



Centre for Online Learning

**Dr. D. Y. Patil Vidyapeeth, Pune
(Deemed to Be University)**

Re-accredited by NAAC with a CGPA of 3.62 on a four-point scale at 'A' Grade
an ISO 9001: 2015 Certified University

Sant Tukaram Nagar Pimpri, Pune – 411018

**Curriculum for
Certificate Programme in Hospital and
HealthCare Management
2020**

**Resolution Passed in the meeting of
Board of Management Held
On 27/12/2018**

Objectives:

The Certificate Program is designed for professionals who are working in the field of Hospital Administration. The course will give an understanding of the different concepts of hospital and health care management. It will help develop the young dynamic professional in the field of hospital administration, increase the quality of health care services, and improve the living standard.

Duration: This is an online certificate programme of six months duration.

Eligibility:

For a candidate to be eligible for admission in the Certificate Programme in Hospital and Health Care Management would have passed a graduation degree from a recognized university or its equivalent from any stream and has secured 45% marks at graduation level.

Medium of Instruction:

Medium of instruction will be in English only.

Scheme of Examination:

All examinations of Dr. D. Y. Patil Vidyapeeth's COL shall be conducted twice in a year (June and December), through online mode in with remote proctoring. Conduct of Examinations, Passing Criteria and Students Disciplinary Control in the Examinations will be as per Regulations as amended from time to time by Dr. D Y Patil Vidyapeeth. The overall assessment for a course will consist of the following two components:

1. Formative Assessment of continuous nature and 30% weightage
2. Summative Assessment OR Term End Examination of 70% weightage

1. Formative Assessment of Domain Core Courses, Specialization Courses and Generic Elective Courses

Formative Assessment shall have Formative assignment I and Formative assignment II.

Formative assignment I Shall have 20 MCQs Multiple Choice Single Response (MCSR), TF, FIB) With unit proportionality. Each question shall carry 1 mark so that formative assignment I shall have 20 marks. The questions shall be designed to assess the remembering and understanding skills of learners.

Formative assignment II shall have 5 Multiple Choice Multiple Response (MCMR) type questions based on one situation exercise. Each question shall carry 2 marks so that formative assignment II shall have 10 marks. The questions shall be designed to assess the applying acquired knowledge skills of the learners.

Combined performance of formative assignment I and II will be evaluated for total 30 marks. Passing percentage is 40%

- **Assignment I:**

The full syllabus assessment will foster the use of concepts learned during the entire coursework. It is to be noted that this assessment can only be accessed after successful completion of entire course.

This assessment is Multiple Choice Questions (MCQs) and are time-bound (20 minutes). Once initiated, it is required to submit the assessment within 15 days in single sitting. Assignment I have twenty questions of one mark each and student has to attempt all questions. The marks will be automatically captured in the learning portal.

This component carries 20 marks.

- **Assignment II:**

It is to be noted that this assessment can only be accessed after successful completion of Assignment I. This assessment is subjective question-based and is time-bound (30 minutes). Once initiated, it is required to submit the assessment within 15 days in single sitting. Assignment II have three questions of five marks each and student has to attempt any two questions. The faculty shall evaluate answers through learning portal.

This component carries 10 marks.

2. Summative Assessment / Term End Examination (Proctored Examination)

Summative assessment shall have 2 sections with a total mark of 70.

Section I (A): This sections shall have 40 MCQs Multiple Choice Single Response (MCSR), TF, FIB) of one mark each with unit proportionality. The questions shall be designed to assess the remembering, understanding and applying acquired knowledge skills of learners.

Section I (B): This sections shall have 05 Multiple Choice Multiple Response (MCMR) type questions based on situation exercise of 10 marks each questions shall carry 2 marks . The questions shall be designed to assess the analyzing and evaluating skills of the learners. This section carries 10 marks.

Section II: These sections shall have 3 subjective/descriptive type questions of 10 marks each out of which learners will have to attempt any 2 questions. The questions shall be designed to assess the analyzing and evaluating skills of the learners. This section carries 20 marks.

