evaluation Assessment Tests Evaluation of Training Preparation of Training Plan for the Hospital.
8	Communication: What is Communication? Types of Communication Elements of Communication Verbal and Non-verbal Communication Communication Networks Communication : Barriers and Bridges- Communication Barriers Communication Bridges Ten Commandments of Good Communication.
9	Motivation: Concept and Definition of Motivation Motives Related to Employee Behavior in Organisation-

	<p>Primary Motives General Motives Secondary Motives</p> <p>Theories of Motivation- The Content Theories of Work Motivation The Process Theories of Work Motivation Motivation of Employees Management's Attitudes Towards Employees Techniques to Motivate Employees Benefits for Job Enrichment for Hospitals</p>
10	<p>Leadership: Importance of Leadership and its Definition Trait Approaches to Leadership Leadership Styles- Continuum of Leadership Behaviour Managerial Grid Style Life Style or Situational Approach to Leadership Four Systems of Management Leadership</p> <p>Roles and Functions of Leadership Leadership Skills.</p>
11	<p>Union and Management Relations: Trade Union- Statutory Definition Procedure for Registration Cancellation of Registration of Trade Union Immunity Against Criminal Conspiracy in Trade Disputes Immunity from Civil Suits Rights and Liabilities of Registered Trade Unions</p> <p>Collective Bargaining- Concept and Nature Processes Advantages Disadvantages</p> <p>Resolution of Industrial Disputes- Scope and Applicability of the Industrial Disputes Act Are Hospitals and Pharmacies Industry? Coverage Industrial Dispute and Individual Dispute Dispute Settlement Machinery</p> <p>Strikes and Lock-outs Termination of Service and Domestic Enquiry General Statutory Protection</p> <p>Sexual Harassment of Women at Work Place.</p>
12	<p>Wage and Salary Administration: Evolution of Wage Concepts- The Statutory Minimum Wage The Bare Subsistence or Minimum Wage The Concept of Living Wage Fair Wage Minimum Wage</p>

	<p>Need-based Minimum Wage</p> <p>Payment of Wages Act, 1936- Purpose of the Act Applicability of the Act Definition of Wages Responsibility for Payment of Wages Wage Period, Time of Payment of Wages, Mode of Payment, Deduction, Deductions Which May be Made From Wages, Limit on Total Amount of Deduction</p> <p>Minimum Wage- Object, Scope and Coverage, Definition of Wages</p> <p>Bonus- The Perspective, The Concept of Bonus, The Definitions of Bonus</p> <p>Equal Remuneration for Men and Women.</p>
13	<p>Human Resource Development: What is Human Resource Development? The Concept of and Need for Human Resource development Human Resource Development Mechanisms Designing Human Resource Development Systems- Focus of the System Structure of the System Functioning of the System.</p>
14	<p>Decision Making: Process of Decision Making, Types of Managerial Decisions, Decision Making Under Different States of Nature, Decision Making Styles, Individual Decision Style: Individual Differences in Decision Making, What Makes Individual Decisions Imperfect?, What Makes Group Decision Making Imperfect?, Essential Values and Key to Decision Making, Guidelines for Effective Decision Making.</p>

LEARNING SOURCE: Self Learning Materials

ADDITIONAL READINGS:

- A. Management - Ricky W. Griffin Eighth Edition, 2005, Biztantra
- B. Fundamentals of Management-Stephen P Robbins et all, Pearson Publications, Fifth edition

INTRODUCTION TO MANAGEMENT-II- HHM15103

UNIT	CONTENTS
1	<p>Accounting Concepts and Application: What is Accounting Accounting Process Objectives of Financial Reporting Accounting Concepts- Entity Concept Continuity Concept or the Going Concern Concept</p>

	<p>Cost Valuation Concept Double Entry Concept Accrual Concept Matching Concept</p> <p>Accountancy Conventions- Relevance, Reliability, Materiality, Comparability and Consistency, Conservatism, Periodicity Concept</p> <p>Critical Appraisal of Concepts and Conventions- Types of Accounts and their Applications- Personal Account, Real or Property Account, Nominal or Fictitious Account</p> <p>Accounting Books- General Ledger, Cash Book, Petty Cash Book, Subsidiary Book.</p>
2	<p>Understanding Cost and Their Behaviour: Costs Elements of Cost- Material, Labour, Expenses Classification of Costs- Variable and Fixed Costs, Direct and Indirect Costs, Capital and Recurrent Costs</p> <p>Some other Concepts of Costs- Product Costs and Period Costs, Decision-making Costs and Accounting Costs, Shut Down and Sunk Costs, Imputed or Hypothetical Costs, Differential, Incremental, and Detrimental Costs, Opportunity Costs</p> <p>Cost Accounting Cost Output Relationship Cost Analysis Methods of Cost Analysis Cost Behaviour in Relation to Hospital Output Cost Volume Profit Analysis Break Even Analysis.</p>
3	<p>Budgeting: What is Budget- Budget Defined, Main Characteristics of a Budget, How Does a Budget Help Us</p> <p>Classification of Budgets- Time Based Budgets, Function Based Budgets, Flexibility Based Budgets</p> <p>Budget Procedures and Administration- Prerequisites for Budgeting, Budget Administration, Budget Procedure, Benefits of Budget Procedure</p> <p>Approaches to Budgeting- Incremental Approach, Performance Budgeting Approach, Zero Based Budgeting Approach.</p>
4	<p>Financial Control: Tools of Financial Control- Budget, Financial Statement Analysis and Control, Cost Analysis and Control, Financial Reports and Information System, Analysis of Hospital Statistics and Cost Control, Cost Containment</p> <p>Auditing- Definitions, Scope of Audit, Objectives of Audit, Limitations of Audit, Types of Audit</p> <p>Vouching-</p>

