



Shri Vaishnav Vidyapeeth Vishwavidyalaya, Indore
Shri Vaishnav School of Management

Choice Based Credit System (CBCS) in Light of NEP-2020
MBA-Healthcare and Hospital Management
(In Association with Shalby Academy))
II SEMESTER (2025-2027)

MBAHHMSA201 ANALYTICS AND TECHNOLOGY FOR HEALTHCARE AND HOSPITAL INDUSTRY

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL		L	T	P	CREDITS
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHM SA201	CC	Analytics and Technology for Healthcare and Hospital Industry	60	20	20	-	-	3	-	-	3

Legends: L - Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical; C - Credit; CC- Core Course
*Teacher Assessment shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

COURSE OBJECTIVE

To equip learners with the ability to apply data analytics and emerging technologies to improve decision-making, operational efficiency, and quality of care in the healthcare and hospital industry.

EXAMINATION SCHEME

The internal assessment of the students' performance will be done out of 40 Marks. The semester Examination will be worth 60 Marks. The question paper and semester exam will consist of two sections, A and B. Section A will carry 36 Marks and consist of 5 questions, out of which students will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

COURSE OUTCOMES

- CO-1: To get a basic understanding of Hospital Information System
CO-2: Develop a detailed understanding of hospital information system and information technology
CO-3: Will help in acquainting about the administrative and clinical information system.
CO-4: To understand legal aspects of medical records.

COURSE CONTENT

UNIT I:

Introduction to Analytics, Data Driven Decision Making, Descriptive Analytics, Prescriptive Analytics, Predictive Analytics, Big Data Analytics, Web and Social Media Analytics.
Data generated for HIS; Functions, Benefits and applications of HIS, HIS components, various performance Indicators, HIS model and data movement. - HIS modules: Various HIS Modules for Clinicians Access, Nursing Access, In-patient Module, Registration Module, Diagnostic services Module, Dietetics Module, OT Module and Accident & Emergency Module etc.

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			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*	L	
MBAHHM SA201	CC	Analytics and Technology for Healthcare and Hospital Industry	60	20	20	-	-	3	3

Legends: L - Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical; C - Credit; CC- Core Course
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UNIT II:

Computerization in Hospitals, advantages of computerized system, database interface, IT Components of HIS and various softwares available in the healthcare market, ERP SAP in hospitals: Use, Functioning and Process

Hospital information system: Approaches to hospital information system: Patient based, Functional organization based, User department based, Clinical information system: Medical Record, Nursing Info system, Appointment scheduling, Dissemination of diagnostic information, Registration, General Administration & productivity.

Information Technology: Telemedicine, knowledge management, information Technology integration. LAN, WAN, SPSS, LIS, RIS, PACS.

UNIT III:

Management decision and related information requirement – Concept of networking hospital information system – Clinical information system – Administrative information system – Support service technical information system. Role of medical records in health care delivery – general medical records standards and policies.

UNIT IV:

Concept of Telemedicine and its evolution, Telemedicine network in India, and Strengths & Opportunities for Telemedicine in India.

UNIT V:

Role of Medical Records in Health Care Delivery – General Medical Records Standards and Policies – Legal Aspects of Medical Records –Medical Audit Computerization of Medical Records – Information Needs in the Hospital – sources of Health Information – Uses of Health and Hospital Data

SUGGESTED READINGS

1. Davis, G.B. and M.H. Olson, Management Information Systems
2. Health Management Information System, Jack Smith, Open University Publication, U.K
3. Management Information System, James A. O'Brien, Tata Mc-graw Hill

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II SEMESTER (2025-2027)

MBAHMSA202- RESEARCH METHODOLOGY IN MANAGEMENT

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL		L	T	P	CREDITS
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHM SA202	CC	Research Methodology in Management	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical: C - Credit; CC- Core Course
 *Teacher Assessment shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

COURSE OBJECTIVE

To equip students of Healthcare and Hospital Management with the ability to apply research methodology tools and analytical techniques for evidence-based decision-making and effective management in healthcare organizations.