Combined performance of summative assessments sections I and II will be evaluated for total 70 marks. Passing percentage is 40%.

The combined performance of formative assignments and summative assessment shall be evaluated for 100 marks. Separate passing is necessary for formative assignments and summative assessment.

Key points of learning path:

- All units will be opened sequentially.
- Only upon successful completion of the available content, the next content will be available.
- In case of non-completion of the available content, student will be required to reattempt the content for successful submission and mark it “as done”.
- Upon completion of all contents in a unit, the corresponding block assessment will be available inside the same units.
- The course summary assessment will be available along with the full syllabus assessment, only upon successful completion of all units.
- Student may also discuss the implications of learning outcomes with the faculty by using the “Ask a question” feature of the learning portal. Answers for this question are expected with 500 words.

PASSING CRITERIA

To qualify in examination a learner must obtain the following marks in each course: -

- Minimum 40% marks in Formative Assessment
- Minimum 40% marks Summative Assessment / Term End Examination
- Student should secure 40% marks in each of formative and summative assessment separately.

Grading and Award of Class for Certificate Programme in Hospital and HealthCare Management

On the basis of the total obtained marks in each subject, a letter grade is converted in a scale of 8 as mentioned in below table:

| Marks | Letter Grade | Grade Point |
|--------------|---------------------|--------------------|
| 90 to 100 | O : Outstanding | 10 |
| 80 to 89 | A+: Excellent | 9 |
| 70 to 79 | A : Very Good | 8 |
| 60 to 69 | B+ : Good | 7 |
| 50 to 59 | B : Above Average | 6 |
| 45 to 49 | C : Average | 5 |
| 40 to 44 | P : Pass | 4 |
| 00 to 39 | F : Fail | 0 |
| - | AB : Absent | 0 |

Grace Marks

Grace Marks up to a maximum 1% of the total marks could be used in different courses, subject to a maximum of 5 marks in one course. There will be no re-evaluation for any course assessment. Students will have to appear for the course exam within the valid period, if she/he fails to secure minimum passing criteria.

PROGRAMME STRUCTURE FOR CERTIFICATE PROGRAMME IN HOSPITAL AND HEALTHCARE MANAGEMENT

Summary

| Programme Title | Total Credits | Total Courses | Total Marks |
|--|---------------|---------------|-------------|
| Certificate Programme in Hospital and HealthCare Management (6 months) | 20 | 5 | 500 |

Programme Structure

| Course Code | Course Title | Credits | Marks | | Total Marks | Total Learner's Engagement in hours |
|-------------|--|---------|---------------------------------|--------------------------------|-------------|-------------------------------------|
| | | | Formative Continuous Assessment | Summative Proctored Assessment | | |
| HAHM-101 | Hospital Administration | 4 | 30 | 70 | 100 | 120 |
| HAHM-102 | Marketing of Health Care Services | 4 | 30 | 70 | 100 | 120 |
| HAHM-103 | Indoor and Outdoor Hospital Services | 4 | 30 | 70 | 100 | 120 |
| HAHM-104 | Quality mgmt. in HealthCare Services | 4 | 30 | 70 | 100 | 120 |
| HAHM-105 | Legal Aspects of Hospital and Health Mgmt. | 4 | 30 | 70 | 100 | 120 |
| | Total | 20 | | | 500 | |

HOSPITAL ADMINISTRATION AND HEALTHCARE MANAGEMENT

DETAILED SYLLABUS

| | | | |
|---------------------|-------------------------|-------------|---------------|
| Course Code | HAHM-101 | Type | Domain Course |
| Course Title | Hospital Administration | | |
| Credit | 4 | | |

Course Description:

Health Care Management provides a framework for addressing the management problems in health care organizations. By the end of the course students will have been exposed to many management ideas, theories, and applications.

Objectives:

Health Care Management provides students with an overview of how health care institutions are organized and governed, the role of the management staff, physicians, nurses and other clinical and support staff in the organizations, and the management systems designed for their efficient and effective operations.