	<p>Definition, Objectives, Vouchers Special Points in the Audit of Hospitals Audit Objections Important Issues for Financial Control in Hospitals.</p>
5	<p>Marketing of Health Care Services: Marketing-Meaning and Scope Distinctive Nature of Services Marketing The Services marketing Mix Service Quality Marketing Communication for Health Care Services.</p>
6	<p>Pricing of Health Services: Pricing - The Basic Foundations Why is Pricing for Medical Hospital Services Different from Pricing for Goods- Prices of Hospital Services and Customer Knowledge Prices and Quality of Health Service Costs other than the Monetary Cost</p> <p>Role of Prices and Consumer Value Price Setting in Practice and Pricing Objectives- Pricing Objectives, Revenue Oriented Pricing Objectives, Market Skimming Objectives, Market Penetration Objectives, Operations Oriented Pricing Objectives, Patronage Oriented Pricing Objectives</p> <p>Bases Used & Pricing- Cost Based Pricing, Competition Based Pricing, Demand Based pricing, Pricing when Value to the Customer is Low Price, Price Discounting, Odd Pricing, Place Differentiates, Quality Differentiates, Penetration Pricing</p> <p>Pricing Strategies when Consumers Value Perception includes Augmented Services and Prestige Pricing Strategies when Consumers' Perception of Value is Value for Money Value Pricing Complementary Pricing Price Bundling Market Segmentation Pricing Implementing the Pricing Policy: Strategic Consideration.</p>
7	<p>Health Economics: Definition of Health Economics and its Application in Health and Hospital Planning- Definition of Economics Contribution of Health Economics to Health Planning</p> <p>Economic Development and Health- Economic Development Demographic Development Health Development Production and Health Distribution and Health Consumption and Health</p> <p>Economies of Scale and Monopoly- Constant Returns to scale, Increasing Returns to the Scale (Economies of Scale), Decreasing Return to the Scale, Monopoly</p> <p>Externalities (Spill over Effects) Production Function Equity and Health</p>

	<p>Techniques of Economic Efficiency, Economic Efficiency, Operational Efficiency, Allocative Efficiency</p> <p>Demand, Supply, Elasticity of Demand and Supply- Demand, Elasticity, Supply</p> <p>Health Sector Financing.</p>
8	<p>Logistics Management: Definition, Goals and Objectives of Logistics Management- Definition, Goals and Objectives</p> <p>Principles in Logistics Management- Principles, Essentials in Logistics Management, Procedural Planning Sequence</p> <p>Functions of Logistics Management Tendering Procedures, Procurement and Inspection- Purchase Activities, Floatation of Tenders Enquiries, T&S of Purchases, Negotiations, legal Aspects of Purchasing, Quality Assurance</p> <p>Storage System, Standardization, and Codification and Classification- Storage System, Standardization, Codification and Classification</p> <p>Materials Accounting and Physical Distribution Logistics- Materials Accounting, Low of Goods, Physical Distribution Logistics</p> <p>Transportation System- Transport and Traffic importance, Modes of Transport, Miscellaneous</p> <p>Security of Stores Condemnation and Disposal of Stores- Introduction, Obsolete Materials, Surplus Materials, Scrap or Process Waste, Condemnation and Disposal</p> <p>Hospital Stores- Types, Pharmacy Services, Stores Management-Organisation and Physical Facilities of Pharmacy</p>
9	<p>Inventory Control: Aims and Objectives of Inventory Control Classification of Inventory</p> <p>Functions of Inventory Control and Criteria of Inventory Control- Needs/Necessity of Inventory Control, Scope of Inventory Control, Factors Involved in Determination of Inventory Policy, How to Reduce Inventory</p> <p>Tools and Techniques of Inventory Control- Techniques of inventory Control, Types of Inventory Control System.</p>
10	<p>Equipment Management Planning and Procurement: Present Scenario Steps for Equipment Selection Hospital Equipment Utilisation- Utilisation Index Important Factors Affecting Utilisation of Equipment</p> <p>Procurement of Imported Equipment.</p>
11	<p>Equipment Management Maintenance, Repair and Disposal: Definition, Existing Situation Maintenance and Repair Facilities-</p>