EXAMINATION SCHEME

The internal assessment of the students' performance will be done out of 40 Marks. The semester Examination will be worth 60 Marks. The question paper and semester exam will consist of two sections, A and B. Section A will carry 36 Marks and consist of five questions, out of which students will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

COURSE OUTCOMES

- CO-1: To acquaint the students with basic statistics.
- CO-2: To learn concept of business research and its application.
- CO-3: Focuses on developing skills in structuring the research.
- CO-4: To understand statistical techniques-Parametric for developing executable solution
- CO-5: To understand statistical techniques-Non Parametric for developing executable solution
- CO-6: To conduct a problem solving research related to healthcare and hospital sector and prepare research report.

COURSE CONTENT

UNIT I:

Basic Statistical Methods: Measures of Central tendency: Mean, Median, Mode and Dispersion: Range, Inter Quartiles, Standard Deviation, Coefficient of Variation.
 Theory of Probability – Definition and Rules of Probability, Baye's Theorem; Probability Distribution – Discrete distribution – (Binomial and Poisson), Continuous distribution – (Normal & Exponential). Decision Tree Analysis

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***Teacher Assessment** shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

UNIT II:

Concept of business research and its applications in the various functions of management, Types of research-Basic and Applied Research, Ontology and Epistemology of business research, Quantitative V. Qualitative research, Types of business problems encountered by the research, Problems and precautions to the researcher in India, Characteristics of good research, ethics in research, Research problem definition and developing its approach, Value of Research Questions, Development of Research Questions and Hypotheses, Steps involved in research process.

UNIT III:

Research design: Exploratory Research Design - Secondary data and Qualitative research, Descriptive Research Design, Causal research design; Research design Comparison; Data Collection; Measurement and Scaling; Scale Evaluation; Questionnaire Design; Research Methods: Structured Interview/Self-completion questionnaire, Structured Observation V. Ethnography; Sampling Methods – Probabilistic & Non Probabilistic Sampling; Sample Design & Procedures Error: Sampling and Non-Sampling Error; Sources of Error

UNIT IV:

Parametric Tests: Estimation: Confidence interval and sample size determination. Hypothesis testing: process, type I and type II error, power of test. Data analysis: Univariate, Bivariate and Multivariate Test for means: Z-test, student's t-test: one sample test; two independent sample test and two dependent sample test (paired sample test). Test for proportions: one sample and two sample test.

Non-parametric test: Chi-square Test: Test of association, Goodness of fit, Strength of association, Analysis of Variance (ANOVA): One-way ANOVA, Two-way ANOVA (with SPSS); Multivariate Analysis of Variance (MANOVA) (with SPSS). Correlation: Bivariate and multiple; Simple regression; Multiple regression (with SPSS) Exploratory Factor analysis (with SPSS); Other Non-parametric tests (with SPSS): Run test; Binomial test; Sign test; Wilcoxon matched-pairs test; Mann-Whitney rank-sum test and Friedman one-way ANOVA.

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MBA-Healthcare and Hospital Management

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***Teacher Assessment** shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

UNIT V:

Research proposal and report preparation: format, Types and layout of research report, Precautions in preparing the research report, Guideline for tables, figures and graphs, Bibliography and Annexure in report, Drawing conclusions, Giving suggestions and recommendations to the concerned persons.

SUGGESTED READINGS

1. Collis J and Hussey R- Business Research (Palgrave, 2003).
2. Saunders- Research Methods for Business Students (Pearson Education, 3rd edition).
3. Beri- Marketing Research (Tata McGraw-Hill), 1993, 2nd ed.
4. David J. Luck and Ronald S. Ruben- Marketing Research (Prentice Hall of India), Latest Edition.
5. Kothari C.R. -Research Methodology Methods and Techniques. Wishwa Prakashan. 2004. Page 18 of 37
6. Malhotra, Naresh K.- Marketing Research. Pearson Education, Latest Edition.
7. Krishnaswamy K.N.,Sivakumar, Mathirajan-Management Research Methodology, Pearson.
8. Easwaran & Singh-Marketing Research: Concepts, Practice and Cases –Oxford.

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MBAHHMSA203 HEALTH INSURANCE MANAGEMENT

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL		L	T	P	CREDITS
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHMS A203	CC	Health Insurance Management	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical: C - Credit; CC- Core Course
***Teacher Assessment** shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

COURSE OBJECTIVE

To equip learners with the knowledge and skills to effectively manage health insurance systems, policies, claims, and provider–payer relationships within the healthcare and hospital management framework.