The purpose of this course is to enable students to:

1. Learn the concepts and theories in health care management.
2. Develop skills in using materials tools and/or technology central to health care management.
3. Understand the perspectives and values of health care management.
4. Develop the basic management skills and ability to work productively with others.
5. Select, use, and critically analyze current HCMN research and literature.
6. Integrate health care management theory with real-world situations; and
7. Develop the ability to work productively with others in diverse teams.

Course Outline:

Unit 1: Introduction to Hospital and Health Care Management: Introduction: Rationale and Importance of Hospital Management, What is a Hospital?, Evolution of Hospitals, Role of Hospital, Factors Responsible for Shaping the Role of Hospitals, Changing Paradigm in Health Care, Classification of Hospitals, Challenges of Hospitals, Looking Ahead, Hospital Organization and Administration, Duties and Skills of a Hospital Administrator.

Unit 2: Basics of Management: Definitions of Management, Business Organization and Management, Nature of Business, Functions of Business Organization, Business Industries, Factors Affecting Establishment of Business Organization, Objectives of Management, Principles of Management, Nature of Management, Levels of Management.

Unit 3: Role of Hospitals in Primary Health Care: Introduction, Definition of Primary Health Care, Rationale for Adopting Primary Health Care, Brief History of Primary Health Care, Elements of Primary Health Care, Goals of Primary Health Care, Objectives of Primary Health Care, Pillars of Primary Health Care, Principles of Primary Health Care, Strategies of Primary Health Care, Problems of Implementation of Primary Health Care Programme, Why Should Hospitals Be Involved in Primary Health Care Delivery?, What Are the Pressure for Changes on Health /Hospital Services, What is the Ideal System of Health Care Delivery?, How to Integrate Primary Health Care Into Hospital System?

Unit 4: Medical Insurance: Introduction, Tax Based System or Social Insurance, International Scenario, Indian Scenario, Key Stakeholders, Types of Health Insurance, Cashless TPA, IRDA, CBHI, Private Health Insurance Schemes, Risks in Health Care Insurance, Some Important Issues in Health Care Insurance in India, The Road Ahead.

Unit 5: Medical Tourism: Introduction, History, Scope, Medical Tourism Process, The International Scenario, Medical Tourism Market Drivers, Benefits of Medical Tourism, Growth Barriers of Medical Tourism, Medical Tourism: Recent Trends, Issues in Medical Tourism, Medical Tourism in India, Driving Factors of Medical Tourism in India, SWOT Analysis of Medical Tourism in India, Future of Medical Tourism in India.

Unit 6: Human Resource Management in Hospitals: Introduction, Nature of Human Resource Management, Human Resource Management Activities, Important Terms, Human Resource Management, Human Resource Development, Personnel Management, Human

Resource Management Roles, HR Functions in Health Care, JCI and Human Resource Management, Human Resource Accounting, Auditing and Research.

Unit 7 High Performance Work Practices (HPWP) and Quality of Care In Hospitals:

Introduction, Human Resource Challenges in Health Care, Classification of High Performance Work Practices (HPWP), Facilitators of HPWP, HPWP Category 1: Organizational Engagement Practices, Organizational Engagement Practices-A Case Study, HPWP Category 2: Staff Acquisition and Development Practices, HPWP Category 2: Staff Acquisition and Development Practices-A Case Study, HPWP Category 3: Frontline Empowerment Practice, HPWP Category 3: Frontline Empowerment Practice-A Case Study, HPWP Category 4: Leadership Alignment/Development, HPWP Category 4: Leadership Alignment/Development-Case Study, Facilitating the Adoption of High-Performance Work Practices, Organizational Assessment-Checklist.

Unit 8: Manpower Planning in Hospitals: Nature and Scope of Manpower Planning, Objectives of Manpower Planning, Need for Manpower Planning, Benefits of Manpower Planning, Problems and Limitations of Manpower Planning, Ingredients of Sound Manpower Planning, Techniques of Manpower Planning, Manpower Planning Steps, Planning Job Requirements and Job Descriptions, Human Resource Requirements in Hospitals.