	Need for Repair and Maintenance Centre, Outline of the Plan of Biomedical Engineering Operations for Maintenance, Maintenance and Repairs Condemnation and Disposal.
12	Break Even Analysis: Broad Concept of Break Even Analysis Approaches to Compute Break Even Point- Formula Approach, Determination of BEP as Number of Units Events, Break Even Point in Rupees Term, Break Even Point as a Percentage of Capacity Chart Approach More on Break Even Analysis A Case Study for Installation of a New Facility in a Nursing Home by Break Even Analysis A Case Study for Comparison of two Plans for Running of a Dietary Service in a Hospital.
13	Preparation of Financial Statement: Broad Concept of Balance Sheet -Assets and Liabilities and Owner's Equity Broad Categories of Assets and Liabilities, Exercise to Distinguish Between Assets and Liabilities Types of Balance Sheets- Exercise Reparation of a Balance Sheet in Account Form, Exercise, Reparation of Balance Sheet in Report form, Exercise Find Defects in Given Balance Sheet, Interpretation of Balance Sheet Broad Concept of Profit and Loss Account; Revenue and Expenses Broad Categories of Revenue and Expenses-Exercise To Distinguish and categorize Revenue and Expenses Types of Profit and Loss Account- Preparation of a Profit and loss Statement in Account Form Preparation of a Profit and Loss Statement in Single Step Form Preparation of a Profit and Loss statement in Multiple Step Form To Find Defects in a profit & Loss Statement Interpretation of Profit and Loss Statement.
14	Manual: Utilisation of Equipment: Review of Situation- Biomedical Equipment, National and International Regulatory Mechanism for Manufacturers Factors Responsible- Overenthusiastic Projection, Improper Coordination of Physical Facility, Complicated Procedures, Fly' by Night Suppliers, Improper Coordination with Infrastructure, Selection of Inappropriate Technology, Environment Bye-laws, Spares and Consumables, Modification and Up gradation Aspects Materials and Method- Visit to Central Equipment Store and Other Important Cost Centers. Questionnaire Study, Study of Documents, Analysis of Critical Incident Reporting, Calculations of a Few Indices, Analysis of the Observation Data and Preparation of Report Recommendations- Need Assessment, Role of Management, Functions of CEPC.
15	Manual: Inventory Analysis: Principles of Inventory Analysis, Methodology of Inventory Analysis, Inventory Control Analysis.

LEARNING SOURCE: Self Learning Materials

ADDITIONAL READINGS:

- A. Management - A Global and Entrepreneurial Perspective - Harold Koontz, Heinz \ Wehrich - TMH
12th edition, 2008.
- B. Management-Concepts and Cases-V. S. P. Rao, Excel Books

ORGANISATION AND MANAGEMENT OF HOSPITALS- HHM15104

UNIT	CONTENTS
1	<p>Evolution and Classification of Hospitals: Definition of Hospital History of Hospitals in India- Development of hospitals in Ancient India, Development of Hospital Service in India</p> <p>Classification of Hospitals- According to Director of Hospitals, According to Ownership Control, According to the systems of medicine, According to the Bed Strength, According to Clinical Basis</p> <p>Hospital as System- Functions of hospital, Hospital Organization, Role of Hospital in Primary health care</p>
2	<p>Hospital Organization: Hospital as an Organisation, Evolution of Hospital Administration, How Hospital Works? Medical Staff and Hospital Organisation, Professional Service Department in Hospital Organisation.</p>
3	<p>Role of Hospital Evolution of Role of Hospitals Functions of Hospitals- To Take Care of Sick and Injured, To Take Preventive Care and Health Promotion of Community, Surveillance Centre, Continuing Care of Patients, Rehabilitation, Education and Training of Staff, Research</p> <p>Role of Hospitals and Peculiarities Hospital as a System Hospital as Community Institution Changing Role of Hospitals</p> <p>Challenges and Strategies- The Problems, Land Marks of Efficiency of Hospital.</p>
4	<p>Role of Hospital Administration: Role Towards Patients- Profile of a Hospital Patients, Creation of a Friendly Environment, patient's Physical Needs, Patient's Emotional Needs, Patient's Clinical Needs, Patient's Satisfaction, and Patient Education</p> <p>Role Towards Organization- Strategic Planning and Management of the Hospital, Relating the Hospital to the External Environment, Operational Management of the Hospital, Managing Hospital Staff, Managing Hospital Materials, Managing Hospital Finance, Managing Hospital Information, Managing Relationship with the Medical Staff, Maintaining Relationship with the Public, Risk</p>