EXAMINATION SCHEME

The internal assessment of the students' performance will be done out of 40 Marks. The semester Examination will be worth 60 Marks. The question paper and semester exam will consist of two sections, A and B. Section A will carry 36 Marks and consist of five questions, out of which students will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

COURSE OUTCOMES

- CO-1: The prime objective of this course is to make, the Health/ Hospital Managers, understand the basic concepts, new trends, and comparison between various types of insurance and how to overcome the challenges, in the field of Health Insurance.
- CO-2: Ability to understand the purpose, structure and functions of insurance regulations
- CO-3: The students will be able to understand the technical knowledge regarding the various areas of functioning in this sector.
- CO-4: The students will be able to understand the third-party payer system in a systematic and methodical Way

COURSE CONTENT

UNIT I: Understanding of Insurance

Introduction to insurance – History of Insurance – Principles of Insurance – Types of insurance Theory and Principles of Health Insurance: Understanding of Health Insurance - History of Health Insurance

Fundamental Principles and Values of Health Insurance – Key Terms used in Health Insurance.

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MBAHHMS A203	CC	Health Insurance Management	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical: C - Credit; CC- Core Course
***Teacher Assessment** shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

UNIT II: Types of Health Insurance and its Framework

Basic Features of Health Insurance Design –Challenges or Health Insurance Industry – Health Insurance; Indian Scenario. Reinsurance and Health Insurance: Reinsurance – Role of Reinsurance - Need for Reinsurance – Risk Sharing.

UNIT III: Role of Third Party Administrator

Third party Administrator (TPA) – Origin - Understanding of the Relations between an Insurer and a TPA, Roles of TPA. Generic Reimbursement Methods, Major Health Insurers (Third-Party Payers)

UNIT IV: Claim Management

Claim settlement in health insurance, general guidelines for settlement of claims ,Claims Management Provider Contracting – Role of Payment Mechanisms, mediclaim
 Role of the Regulator: RDA – Origin and its Role – Ombudsmen – Grievance Redressal Mechanism- Legal issues

UNIT V: Financial Aspects of Insurance Companies

Financial objective of an insurance Company, performance measurement of insurance company, ALM, Ratio analysis of insurance company, Risk and Return trade off, valuation of assets and liabilities, Technical provision, Risk Margin

SUGGESTED READINGS

1. Health Insurance Sector In India: by T. Mahendran, Abhijeet Publications (2008).
2. Health Insurance: Basics Benefits And Claims: by R K Reddy
3. Life & Health Insurance: by Black, Pearson Education Pte Ltd (2008)
4. Essentials of Insurance and Risk Management by P.K. Gupta, Himalaya Publication (2016)
5. Risk Management and Insurance by Scott E Harrington, Gregory R. Niehaus, Mc Graw Hills

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Choice Based Credit System (CBCS) in Light of NEP-2020

MBA-Healthcare and Hospital Management

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MBAHMSA204 HOSPITAL PLANNING AND OPERATION MANAGEMENT

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL		L	T	P	CREDITS
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHMS A204	CC	Hospital Planning and Operation Management	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical: C - Credit; CC- Core Course
 *Teacher Assessment shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

COURSE OBJECTIVE

To equip learners with the knowledge and skills required to plan, organize, and manage hospital operations efficiently, ensuring quality patient care and optimal use of healthcare resources.

EXAMINATION SCHEME

The internal assessment of the students' performance will be done out of 40 Marks. The semester Examination will be worth 60 Marks. The question paper and semester exam will consist of two sections, A and B. Section A will carry 36 Marks and consist of five questions, out of which students will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

COURSE OUTCOMES

- CO- 1: To understand hospital facility and services management through effective planning and control mechanism
- CO- 2: To understand basic functions of Operations Management in Hospitals
- CO -3: To study the Purchase and inventory management in healthcare segments
- CO -4: To understand store and warehouse management for healthcare industry
- CO- 5: To study disaster management and its role of healthcare in different types of disaster.