Unit 9: Staffing Norms-Human Resource Requirement in Hospitals: Manpower Forecasting, Techniques for Forecasting of Human Resource Needs, Application of Manpower Forecasting Techniques in Hospitals, Staffing Norms.

Unit 10: Training and Development in Hospitals: Need and Rationale of Training, Definition of Training and Development, Symptoms for Training and Development, Elements of Training, Objectives of Training, Training, Development and Education, Benefits of Training, Advantages of Training and Development, Changing Facets of Training, Roles and Responsibilities for the Trainers.

Course Outcome:

On successful completion of the course the learner will be able to:

| CO# | Cognitive Abilities | Outcomes |
|---------|---------------------|--|
| CO101.1 | Understand | Understand the concepts and theories in health care management. |
| CO101.2 | Apply | Develop skills in using materials tools and/or technology central to health care management. |
| CO101.3 | Apply | Integrate health care management theory with real-world situations. |
| CO101.4 | Analyze | Develop the ability to work productively with others in diverse teams. |

Reference Books:

1. Principles of Hospital Administration and Planning by Mr. B. M. Sakharkar
2. Hospital Administration and Management by Joydeep Das, Jaypee Publication

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|---------------------|----------------------------------|-------------|---------------|
| Course Code | HAHM-102 | Type | Domain Course |
| Course Title | Marketing of Healthcare Services | | |
| Credit | 4 | | |

Course Description:

Understanding marketing principles and how to apply them is essential for every executive within the healthcare industry. As the healthcare industry continues to evolve; payers, government, employers and patients are becoming more involved in how, when, and where care is to be delivered. To be an effective leader within a healthcare organization, the executive needs to understand the healthcare services to effectively define the market, influence the customer, and deliver the service.

Objectives:

1. Leverage knowledge of marketing principles and theories to contribute to organizational challenges, as well as seize the opportunities to improve market position.
2. Using critical thinking skills to participate/lead a team in the development of a plan that addresses a specific marketing problem, defining appropriate research, and analytics to guide strategy; and
3. Enhance both written and oral communication skills by developing an integrated marketing plan aligning marketing objective to targeted customers that support an organization's strategic direction.

Course Outline:

Unit 1: Service Marketing: Concept- What Is Marketing? Definition, The History of Marketing, Marketing of Services, Major Stakeholders in the Health Care Service, Dynamic Relations Among Health Care Stakeholders, The Changing Health Care Environment.

Unit 2: Health Care Marketing: Importance of Health Care Marketing, Marketing in Health Care Industry, Healthcare Developments, Emerging Trends in Health Care Industry, Need for Health Care Marketing, Evolution of Health Care Marketing, Reasons for Barriers to Health Care Marketing, Why Healthcare Marketing is Different?, Developments Encouraging Health

Care Marketing, Reasons to Do Health Care Marketing, Future of Health Care Marketing, How to Provide Great Quality of Service-Gap Model, SERVQUAL Model.

Unit 3: Basic Marketing Concepts: Marketing, Needs/Wants/Demands, Health Care Marketing, Market, Community Outreach, Communication, Health Care Products, The Market Mix- The Four Ps of Marketing, Marketing Management.

Unit 4: Determinants of the Utilization of Health Care Services: Why People Seek Medical Help? Personal Factors Affecting Utilization of Health Care, Other Factors, Demand-Provider Factors, Marketing Environment.

Unit-5: How Healthcare Buyers Make Choices: Overview: Key Psychological Processes, Stages in Change Theory.

Unit 6: Market Planning and Strategy in Health Care Setting: Overview: Defining the Organization's Purpose and Mission, Basics of Marketing Planning Process, Strategic Planning-Health Care Marketing, Goal Setting, Strategy, Five Forces Analysis, Strategic Alliances.

Unit 7: Market Segmentation, Targeting, Positioning, and Competition: Overview of Market Segmentation, Patterns of Market Segmentation, Segmentation of Consumer Markets, Market Targeting, Evaluating and Selecting the Market Segments, Differentiation Strategies, Balancing Customer and Competitor Orientation.