	<p>Management of the Hospital, Managing Ethics and code of conduct, Managing Legal and Statutory Responsibilities, Managing Marketing Responsibilities, Quality Management of the Hospital Services</p> <p>Role Towards Community- Obtaining Community Participation, Integrating the Hospital with other Care Institutions, Supporting Primary Care, Providing Extramural Services</p> <p>Attributes, Quality and skills of a Hospital Administrator.</p>
5	<p>Present Hospital Scenario: Management Orientation: Present Hospital Scenario- Resources Available Present Status of Medical Care</p> <p>The Maladies: Cause and Effect Relationship- The Maladies, Cause and Effect Relationship, Problems and Constraint</p> <p>Management of Hospitals challenges and Strategies- Management Disengages, Challenges and Strategies</p> <p>Remedial Measures.</p>
6	<p>Public Relations and Image of Hospital: Concept of Public Relation, Principles of Public Relation in Hospitals, Public Relation Department, Patient's Expectation and Satisfaction, Conflicts.</p>
7	<p>Legal Aspects and Consumer Protection Act: Medico- legal Aspects of Clinical Practice- Definitions, Duties and Responsibilities of Doctors, Professional Secrets and Privileged Communication, Consent</p> <p>Consumer Protection Act- Definitions, Consumer Protection Councils, Consumer Disputes Redressed-Agencies, Other Salient Features</p> <p>Application of Consumer Protection Act in Hospitals- Historical Perspective, Recent Judgment of Supreme Court, Implications for Health Professionals, Professional indemnity Schemes</p> <p>Medical Records- Importance of Medical Records, Storage and Custody of Medical Records.</p>
8	<p>Research in Hospital Administration: Evolution of Research as a Method of Study, Concept and Definition of Research, Peculiarities of Research in Hospital Administration, <i>Purpose</i> of Research in Hospital Administration, Types of Research, Components of Research</p> <p>Categories of Research- Basic Research Applied Research</p> <p>Models of Research Prerequisites to Conduct a Research Steps in Conducting the Research Areas of Medico Administrative Research Study.</p>
9	<p>Fundamentals of Quality Management: Historical Background, Concept of Quality Care and Quality Management, Concept of Quality Care, Concept of Quality Management, Present Indian Scenario, Organisation of Quality Management System, Organizational Analysis Awareness Campaign and Development of Quality Culture, Training, Development of Quality Manual, Development of Hospital Information System, Formulation of Criteria and Standards, Approach to Measurement of Quality, A Framework for Measurement of Quality, Review.</p>

10	<p>Basic Engineering Services: Civil Assets- Land and Sitting, Hospital Buildings, lateral Electrification and Lighting, Ventilation, Internal Water Supply, Public Health Services, Lightning Protection, Lifts and Dumbwaiters, Structured Cabling, Intelligent Buildings, Hospital Roads. Pathways and Drains, Horticulture, Arboriculture and Landscaping</p> <p>Electricity Supply- Sources of Supply and Standard Voltage, Electric Sub-station, Switchboards and Power Distribution, Load Segregation, Spot Power improvement, Stand-by Power Supplies, Stand-by DG Sets, Uninterrupted Power Supply (UPS), Earthling, Electrical Inspection, Future Expansion</p> <p>Water Supply- Sources and Nature of Water, Hard and Soft Water, pH Value of Water, Physical and Chemical Standards, Bacteriological Qualities, Analysis Report, Disinfection of Water, Reverse Osmosis Process, Ultra-pure Water, Quantity Assessment, Water Supply System</p> <p>Steam Supply- Hot Water and Steam, Steam Boilers, Steam Distribution System, Boiler-Feed Water</p> <p>Central Medical Gases, Air and Clinical Vacuum Delivery System- Boiler-Feed Water System Elements, Source Equipment, Distribution System, Terminal units, Liquid Oxygen System, Maintenance Tips.</p>
11	<p>Allied Engineering Services: Air-conditioning and Refrigeration- Air-conditioning, Air-conditioned Areas, Temperature and Humidity, Air-conditioning Load. Factors and Design Parameters, Air-conditioning Plant, Central Chilled Water System, Testing of the Plant Power and Water Requirements, Fire Dampers, Air Filtration, Air-conditioning of OT, Caution and Common Mistakes, Winter Heating, Desert Coolers, Refrigeration</p> <p>Non-conventional Energy Devices- Conventional and Non-conventional Sources of Energy, Bio-gas Plants, Solar Energy, Solar Stills and Cookers, Space Heating with Solar Energy, Solar Water Heaters, Electricity Through Steam, Electricity Through Photovoltaic's, Wind power, Final Picture</p> <p>Energy Conservation- Energy Saving Possibilities, First Steps to Conservation, Other Issues, Energy Conservation and Maintenance, Conservation by Heat Recovery, Energy Conservation Management, Caution</p> <p>Maintenance Operation and Stores Management- Maintenance Categories, Comparison of Activities, Design Out Maintenance, Contract Maintenance, Requirements, Walk Around Inspection, Maintenance Spares and Stores, Requirement Analysis, Procurement, Storage and Preservation</p> <p>Workshop Facilities- Workshop Section, Trades, Tradesmen Strength, Tools and Work Materials, Workshop Management</p> <p>Engineer Services Department- Types of Equipment, Engineering Services Department, Functional Aspects, Engineering Specialties, Structure of the Department, Staffing Pattern, Control and Responsibilities.</p>
12	<p>Engineering Hazards: Hospital Planning and Design- Hospital Layout, Design Soundness, Hospital Safety</p>

	Physical Environment, Light, Colour, Sound, Climate, Ventilation Building Elements and Materials- Slip Hazards – Floors, Ramps, Steps and Stairs, Walls and Ceiling, Elevators, Shielding, Opening - Doors and Windows Hospital Installations- Electric Supply, Water Supply, Sanitary Equipment, Life Safety and Emergency Power, Communication System, Medical Gases. Piped Air and Vacuum General Standards for Details and Finishes Preventive Maintenance Programme.
13	Organizational Analysis: Concept of Organisation, Organisation Structure, Organisation Effectiveness.
14	Patients Satisfaction: Review of Situation, Materials and Methods, Action Plan.

