Shri Vaishnav Vidyapeeth Vishwavidyalaya, Indore
Shri Vaishnav School of Management

Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

MBAI301C ADVANCEDHUMAN VALUES AND PROFESSIONAL ETHICS

COURSE CODE	CATEGORY	COURSE NAME	THEORY			PRACTICAL		L	T	P	CREDITS
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAI301C	AECC	Advanced Human Values and Professional Ethics	60	20	20	-	-	3	-	-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **AECC-** Ability Enhancement Compulsory 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
The objective of the course is to disseminate the theory and practice of moral code of conduct and familiarize the students with the concepts of "right" and "good" in individual, social and professional context

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 student will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

Course Outcomes
1. Help the students to understand right conduct in life.
2. To equip students with understanding of the ethical philosophies, principles, models that directly and indirectly affect personal and professional life.

COURSE CONTENT

Unit I: Inculcating Values at Workplace
1. Values: Concept, Sources, Essence
2. Classification of Values.
3. Values in Indian Culture and Management: Four False Views, Value Tree
4. Eastern and Western Values; Values for Global Managers

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL					
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*	L	T	P	CREDITS
MBAI301C	AECC	Advanced Human Values and Professional Ethics	60	20	20	-	-	3	-	-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **AECC-** Ability Enhancement Compulsory 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: Professional Ethics
1. Ethics: Concept, Five P's of Ethical Power, Organisational Tools to Cultivate Ethics
2. Theories of Ethics: Teleological and Deontological
3. Benefits of Managing Ethics in an Organisation
4. Ethical Leadership

Unit III: Indian Ethos and Management Style
1. Indian Ethos and Workplace
2. Emerging Managerial Practices
3. Ethical Considerations in Decision Making and Indian Management Model
4. Core Strategies in Indian Wisdom and Ethical Constraints

Unit IV: Human Behavior – Indian Thoughts
1. Guna Theory
2. Sanskara Theory
3. Nishkama Karma
4. Yoga: Types, Gains; Stress and Yoga

Unit V: Spirituality and Corporate World
1. Spirituality: Concept, Paths to Spirituality
2. Instruments to achieve spirituality
3. Vedantic Approach to Spiritual and Ethical Development
4. Indian Spiritual Tradition.

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MBA – Hospital and Health Management - III SEMESTER (2021-2023)

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*				
MBAI301C	AECC	Advanced Human Values and Professional Ethics	60	20	20	-	-	3	-	-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **AECC-** Ability Enhancement Compulsory 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.

Suggested Readings
1. Kausahl, Shyam L. (2006). ***Business Ethics – Concepts, Crisis and Solutions***. New Delhi: Deep and Deep Publications Pvt. Limited
2. Murthy, C.S.V. (2012). ***Business Ethics –Text and Cases.*** Himalaya Publishing House: Mumbai
3. Chakraborty, S. K. (1999). ***Values and Ethics for Organizations***. Oxford university press
4. D.Senthil Kumar and A. SenthilRajan (2008). ***Business Ethics and Values.*** Himalaya Publishing House: Mumbai

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

MBAI302C PROJECT MANAGEMENT

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL					
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*	L	T	P	CREDITS
MBAI302C	CC	**Project 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 Objectives
The course is intended to develop the knowledge of the students in the management of projects. It is aimed at imparting knowledge on managing entire life cycle of a project – from conceptualization to commissioning.

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 student will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

Course Outcomes

1. Understanding of various phases in a project life cycle.
2. Ability to establish feasibility of a project and various methods of project financing
3. Learn to organize and coordinate with different functions for successful project implementation
4. Develop ability to monitor and control projects, and risks involved.

COURSE CONTENT

Unit I: Concept of Project
1. Overview, key concepts, classification, characteristics of project
2. Project life cycle and its phases
3. Project feasibility: project identification, market and demand analysis, technical analysis, and technology selection

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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*				
MBAI302C	CC	Project 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: Project Feasibility and Investment Evaluation
1. Project cost estimate
2. Project appraisal: time value of money, project cash flows, payback period, cost of capital, project rate of return
3. Sources of financing
4. Optimum capital structure and it's theories
5. Investment decision rule

Unit III: Project Implementation
1. Project planning and scheduling
2. Network analysis, construction of networks
3. Time-cost trade-off and crashing of projects
4. Resource allocation using network analysis, resource leveling
5. Project contracting: types of contracts in projects, steps in project contracting

Unit IV: Human and Social Aspects of Managing Projects
1. Project organization
2. Project leadership: motivation, communication, conflict handling in projects
3. Social cost-benefit analysis, UNIDO approach

Unit V: Project Review and Administrative Aspects
1. Project monitoring and control, variance analysis, performance analysis
2. Abandonment analysis
3. Computer based project management & PMIS

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME					L	T	P	CREDITS
			THEORY			PRACTICAL					
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAI302C	CC	Project 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.