COURSE CONTENT

UNIT I:

Understanding services, characteristics of services, Classification of services, position of healthcare services in service process matrix, Hospital classification and its different types of services, hospital facilities, Hospital Planning: Hospital Facility planning, clinical , support and utility services Planning (service blueprints and servuction model),

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MBA-Healthcare and Hospital Management

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MBAHHMS A204	CC	Hospital Planning and Operation Management	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical: C - Credit; CC- Core Course
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UNIT II:

Planning aspects of Hospitals: Hospital Location planning, layout planning, Capacity Planning: conceptual meaning, Hospital capacity classification, Capacity planning strategies for hospitals, Hospital Equipment planning and selection.

UNIT III:

Purchase management: Conceptual meaning, purchasing methods, purchasing process, vendor identification and rating ; Inventory management for hospitals: Meaning of inventory, inventory related costs, activities under inventory control, methods of inventory control: Selective control techniques (ABC, VED, SDE, FSN Analysis), Concept of EOQ and JIT
 Bio medical Waste management: Types of waste and its disposal methods

UNIT IV:

Store Management: different types of store in hospital and store and warehouse management (Inbound and Outbound material management, physical verification system of inventory in warehouse (perpetual and cyclical counting), technology used in physical verification, store layout, Queuing line and waiting management in hospital

UNIT V:

Disaster Management: Introduction to Disaster management and role of healthcare in disaster management, Medical Relief , Mass Casualty Management , Need for Hospital Disaster Plan, Disaster Committee, Roles and Responsibilities, Disaster Facilities , Disaster Response, Disaster Manual , Disaster Drill.

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MBA-Healthcare and Hospital Management

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SUGGESTED READINGS

1. Hospital facilities planning & management, by Gd Kunders, TMH Publications
2. Hospital administration, by CM Francis & Mario C Desouza, Jaypee Brothers, New Delhi.
3. Production (Operation) Management, by L. CJhamp, Everest Publishing house
4. Production and materials Management, by K. Sridhara Bhatt, Himalaya Publications Pvt Ltd
5. Hospital stores management an integral approach, by Shakti Gupta, Jaypee Brothers, New Delhi.
6. Emergency Medical Services & Disaster Management, By D.K. Dave & Shakti Gupta, Jaypee Brothers, New Delhi.
7. Risk Management in Health Care Institutions: A Strategic Approach by Florence Kavalier, Allen D. Spiegel, Jones & Bartlett Publishers
8. Risk Management Handbook for Professionals, by Joseph S Sanfilippo, Clayton L Robinson; CRC Press/Taylor & Francis Group

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MBA-Healthcare and Hospital Management

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MBAHMSA205 EPIDEMIOLOGY AND PUBLIC HEALTH MANAGEMENT

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
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MBAHBM SA205	CC	Epidemiology and Public Health Management	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical; C - Credit; CC- Core Course
***Teacher Assessment** shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

COURSE OBJECTIVE

To equip learners with foundational knowledge of epidemiology and public health management principles for planning, implementing, and evaluating effective healthcare and hospital services.

EXAMINATION SCHEME

The internal assessment of the students' performance will be done out of 40 Marks. The semester Examination will be worth 60 Marks. The question paper and semester exam will consist of two sections, A and B. Section A will carry 36 Marks and consist of five questions, out of which students will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

COURSE OUTCOMES

- CO-1: To introduce students to the discipline of public health
- CO-2: To understand the status of health and disease at global and national levels
- CO-3: To give an overview of the methods of prevention and health promotion
- CO-4: To understand the determinants and measures of disease and health related states

COURSE CONTENT

UNIT I:

Introduction -Definition, Significance, Evolution & Development of Public & Community Health. Healthcare & its Changing Scenario, Emergence of new diseases, Prevention and control

UNIT II:

Determinants of Health - Biological, Behavioral, Socio-economic, Cultural, Environmental, Geographical etc; Demography & Population Control, Population composition: Levels and trends in the sex and age structure of the population of world and developed and developing countries Population explosion as a public health problem, Risk measurement, Measurement of morbidity and mortality: Incidence, Prevalence;

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Choice Based Credit System (CBCS) in Light of NEP-2020

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			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHM SA205	CC	Epidemiology and Public Health Management	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical: C - Credit; CC- Core Course
***Teacher Assessment** shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

UNIT III:

Social determinants of health: socio economic position, education, occupation, ethnicity and health; Environmental Pollution & its Impact on Human Health, Occupational Health: Ergonomics, Control of Physical, Chemical, Mechanical, Psychosocial and Biological Environment at Workplace, Occupational Diseases.