LEARNING SOURCE: Self Learning Materials

ADDITIONAL READINGS:

- A. Hospital Administration: A Ready Reference Author: Garala Miral by JAYPEE DIGITAL
- B. Hospital Administration and Management A Comprehensive Guide Author: Gupta Joydeep Das by JAYPEE DIGITAL

**SUPPORT AND UTILITY SERVICES AND RISK MANAGEMENT-
HHM15105**

UNIT	CONTENTS
1	Sterile Supply Services in Hospitals: Definition and scope of Service Aims and Objectives of CSSD Planning and Design Consideration- Structure and Location, Organisation of Work Flow Sterilization Process- Heat Sterilization by Steam, Sterilization by Ethylene Oxide Gas, Sterilization by Dry Heat, Radiation Sterilization Operational Considerations- Functional Activities, Distribution Systoles, Operating Policies Monitoring and Performance Evaluation Managerial Considerations- Maintenance and Repair of Equipment, Inventory Management, Budget Considerations.
2	Medical Records Department: Definition, Purpose, Planning, Organizational and Staffing, Physical Facilities, Processing of Records and their Flow, Coding and Indexing, Storage and Retrieval, Reports and Return, Medico Legal Aspects of Medical Records.

3	<p>Linen and Laundry Services: Definition, Importance, Roles and Functions, Types of Laundry services, Categories of Linen in Hospital Planning Consideration- Linen Requirements, Mechanised Laundry Service, Physical Facilities, Equipment Requirements and Maintenance, Organisation and Staffing</p> <p>Laundry Processes- Main Laundry Process, Operational Aspects of Washing, Washing Formula</p> <p>Linen Distribution System, Centralized Linen Distribution System, Linen Inventories, Maintenance of Linen Administrative Policies and Procedures Linen Control Quality Assurance.</p>
4	<p>Dietary Services: Role and Functions, Planning Consideration, Physical Facilities and Layout, Staffing, Managerial Issues, Policies and Procedures, Control and Evaluation Mechanism.</p>
5	<p>Housekeeping Services: Brief History of Housekeeping, Components of Housekeeping, Importance, Role and Functions, Types, Organisation Structure, Staffing and Training, Cleaning Agents, Basic Cleaning Operations, Costing of Housekeeping Services, Control, Evaluation and Quality Assurance, Recent Trends in Housekeeping Services.</p>
6	<p>Mortuary Services: Role and Functions Planning Considerations- Location, Size, Number of Rooms and Layout, Space Required</p> <p>Physical Facilities Equipment Staffing Policies and Procedures Monitoring.</p>
7	<p>Transportation System Ambulance Services: Patient Transportation System – General Development of Ambulance Services Aim and Objective of Ambulance Services and Definition of Ambulance Role and Function of Ambulance Services Transportation of Patients, Staff and Visitors</p> <p>Classification and Types of Ambulances- Surface Ambulance, Helicopter Ambulance, Flying Ambulance (Ambulance Aircraft), Ambulance Trains, Centralized Accident and Trauma Services</p> <p>Design, Staffing Pattern and Equipment of Ambulance- Design, Scale of Authorization of Ambulance, Staffing Pattern of Ambulance, Equipping of Ambulances</p> <p>Administration of Ambulance Services: Policies and Procedures</p> <p>Ambulance Services Department- Physical facilities, Training of Staff, Communication System in Ambulances</p> <p>Ambulance Emergency Care Services of Developed Countries- France, Soviet System of Emergency Transportation, Japan, Israel, Australia, United Kingdom, West Germany, State of Ambulance Services in the Country, Report of the Health Survey and Planning Committee, 1961 (Mudaliar Committee), Report of the Hospital</p>

	Review Committee on Delhi Hospital, 1968 (K.N. Rao Committee), Primary Health Care and Integration of Ambulance Services.
8	<p>Sanitation and Waste Management: Importance of Hospital Waste Management, Types of Hospital Waste Implication of Hospital Waste- On Hospital Employee, On Public, On Environment, On Hospital Acquired Infection Legal and Ethical Aspects of Waste Management Waste Classification, Collection, Segregation and Storage, Treatment and Disposal Management Issues.</p>
9	<p>Hospital Acquired Infection: Epidemiology, Routes of Spread</p> <p>Control and Prevention- House Keeping, Dietary Services, Linen and Laundry, Central Sterile Supply Department (CSSD) Security, Engineering Aspects, Nursing Care, Waste Disposal, Antibiotic Policy</p> <p>Hospital Infection Control Committee- Composition, Role and Functions</p> <p>Surveillance- Processing of Information Collected, Mode of Transmission, Interruption of Transmission, High Risk Procedure</p> <p>Training and Education Universal Precautions for Health Care Workers Legal Aspects.</p>
10	<p>Disaster Management: Basic Concepts- General, Disaster Classification, Disaster process, Spectrum of Disaster Management, Special Characteristics</p> <p>Disaster Management in India- National Level, State Level</p> <p>Principles of Disaster Planning- Principles, Disaster for Medical Relief, Principles of Mass Casualty Management</p> <p>Objectives of Hospital Disaster Plan, Need for Hospital Disaster Plan, Objective and Purpose, Planning process and Development of Plan</p> <p>Disaster Committee Organization, Role and Responsibilities- Organization Role and Responsibilities Organization Disaster Facilities Disaster Response, Response, Alert and Recall, Deployment, Disaster Administrator Disaster Manual Disaster Drill.</p>
11	<p>Security Organization and Management: Security Threats and Vulnerabilities of Hospitals- Threats and Vulnerabilities of Hospitals, Threat Groups, Security Sensitive Areas/Functions of Hospital, Strategic Security System, Conclusion</p> <p>Role and Function of ' security as a Service in Hospitals- Role of Hospital Security, Functions of Hospital Security Department, Non-Traditional Service" Functions, Conclusion</p>