Unit 8: Designing and Managing Health Care Marketing Channels: Overview–Marketing Channels and Value Networks, Importance of Channels, Value Network, Role of Marketing Channels, Identification of Major Channel Alternatives, Evaluation of Major Alternatives, Channel Management Decisions, Conflict, Cooperation, Legal and Ethical Issues in Channel Relations.

Unit 9: Emerging Marketing Techniques: Emerging Marketing Techniques, Main Skills of Marketers, How Marketing is Organized in Health Care, Relationship Marketing, How Business and Marketing is Changing, Functions of Marketing Manager, Direct to Consumer Marketing, Business To Business Marketing, Internal Marketing, Concierge Services, Database Marketing, Customer Relationship Marketing, Internet Marketing, Limitations of Contemporary Marketing Techniques, Marketing Audit.

Unit 10: Price Setting in Health Care Practice: Pricing Objectives, Setting the Price, Price Setting Methods, Selecting the Final Price, Price Discounts and Allowances, Initiating and Responding to Price Changes, Value Based Pricing, Pricing Strategies Implementing, The Pricing Policy: Strategic Consideration.

Course Outcome:

On successful completion of the course the learner will be able to:

| CO# | Cognitive Abilities | Outcomes |
|---------|---------------------|---|
| CO102.1 | Understand | Develop the knowledge of marketing for hospital administration. |
| CO102.2 | Analyze | Develop critical thinking skills to participate/lead a team in the development of a plan that addresses a specific marketing problem. |
| CO102.3 | Evaluate | Develop the research and analytical ability of the students. |
| CO102.4 | Analyze | Develop the communication skills and marketing skill of the students. |

Reference Books:

1. Hospital Marketing by Chris Bayer, Dan Dunlope, Debra Stevens
2. Joe Public III: The End of Hospital Marketing by Chris Belovo

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|---------------------|--------------------------------------|-------------|---------------|
| Course Code | HAHM-103 | Type | Domain Course |
| Course Title | Indoor and Outdoor Hospital Services | | |
| Credit | 4 | | |

Course Description:

Patient care is a noble & divine service which has undergone substantial changes over the years. It is one of the world's largest and fastest growing services consuming over 10 percent of gross domestic product of the most developed nations. Hence, it has to be managed in the most effective manner using modern management ideas and techniques.

Objectives:

To mold the future health care managers by providing an exposure to steppingstones of the past, scenario of the present and hurdles of the future.

Course Outline:

Unit 1: Outpatient department: Historical Aspect, Types of OPD, Functions of OPD, Planning, Designs of Buildings, Equipment, Staffing, Workflow Process, OPD, Administrative Issues, Monitoring and Evaluation, Management Structure.

Unit 2: Accident and Emergency Services: Definitions, Development and Scope, Functions, Type of Emergency Service, Planning Considerations, Equipment, Staff, Ambulance Services, Policies and Procedural Guidelines, Evaluation and Monitoring, The Workflow Process, Review (Audit) Committee.

Unit 3: Operation Theatre: Planning Consideration, Engineering Services, Equipment, Staffing, Planning Consideration, Engineering Services, Equipment, Service Pendent, Staffing.

Unit 4: Intensive Care Unit: Definition, Admission Criteria in ICU, Types and Levels, Planning Considerations, Equipment, Staffing, Policy and Procedures, Principles of Intensive Care, Monitoring and Quality Assessment, Step Down ICU Or High Dependency Units.

Unit 5: Nursing Services: Organization and Administration: Introduction, Evolution of Nursing Education in India, Role of Nursing Services, and Organization of Nursing Services, Duties and Responsibilities, Staffing Pattern, Norms Recommended for Nursing Staff.

Unit 6: Ward Management and Nursing Care: Role of Nurse, Nursing Care Methods, Functions of Nurse, Equipment in Ward, Monitoring and Evaluation.

Unit 7: Radio Diagnosis and Imaging Services: Modalities of Radiology, Planning, Equipment Management, Staffing, Policies and Procedures, Radiation Safety Policy, Radiotherapy, Monitoring and Evaluation.