Suggested Readings
1. Chandra, P. (2011). *Project Planning: Analysis, selection, implementation and review.* New Delhi: Tata McGraw Hill.
2. Choudhury S. (2017), *Project Management.* Chennai: McGraw Hill Education (I) Pvt. Ltd.
3. Singh, N. (2003). *Project Management and Control*. New Delhi: Himalaya Publishing House.
4. Nicholas, J.M. (2008). *Project Management for Business and Technology: Principles and practice*. Pearson Publication.
5. Gray, C.F., Larson, E.W. and Desai, G.V. (2010). *Project Management: The managerial process*. New Delhi; Tata McGraw Hill.
6. Pinto, J. (2010). *Project Management: Achieving Competitive Advantage*. New Jersey: Pearson.
7. Abrol, S. (2010). *Cases in Project Management*. New Delhi: Excel Books
8. Maylor, H. (2017). *Project Management*. New Jersey: Pearson.

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

MBAHHM301 LEGAL FRAMEWORK IN HEALTHCARE

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL					
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*	L	T	P	CREDITS
MBAHHM301	DSE	Legal Framework in Healthcare	60	20	20	-	-	3		-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **DSE-** Discipline Specific Elective
*****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 understand the practical approach of different acts which is applicable in hospital.

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 student will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

Course Outcomes
1. To explain the laws and regulations applicable to hospitals and hospital employees.
2. To study the medico-legal aspects of practice of medicine in hospital setting.

COURSE CONTENT

Unit I: Laws applicable to Hospitals
1. Functioning of hospitals and Medico – legal responsibilities, cases and problems
2. Medico- Legal Problems in relation to Health Administration.
3. Provisions for hospital commissioning: Registration of Companies Act 1956 with regard to hospital incorporation as a company.
4. Indian Medical Council Act, 1956.

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COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL					
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*	L	T	P	CREDITS
MBAHHM301	DSE	Legal Framework in Healthcare	60	20	20	-	-	3		-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **DSE**- Discipline Specific Elective

*__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: Laws Related to Medical Procedures:
1. Medical Termination of Pregnancy Act 1971 (MTP Act)
2. Prenatal Diagnostic Techniques
3. Regulations & Prevention of Misuse Act 1994 (PNDT Act)
4. Transplantation of Human Organ Act 1994

Unit III: Laws related to Drugs and Pharmacy
1. Narcotic Drugs and Psychotropic Substances Act and Rules
2. Drugs and Cosmetics Act 1940 (Blood bank regulations under Drugs and cosmetic rules), Pharmacy Act 1948.

Unit IV: Medico-Legal Aspects Governed by Laws
1. List of Offences & Professional Misconduct of Doctors as per Medical Council of India Indian Evidence act section 126, Law of Tort
2. Consumer Protection Act – Definition, Consumer Protection Council, Consumer Disputes Redressal Agencies, Other Salient features, Application of Consumer.
3. Protection Act in Hospital, Recent Judgment of Supreme Court, Implication for Health Professionals.

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL					
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*	L	T	P	CREDITS
MBAHHM301	DSE	Legal Framework in Healthcare	60	20	20	-	-	3		-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **DSE-** Discipline Specific Elective

***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: Labour Laws Applicable to a Hospital
1. Indian Trade Union Act 1926/Industrial Dispute Act 1947.
2. The Workmen's Compensations Act.
3. The Industrial Employment (Standing Orders) Act 1946.
4. Payment of Wages Act.
5. Employee Provident Fund Act.
6. Maternity Benefit Act.

Suggested Readings
1. Dayananda, M. (2005). *Medico Legal Aid to Hospitals and Doctors with Consumer Protection Law.* Medical Journal, Armed Forces India, 61(4), 399.
2. Parikh, C. K. (1979). *Parikh's text book of medical jurisprudence and toxicology: for classrooms and courtrooms*. Medical publications.
3. Singh, J., & Bhushan, V. (2014). *Medical Negligence & Compensation*. Bharat Law Publications.

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

MBAHHM302 HOSPITAL OPERATIONS

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*				
MBAHHM302	DSE	Hospital Operations	60	20	20	-	-	3		-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **DSE-** Discipline Specific Elective
***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
The objectives of this course are to provide students with a better understanding of the concepts, strategies and the issues involved in the day-to-day functioning of the hospital as managers and administrators.