	<p>Security Organisation and Physical Security Measures- Security Organisation, The Still' Complement, Physical Security Measures, Perimeter Protection system, Implementing Physical Control, Conclusion Access Control Concepts- Defining Access Control, Means and Components, Conclusion</p> <p>Integration of Security Technology- Need for Security Technology, Security Technology Plan, Computer and information security</p> <p>Selection and Management of Departmental Security Staff /Contract Security Agency and Security Training- System Choice, Selection of Contract security Agency, Verification of Security Personnel, Security Staff Discipline, Security Training, Conclusion</p> <p>Security and Law- Some Basic Provisions of the Indian Penal Code (IPC) - Concerting Security, Authority to Arrest, Use Force, Conduct Searches. Frisk, Inspect. Interrogate and Interview, Reporting Procedure, Conclusion</p> <p>Strategic Security Plan and Security politics and procedures- Effective Security Management in Hospital, Central Security Control Room, Patrols and ost Procedures/Techniques, Control of Visitor/ OPD Patients/Attendants, Standing Instruction for Security of Cash, Security Budgeting, Security Committee, Periodic Security Audit and Updating of Security Procedures, Conclusion</p> <p>Security-related Crisis/Disaster Management in Hospital- Types of Disasters, Preparing for a Disaster, Bomb Threat/Response, Conclusion</p> <p>Goals and Objective of Security Management- Goals, Objectives, Conclusion.</p>
12	<p>Fire Hazards: Elements of fire, Fire Hazard Triangle, Causes of Hospital Fire, Fire Progress Curve and Smoke Danger, Classification of Fire, Fire Protection</p> <p>Structure Planning and Design Consideration- Building Harness Communication Zone, Building Services, Central Air-Conditioning Facilities, Electric Installation, Special Hazards, Fixed Installation, Hazards Associated with Furnishing Material, Curtains Upholstery, Dresses Hod and Bedding Materials, Water Supply</p> <p>Fire Points and Escape Routes- Fuel Store, Manual Call Points, Means of Escape, Risk Evaluation.</p>
13	<p>Case Studying Guidelines Nosocomial Infection: Nosocomial Infection- Definition Aetiology and Types Mode of Spread</p> <p>Demonstration of Cases and Environmental Contamination- Types of Infected Cases, Mode of Spread</p> <p>Control of Infection- Hand Washing, Use of Barrier Precaution, Waste Disposal, Use of Disposable Items, Disinfection /Aseptic Practices, Waste Disposal Practices, Health Education and Training for Health Care Providers, Hospital Infection Control Committee (I-IICC)</p>
14	<p>Guidelines for waste disposal in Hospital:</p>

	<p>Hospital Waste- What is Hospital Waste, Types of Hospital Waste, Amount and Composition, Biomedical Waste Rationale for Waste Disposal- Patients and Hospital Acquired Infections (Nosocomial Infection), Health Care Providers at Risk, Population at Risk, Environmental Pollution and Hazards</p> <p>Demonstration of Waste Generation- Visit to Ward, Visit to Intensive Care Unit (ICU) and Operation Theatres (OTs), Visit to Laboratory, Visit to Areas where Radioactive Material is Used, Visit to Other Areas</p> <p>Demonstration of Safe Disposal- Segregation and Container, Transportation Treatment and Final Disposal Education, Training and Safety Measures.</p>
15	<p>Guidelines for Disaster Management Manual: Stages of Disaster Disaster Manual- Introduction, Distribution of Responsibilities, Chronological Action Plan, Checklist of Manpower, Equipment and Drugs, Rehearsal and Conclusion</p>
16	<p>Fire Manual Guidelines: Types of Grades of Fire, Elements of Fire Safety, Fire Safety Training, General Instructions, Do's and Don'ts for Electrical Fire Prevention, Action to be Taken in Case of Fire in a Hospital, Procedure After Fire Alarm, What to do in Case of Fire in Non-patient Buildings, Evacuation Plan in the Event of Fire, Checklist for Fire Preparedness.</p>

LEARNING SOURCE: Self Learning Materials

ADDITIONAL READINGS:

1. Srinivasan A. V. (ed), Managing a Modern Hospital, Chapter 2, Response Books New Delhi, 2000
2. Hospital Administration by DC Joshi and Mamta Joshi-JAYPEEDIGITAL