Unit 8: Laboratory Services: Functions, Components, Physical Facilities and Layout, Staff Requirement, Equipment, Workflow, Policies and Procedures, Quality Control, Monitoring, Hazards in Laboratory, Animal House.

Unit 9: Mortuary Services: Functions, Planning Considerations, Policies and Procedures, Embalming, Equipment's, Safety Measures.

Unit 10: Bloods Transfusion Services: History, Categories and Functions, Planning, Equipment, Staffing, Policies/Procedures, Infections Associated with Blood/Product Transfusions, Blood Components, Autologous Transfusion, Monitoring and Evaluation of Blood Bank.

Course Outcome:

On successful completion of the course the learner will be able to:

| CO# | Cognitive Abilities | Outcomes |
|---------|---------------------|---|
| CO103.1 | Understand | Develop the knowledge of indoor and outdoor hospital requirements. |
| CO103.2 | Understand | Develop an understanding of the workflow process of various department of a hospital. |
| CO103.3 | Apply | Bring orderliness skills in the indoor and outdoor hospital services. |
| CO103.4 | Understand | Learn to increase the speed of IPD and OPD services in a hospital. |

Reference Books:

1. Hospital Facilities Planning and Management by G.D. Kunders
2. General Hospital Planning and Design by Debra Levins

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|---------------------|---|-------------|---------------|
| Course Code | HAHM-104 | Type | Domain Course |
| Course Title | Quality Management in Healthcare Services | | |
| Credit | 4 | | |

Course Description:

Quality health care has become a worldwide goal. Communities around the world are now increasingly involved with effectuating the value proposition in healthcare, and the science of health care quality is advancing rapidly. The current economic challenges caused by a worldwide recession have created ideal conditions for change. The purpose of this course is to familiarize students with the concept of Quality and the process of Quality Improvement across the Health Care continuum. This course focuses on the history and evolution of quality, its terms, principles, theories, and practices. Students are introduced to a diverse collection of methods of improving quality, including but not limited to continuous Quality Improvement and Total Quality Management, and to the guidelines for implementing quality management and the continuous quality improvement processes. Students will be familiarized with Six Sigma and other tools that are an integral component for the Process Improvement and Customer Satisfaction.

Objectives:

1. Describe the Quality & Patient Safety Gap.
2. Identify quality improvement methods.
3. Identify some Joint Commission National Patient Safety goals; and
4. Define the role of teamwork and communication in patient safety.

Course Outline:

Unit 1: Introduction To Quality: What is Quality? Definition of Quality, Why Quality? Aspects of Quality of Care, Dimensions of Quality, Differences Between Manufacturing and Service Organizations, Some Important Concepts on Quality, Benefits of Quality, Cost of quality, Quality System.

Unit 2: Evolution of Quality Management: Evolution of TQM, Quality Gurus, Total Quality Management-TQM, Quality Tools, Quality Function Deployment (QFD), Methodology:

Implementing Quality, Quality Awards, Quality Management and Operations Management (OM.)

Unit 3: Modern Quality Management Techniques: Central to the Approach Are Such Techniques, Kansei Engineering, Taguchi Methods, SIX SIGMA, Continuous Quality Improvement, Lean, NADCAP.

Unit 4: Introduction To Kaizen: Definition, Philosophy of Kaizen, Important Terms, The Five Golden Rules of the Kaizen Management, The Framework for Kaizen Practice, The Kaizen Constituents, Tools and Techniques of Kaizen, Benefits of Kaizen, Kaizen-The Three Pillars, Housekeeping:- 5 S Methodology, Seven Deadly Wastes, Standardization, Kaizen and Innovation, Kaizen and “Human ware” Parameters, Kaizen and Total Quality Management (TQM), Kaizen and Suggestion Systems, Proposal (Teian) System vs. Traditional Suggestion Systems.