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 student will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

Course Outcomes
1. To identify the important functions and its management in hospitals.
2. To familiarize with the supporting services and procurement management of hospitals

COURSE CONTENT

Unit I: Planning, Organization & Management of Clinical Services
1. Out Patient Department
2. Casualty
3. Nursing & Ward
4. Maternity &Labour room
5. Intensive Care Unit, Neonatal Intensive Care Unit
6. Operation Theatre
7. Radiology & Pathology
8. Nuclear medicine
9. Blood Bank

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL					
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*	L	T	P	CREDITS
MBAHHM302	DSE	Hospital Operations	60	20	20	-	-	3		-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **DSE**- Discipline Specific Elective

*****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: Introduction, Meaning of Supportive Services
1. Nutrition and Dietetics Service
2. Medical Record Department
3. Hospital Infection Control & Biomedical waste management
4. Rehabilitation

Unit III: Planning, Organization & Management of Non - Clinical Services
1. Electric supply, water supply plumbing and Sanitation
2. Medical gas supply and pipelines
3. Heating, ventilation, and air conditioningsystems
4. Bio-medical engineering department with recent trends

Unit IV: Planning, Organization & Management of Supportive Services
1. Laundry Services
2. Housekeeping Services
3. Central Sterile Supply Department
4. Pharmacy Services.

Unit V: Planning, Organization& Management of Miscellaneous Departments
1. Mortuary and Transportations Services
2. Communications Systems

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL					
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*	L	T	P	CREDITS
MBAHHM302	DSE	Hospital Operations	60	20	20	-	-	3		-	3

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

Suggested Readings
1. Goel, S. L., & Kumar, R. (Eds.). (2002). *Management of hospitals: Hospital administration in the 21st century*. Deep & Deep Publications.
2. Joshi D.C. & Joshi Mamta. (2008). *Hospital Administration,* Jaypee Brothers Medical Publishers (P) Ltd.
3. Kunders, G. D. (2004). *Hospitals: facilities planning and management*. Tata McGraw-Hill Education.
4. Park's, K. (2021). Park's text book of Preventive and Social Medicine.
5. Sakharkar B.M. (2009). *Principles of Hospital Administration and Planning,* Jaypee Brothers Medical Pub (P) Ltd.
6. Tabish, S. A. (2001). *Hospital and health services administration: principles and practice*. Oxford University Press, USA.

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

MBAHHM303 HOSPITAL MANAGEMENT INFORMATION SYSTEM

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME					L	T	P	CREDITS
			THEORY			PRACTICAL					
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHM303	DSE	Hospital Management Information System	60	20	20	-	-	3		-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **DSE-** Discipline Specific Elective

***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:
The Objectives of the course are to enable students to learn and develop a better understanding of Computer Technology and Its Application in the area of Health 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 five questions, out of which student will be required to attempt any three questions. Section B will comprise of one or more cases / problems worth 24 marks.

Course Outcomes
1. To learn the design, development and security of Hospital Management Information Systems.
2. To understand the various ethical and social Issues in Using Information Systems.
3. To gain knowledge in various Decision Support Systems.

COURSE CONTENT

Unit I: Introduction to Management Information System
1. Basic Information Concepts - Data and Information, Classification of Information
2. Quality of Information, Resources of Information, Concept of Management and System, Component of System
3. Executive Information system, Decision support system

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL					
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*	L	T	P	CREDITS
MBAHHM303	DSE	Hospital Management Information System	60	20	20	-	-	3		-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **DSE-** Discipline Specific Elective

*****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: Introduction to Hospital Information System
1. Hospital Information System - Genesis, Scope, Basic management cycles in hospitals
2. Categories of information system in hospitals, sources of health information, uses of health and hospital data,
3. Managing Information System and need of information in hospital, Advantages of Hospital Information Systems
4. Development of Hospital Information Systems

Unit III: Electronic Health Record
1. The Electronic health record - Functions of the health record, changing functions of the patients record, Advantages of the paper record, Disadvantages of the paper record
2. Optically scanned records, Advantages of the EHR, Disadvantages of the EHR, Roadblocks and challenges to EHR.
3. Implementation - The future of HIS.