HEALTH SYSTEM MANAGEMENT PROJECT WORK- HHM15106

UNIT	CONTENTS
1	<p>Concepts in Community Health: Natural History of Disease- Interaction of Agent, host and Environmental Factors, Spectrum of Disease</p> <p>Determinants of Health</p> <p>Levels of prevention (Interventions)- Primary Prevention, Secondary Prevention, Answers to Check Your Progress, Tertiary Prevention</p>

	<p>Indicators of Health- Mortality Indicators, Morbidity indicators, Disability indicators, Nutritional Status indicators, Utilization Rates, Indicators of Social and Mental Health, Environmental Indicators, Socio-economic Indicators, Health Care Delivery Indicators, HFA indicators, Indices</p> <p>Epidemiological Surveillance- Definition of Surveillance, Purposed Use of Surveillance, Epidemiological Surveillance System, Limitations of Surveillance</p>
2	<p>Health for All Primary Health Care: Concept, Scope and Vision of HFA Primary Health Care and Components Principles of Primary Health Care- A New Course of Action for Health. Implications of the Primary Health Care Approach, Distribution of Primary Health Care Centres</p> <p>Role of Hospitals in Primary Health Care- Hospitals Versus Primary Health Care: A False Antithesis, The Need for Hospital Involvement, Role and Functions of the Hospital at the first Referral Level, Issues in Role of Hospital in Primary Health Care</p> <p>Health For All (HFA) in the Twenty-first Century- Targets Primary Health Care Infrastructure.</p>
3	<p>Basics of Epidemiology and Biostatistics: Concept of Epidemiology Important Epidemiological Principles and Concepts- Natural History of Disease, Epidemiological Triad, Levels of Prevention/Intervention, Risk Approach in Health Care, Measurement</p> <p>Epidemiological Methods- Descriptive Epidemiological Studies, Analytical Epidemiological Studies</p> <p>Epidemic Management- Patterns of Epidemics Epidemic Forecasting and Management</p> <p>Screening Biostatistics- Sampling, Measures of Central Tendency, Correlation, Regression, Standard Error of Sampling Distribution, Significance Testing, Tests of Significance.</p>
4	<p>Occupational Health: Definition and Scope of Occupational Health- Definition, Scope</p> <p>Health Problems Due to Industrialization</p> <p>Occupational Hazards- Physical Hazards, Chemical Hazards, Biological Hazards, Psycho-social Hazards, Prevention and Control Hazards</p> <p>Occupational Diseases- Identification and Diagnostic Criteria of Occupational Diseases, Examples of Some Occupational Diseases, Modifiable Occupational Diseases, Compensable Occupational Diseases, Prevention of Occupational Diseases</p> <p>Occupational Health Services- Role of International Organizational, Need for OMS in Industries, Organisation of OHS,</p>

	<p>Functions of OHS, Model Occupational Health Services for Pectoris and Mines</p> <p>Occupational Health Management- Occupational Health Policy, Organisation Structure, Participative Approach, Action Plan, Duties and Responsibility to be Fixed, Involvement of the Employees, Role of trade Unions, Sharing information, Human Resource Development Occupational Health in India: Present Scenario Emerging Occupational Health Issues ill Future.</p>
5	<p>Health Insurance: Historical Overview and Evolution- Constitutional Provisions, Social Security Concepts</p> <p>Health Insurance Schemes- Central Government Health Scheme (CGHS), Employees State Insurance Scheme</p> <p>Emerging Scenario- Situational Analysis Insurance Regulatory and Development Act (IRDA) Likely Set-up after Privatization.</p>
6	<p>Overview of Health Care Delivery System: Evolution of Health Care Delivery System- Brief History of Evolution, Salient Features of Various Committees, Changing Trends in Evolution of Health Care Delivery System</p> <p>Health Care Infrastructure- National Level, State Level, District Level, Block Level, Primary Health Centre level, Sub-centre Level, Village Level</p> <p>Nan-Governmental Sector- Role of Private Sector Role of Voluntary Organizations Role of Indigenous System of Medicine.</p>
7	<p>Holistic Approach to Health: Evolution of Medicine- Ayurveda, Yoga, Naturopathy, Sidda Vaidya System, Unani Medicine, Homeopathy, Traditional Chinese Medicine, Acupuncture, Reiki</p> <p>Role of Alternate Systems of Medicine Holistic Medicine Need for Application in Indian Scenario Training and Support- Education System, Medical and Paramedical Education, Post-graduate Specialization, Primary Health Care, Secondary and Tertiary Health Care, Logistics of Training, Economics of Holistic Medicine.</p>
8	<p>Health and Population Policy and Strategies: National Health Policy- Elements of National Health Policy, National Health Policy-Indicators and Goals Population Policy- Population Policy Statements-1976 and 1979, Revised Strategy of Family Welfare, Population Policy-Future Perspectives and Prospects.</p>
9	<p>District Health Organization: District Health Office- Organizational Structure of Health Care System at District Level, Functions of District Health Office</p> <p>District Level Planning and Management- CMO's Role, Decentralized District Planning: Concept and Machinery, Designing the</p>