UNIT IV:

Organization & Management of Public Healthcare Delivery system in India: National, State, District and Block Level; The levels of Healthcare - Development of Public & Private Healthcare Institutions in India; Health Sector Reforms in India: Development Partners in Public health, Public- Private partnership

UNIT V:

Mass communication & Role of Media in health education; Information Communication Technologies (ICT) in health care and awareness. Technological developments in healthcare, eg. Telemedicine

SUGGESTED READINGS

1. Public Health: What It Is and How It Works, Fifth Edition. Bernard J. Turnock (2012). Sudbury, Massachusetts: Jones and Bartlett Publishers Schneider.
2. Introduction to Public Health, 3rd Edition. Jones and Bartlett. 2011
3. Preventive And Social Medicine, by Dr. K. Park
4. Epidemiology by P.V. Sathe, Popular Prakashan
5. Health Communication in the 21st Century, By Kevin B. Wright, Lisa Sparks, H. Dan O'Hair, Blackwell publishing limited, 2013, first edition
6. Perspectives in Environmental Health -Vector and Water Borne Diseases, by Mukhopadhyay Aniruddha, De A K
7. Occupational Health: Management and Practice for Health Practitioners, by S. P. Hattingh, 3rd edition.

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Choice Based Credit System (CBCS) in Light of NEP-2020

MBA-Healthcare and Hospital Management

(In Association with Shalby Academy))

II SEMESTER (2025-2027)

MBAHHMSA206 HUMAN RESOURCE MANAGEMENT

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL		L	T	P	CREDITS
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHM SA206	CC	Human Resource Management	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical: C - Credit; CC- Core Course
 *Teacher Assessment shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

COURSE OBJECTIVE

To develop the ability to effectively plan, manage, and optimize human resources in healthcare and hospital settings to ensure quality patient care, staff performance, and organizational efficiency.

EXAMINATION SCHEME

The internal assessment of the students' performance will be done out of 40 Marks. The semester Examination will be worth 60 Marks. The question paper and semester exam will consist of two sections, A and B. Section A will carry 36 Marks and consist of five questions, out of which students will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

COURSE OUTCOMES

- CO-1: To have an understanding of the basic concepts, functions and processes of human resource management
- CO-2: To Design and formulate various HRM processes such as Recruitment, Selection, Training, Development, Performance appraisals and Reward Systems, Compensation Plans and Ethical Behaviour.
- CO-3: Develop ways in which human resources management might diagnose a business strategy and then facilitate the internal change necessary to accomplish the strategy
- CO- 4: Evaluate the developing role of human resources in the global arena.
- CO- 5: Learn demand & supply of Human Resource and how to meet both with proper planning
- CO- 6: Comprehensive understanding of training and development interventions in the organization.
- CO- 7: Procedures to analyse & resolve conflicts in organization and grievance handling.

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Shri Vaishnav School of Management

Choice Based Credit System (CBCS) in Light of NEP-2020

MBA-Healthcare and Hospital Management

(In Association with Shalby Academy))

II SEMESTER (2025-2027)

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			THEORY			PRACTICAL		L	T	P	CREDITS
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHM SA206	CC	Human Resource Management	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical: C - Credit; CC- Core Course
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COURSE CONTENT

UNIT I:

Nature and the development of personnel management: historical context in India, the welfare tradition, the industrial relations tradition, the control of labor tradition. Personnel function: personnel as a specialist function, policies, strategies, and operating plans of personnel, and the personnel activities. Human resource management (HRM): political, social, and social context of change, HRM within organization structure.

UNIT II:

Human resources planning: definition, purposes, processes and limiting factors; human resources information systems (HRIS): personnel records and statistics, the use of information systems in HRM, HR accounting and audit. The systematic approach to recruitment: recruitment policy, recruitment procedures, job analysis, job description, personnel specification, recruitment methods, and evaluation. The systematic approach to selection: the selection procedure, the design of application form, selection methods, the offer of employment, and evaluation of process.