Unit IV: Ethics and Information System
1. Information System Resources, Ethical and Social Issues in Managing Information System Resources
2. Cyber Crime
3. Information Security and Cyber Laws
4. Audit of Information System

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Vishwavidyalaya, Indore

Chairperson
Faculty of Studies
Shri Vaishnav Vidyapeeth
Vishwavidyalaya, Indore

Controller of Examination
Shri Vaishnav Vidyapeeth
Vishwavidyalaya, Indore

Joint Registrar
Shri Vaishnav Vidyapeeth
Vishwavidyalaya, Indore

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL					
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*	L	T	P	CREDITS
MBAHHM303	DSE	Hospital Management Information System	60	20	20	-	-	3		-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **DSE-** Discipline Specific Elective

*__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: Advances in Hospital Information System
1. Basics of Electronic Communications-Methods of accessing information Telemedicine.
2. Types of Technology - Clinical initiatives - Administrative initiatives, Advantages and Barriers of Telemedicine
3. Future trends, Knowledge management , Advances in public health, Speech Recognition
4. Wireless computing Security ,Barriers of Information Technology implementation

Suggested Readings
1. Malik, A. (2005). *Management Information Systems*. Firewall Media.
2. Mogli, G. D. (2016). *MEDICAL RECORDS ORGANIZATION AND MANAGEMENT:(guide to Health Records, Software, Insurance... and Legal Professionals)*. Jaypee Brothers Medical Publishers.

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

MBAHHM304 QUALITY MANAGEMENT IN HEALTHCARE

COURSE CODE	CATEGORY	COURSE NAME	THEORY			PRACTICAL		L	T	P	CREDITS
			END SEM University Exam	Two Term Exam	Teachers Assessment*	END SEM University Exam	Teachers Assessment*				
MBAHHM304	DSE	Quality Management in Healthcare	60	20	20	-	-	3		-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **DSE-** Discipline Specific Elective

***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
The broad objective of the course is to improve students' knowledge of concept of quality and develop their skills in implementation of Sustainable Quality Assurance Program in the Health Systems and Hospitals.

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 student will be required to attempt any three questions. Section B will comprise of one or more cases/ problems worth 24 marks.

Course Outcomes
1. To familiarize and understand the concepts of Quality Assurance (QA) and its importance in the context of Health System and Hospitals;
2. To understand the scope of Quality Assurance;
3. To understand the importance of standards, indicators, benchmarks in Quality Assurance;
4. To learn basic skills of assessment and measurement of Quality Assurance;

COURSE CONTENT

Unit I: Quality in Healthcare:
1. Basic Concept, Evolution of the Concept of Quality
2. Definition, Terminology of Quality Management, Quality Policy and Objectives.
3. Dimension of Quality in Healthcare

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Vishwavidyalaya, Indore	Vishwavidyalaya, Indore		

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Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

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*				
MBAHHM304	DSE	Quality Management in Healthcare	60	20	20	-	-	3		-	3

Legends: **L** - Lecture; **T** - Tutorial/Teacher Guided Student Activity; **P** – Practical: **C** - Credit; **DSE-** Discipline Specific Elective

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

Unit III: Quality Assurance with reference to Healthcare
1. Setting standards: Need for standards, process of setting standards, communicating standards, developing indicators.
2. Assessment and measurement of quality, Frameworks for quality assessment, and methods and tools of quality assessment.
3. Monitoring and Supervising Quality: Quality monitoring process, and collection of data and analysis, supervising quality, Indicators of quality, Identifying quality problems and gaps.
4. Quality Improvement Interventions: Quality Assurance (QA), Continuous Quality Improvement (CQI) and Total Quality Management (TQM).

Unit IV: Certification/ Accreditation of Hospital
1. ISO Certification
2. NABH Accreditation
3. Joint Commission on Accreditation Of Healthcare Organizations (JCAHO)
4. JCI Accreditation Program
5. Ideal Approach to Quality

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Shri Vaishnav Vidyapeeth Vishwavidyalaya, Indore
Shri Vaishnav School of Management

Choice Based Credit System (CBCS) in Light of NEP-2020
MBA – Hospital and Health Management - III SEMESTER (2021-2023)

COURSE CODE	CATEGORY	COURSE NAME	TEACHING & EVALUATION SCHEME								
			THEORY			PRACTICAL					
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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: **Quality Management Techniques**
1. Quality Improvement techniques
2. Implementing strategies – Quality circles, Benchmarking for Quality Standards- ISO 9000 Series- IS02000, ISO 14000, ISO 18000.

Suggested Readings
1. Bhat, S., &Aswathappa, K. (2010). *Production and operations management*. Himalaya Publishing House.
2. Joshi D.C. & Joshi Mamta. (2008). Hospital Administration, Jaypee Brothers Medical Publishers (P) Ltd.
3. Sahney, S., Banwet, D. K., &Karunes, S. (2004). Conceptualizing total quality management in higher education. *The TQM magazine*.
4. Sharma D.D. (2011). Text book of Quality Management, Sultan Chand & Sons.

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