	<p>District Health Plan</p> <p>District Health Information System- Sources of Health Information, Flow of Routine Health Information.</p>
10	<p>Regionalization of Health Care: Concept and History of Regionalization Elements of Regionalization- Structure, Demarcation of a Region, Hierarchy of Services, Primary Level, Secondary Level, Tertiary Level Structuring of Authority and Responsibility Disturbing Variables The Regionalization Process- Coordination within the Region, Monitoring, Basis of Regionalization, Panchayat Raj.</p>
11	<p>Programmes Related to Communicable Diseases: Programmes against Malaria and other Vector-borne Diseases- National Anti-Malaria Programme (NAMP), National Filaria Control Programme (NFCP), Kala Azar Control Programme, Japanese Encephalitis Control Programs</p> <p>National Tuberculosis Control Programme National Leprosy Eradication Programme</p> <p>Programmes against AIDS and STDs- National AIDS Control Programme National STDs Control Programme National Guinea Worm Eradication Programme.</p>
12	<p>Programmes Related to Non-Communicable Disease: Objectives, Introduction National Programme for Control of Blindness- Importance, Historical Development, Objectives of the Programme, Programme Strategies, Infrastructures and Activities</p> <p>National Iodine Deficiency Disorders Control Programme (NIDDCP)- Importance, Historical Development, Objectives of the Programme, Programme Strategies, Infrastructures and Activities</p> <p>National Mental Health Programme- Importance, Historical Development, Objectives of the Programme, Programme Strategies, Infrastructures and Activities</p> <p>National Cancer Control Programme- Importance, Historical Development, Objectives of the Programme, Programme Strategies, Infrastructures and Activities</p> <p>National Iodine deficiency Disorder Control Programme- Importance, Historical Development, Objectives of the Programme, Programme Strategies, Infrastructures and Activities Role of Hospital and District Health Managers.</p>
13	<p>Reproductive and Child Health Programme: Evolution of the RCH Programme- Transition from MCH and FP to Family Welfare and CSSM Programme, Need for Holistic Approach towards Women's Development, International Conference on Population and Development (ICPD) and Programme of Action (POA), India's Commitment towards ICPD, POA and Launching of RCH Programme</p> <p>Objectives of RCH Programme Paradigm Shift in the RCH Programme- Target-free Programme Based on Community Needs Assessment, Decentralised</p>

	<p>Participatory Planning, Integrated RCH Package, State District Specific RCH Strategy, Greater Emphasis on Quality of Care, Comprehensive Integrated Training with District as Coordinator, Involvement of the Panchayati Raj System, Increased Involvement of NGOs and Private and Corporate Sector, Area Specific IEC Campaigns, Gender Concerns, Increased Male Participation in the Programme</p> <p>Components and Packages of Services under RCH Programme- Recommended Package of Services under RCH Programme, Programme Interventions, Safe Motherhood Components, Child Survival Components, Safe Abortion Services, Contraceptive Services for the Eligible Couples, Prevention and Management of RTIs and STIs, Adolescent Health Services, Special Care Components- Cancer and Infertility Services</p> <p>Organisation and Infrastructural Facilities for Implementation of RCH Programme- Organisational Set-up for Delivery of RCH Programme, Infrastructural Facilities for Delivery of RCH Services, Special Facilities and Projects under RCH Programme, Role of Hospitals in Implementation of RCH Programme</p> <p>Managerial Dimensions of RCH Programme- Community Needs Assessment Based Decentralised Planning, Human Resource Development and Capacity Building Management of Material Resources, Funding and Reimbursement Procedures under RCH Programme, Management information System (MIS), Monitoring of RCH Programme, Partnership Development - Intersectoral Cooperation and Involvement of NGOs Improving Quality of Services.</p>
14	<p>Health Related Programmes: Integrated-Child Development Scheme- Aims and Objectives, Organisation, Services Rendered, Beneficiaries, Staff of the ICDS under Health Department, Criteria for Project Site</p> <p>Water Supply and Sanitation- Importance of Water and Sanitation, Sources of Water supply, Classification of Water-borne Diseases, Safe Drinking Water, ' Concept of Total Environmental Sanitation, Rural Sanitation, Organizational Structure, Water Testing</p> <p>Minimum Need Programme- Components, Rural Health Services, Other Components.</p>
15	<p>Guidelines for Visit to Sub-Centers, PHC, CHC and Distinct Health Centre: Preparation for Field Visits, Visits to Various Rural Health Units.</p>
16	<p>Investigation of an Outbreak: Steps of Investigation of an Outbreak- Ensure the Existence of Outbreak, confirm Diagnosis, Estimate the Number of Cases, Orient the Data in Terms of Time, Place and Person, Determine who is 'At Risk' of Contracting the Disease, Develop an Explanatory Hypothesis, Compare the Hypothesis with the Established Facts, Plan a More Systematic Study, Prepare a Written Report, Proposed Measures for Control and Prevention.</p>

LEARNING SOURCE: Self Learning Materials

ADDITIONAL READINGS:

3. Hospital Administration by DC Joshi and Mamta Joshi-JAYPEEDIGITAL
4. Hospital Administration and Management A Comprehensive Guide Author: Gupta Joydeep Das by JAYPEE DIGITAL.