UNIT III:

Training and development: purpose, methods, and issues in training and management development programs. Performance appraisal: definition, purpose of appraisal, procedures and techniques including 360 Degree Appraisal, the appraisal interview, and follow up. Reward management: job evaluation, purposes and methods, factors affecting compensation policy, effect of job evaluation on human relations, compensation systems: base and variable, fringe benefits, the legal framework on pays and benefits.

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Choice Based Credit System (CBCS) in Light of NEP-2020

MBA-Healthcare and Hospital Management

(In Association with Shalby Academy))

II SEMESTER (2025-2027)

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL		L	T	P	CREDITS
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHM SA206	CC	Human Resource Management	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical: C - Credit; CC- Core Course
***Teacher Assessment** shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

UNIT IV:

Discipline and grievance procedures: definition, disciplinary procedure model, the other procedures, grievance procedures and interview. Industrial relations: aspect of industrial relations (IR), nature and importance of union-management relations, Labour Laws and its applications for hospital and healthcare sector

UNIT V:

Termination of employment: retirement, resignation, and termination of contract: layoff and exit interviews. Dealing with the human aspects of terminations: procedures for terminations, counselling, training and notice of dismissal.

SUGGESTED READINGS

1. Bratton J and Gold J- Human Resource Management: Theory and Practice (Palgrave, 2003)
2. Gomez-Mejia et al- Managing Human Resources (Pearson Education, 3rd edition),
3. Ivansevich- Human Resource Management (Tata McGraw-Hill)
4. Aswathappa- Human Resource Management (Tata McGraw-Hill) HR and PM, 2003, 3rd ed.
5. Dessler- Human Resource Management (Prentice-Hall, 9th edition)
6. A.K.Singh, B.R.Duggal, Puneet Mohan- Human Resource Management and Development (Sun IndiaPublication, 2004).

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA-Healthcare and Hospital Management
(In Association with Shalby Academy))
II SEMESTER (2025-2027)

MBAHMSA207 MANAGEMENT OF HOSPITAL PHARMACY

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL		L	T	P	CREDITS
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHM SA207	CC	Management of Hospital Pharmacy	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical: C - Credit; CC- Core Course
*Teacher Assessment shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

COURSE OBJECTIVE

To equip learners with the knowledge and skills required for the effective management of hospital pharmacy operations, ensuring safe, rational, and cost-effective medication use in healthcare settings.

EXAMINATION SCHEME

The internal assessment of the students' performance will be done out of 40 Marks. The semester Examination will be worth 60 Marks. The question paper and semester exam will consist of two sections, A and B. Section A will carry 36 Marks and consist of five questions, out of which students will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

COURSE OUTCOMES

CO- 1: To understand functional management of hospital pharmacy.

CO- 2: To understand importance of hospital pharmacy management.

COURSE CONTENT

UNIT I:

Definition, functions of hospital pharmacy, Location, Layout, Requirement and responsibilities of hospital pharmacist.

UNIT II:

International scenario vs. Indian scenario of Hospital pharmacy practices, requirement for functioning of hospital pharmacy, standards of pharmacy in hospitals, GPP, legal requirements of establishing and maintaining a drug store in hospital, dispensing of proprietary products, maintenance of record of drug store.

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MBA-Healthcare and Hospital Management

(In Association with Shalby Academy))

II SEMESTER (2025-2027)

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
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			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHM SA207	CC	Management of Hospital Pharmacy	60	20	20	-	-	3	-	-	3

Legends: L-Lecture; T - Tutorial/Teacher Guided Student Activity; P – Practical; C - Credit; CC- Core Course
 *Teacher Assessment shall be based on following components: Quiz/Assignment/ Project/Participation in Class, given that no component shall exceed more than 10 marks.

UNIT III:

Organization of drug store, type of material stocked and storage conditions, Codification of drugs and other supplies,

UNIT IV:

Purchase in hospital pharmacy: principles, purchasing procedure, EOQ, ROL for inventory management, ABC and VED analysis for inventory control, stock evaluation system for analysis of drug expenditure.

SUGGESTED READINGS

1. Hospital administration, by C M Francis & Mario C Desouza, JAYPEE brothers, New Delhi
2. Production and materials management, by K. Sridhara Bhatt, Himalaya Publication house
3. Hospital stores management an integral approach, by Shakti Gupta, JAYPEE brothers, New Delhi

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