Unit 5: Quality Concepts in Healthcare: What Is Service?, What is Quality in Healthcare?, Subjective and Objective Aspects of Quality, Elements: Quality of Health Care, Evolution of Health Care Quality, Sigma Gap, Challenges That Quality Poses to Health System, Assessment of Service Quality in Hospitals, Quality–PDCA Cycle and Health Care, Quality- Indicators- In Health Care Organizations, Patient Satisfaction and Quality of Care, Quality and Patient Safety.

Unit 6: Process for Building a Strategy for Quality in Health Care Organizations: Introduction, Improving Quality and Whole System Reform, Dimensions of Quality in Health Care, Roles and Responsibilities in Quality Improvement, A Process for Building A Strategy for Quality, Analysis: For Building a Strategy for Quality, Mapping the Domains, Deciding on Interventions, A Self-Assessment Questionnaire for the Decision-Making Process in Quality.

Unit 7: A Model for Quality Management in Hospitals: Introduction, Health Care Delivery System- A Functional Description of Quality, The Relationship of Quality to Cost, A System for Continuous Quality Improvement and Cost Control, Specifications and Standards, Model for Quality in Health Care, A Model for Content Quality in Health Care.

Unit 8: Quality Evaluation Through Statistical Approach in Hospitals: Introduction, The Hospital as a System, Hospital Processes, Quality Monitoring Framework, Validation of

Statistical Analysis, Prerequisites for Evaluation, what is Hospital Performance? Methods of Performance Measurement, Criteria and Standards of Evaluation.

Unit 9: Accreditation- The Joint Commission (JCI)- Part I: Benefits of Accreditation, JCI and Accreditation, Goal of JCI Accreditation Initiatives, General Eligibility Requirements for Survey, Standards, International Patient Safety Goals (IPSG), Access to Care and Continuity of Care (ACC), Patient and Family Rights (PFR).

Unit 10: Accreditation- The Joint Commission (JCI) - Part II: 10.1 Assessments of Patients (AOP), Care of Patients (COP), Anesthesia and Surgical Care (ASC) Part III: Medication Management and Use(MMU), Prevention and Control of Infections (PCI), Quality Improvement and Patient Safety (QPS), Facility Management and Safety (FMS), Staff Qualifications and Education (SQE), Management of Communication and Information (MCI), Governance, Leadership, and Direction(GLD.)

Course Outcome:

On successful completion of the course the learner will be able to:

| CO# | Cognitive Abilities | Outcomes |
|---------|---------------------|---|
| CO104.1 | Apply | Familiarize the student with the concept of quality and the process of quality improvement across the health care continuum. |
| CO104.2 | Understand | Develop an understanding of the continuous quality improvement and total quality management. |
| CO104.3 | Understand | Develop the knowledge of Six Sigma and other tools that are an integral component of process improvement and customer satisfaction. |
| CO104.4 | Evaluate | Justify the quality of health care services in hospital and reduce the infection in the hospitals. |

Reference Books:

1. Quality Management in Health Care: Principles and Method by Donald Lighter and Douglas C. Fair
2. QUALITY MANAGEMENT FOR HEALTH CARE DELIVERY by Brent C. James.

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|---------------------|--|-------------|---------------|
| Course Code | HAHM-105 | Type | Domain Course |
| Course Title | Legal Aspects of Hospital and Health Mgmt. | | |
| Credit | 4 | | |

Course Description:

Specific issues addressed in this course includes: the laws concerning the affordability, accessibility and quality of healthcare; corporate structure and accountability; patient rights and responsibilities; and healthcare information, and privacy. The ethical issues of technology and end of life matters are also discussed.

The emphasis of this course is to prepare students to understand the current major healthcare reform legislation (Patient Protection and Affordable Care Act) and its regulations. Students will work individually and in teams to explore these issues.

Objectives:

- 1) Recognize professional & ethical issues in the U. S. healthcare system.
- 2) Demonstrate knowledge of legal issues impacting consumers, patients, providers, and healthcare organizations.
- 3) Articulate principles of labor relations and administrative/governance responsibilities in the health care setting; and
- 4) Analyze the risk and regulation affecting health care organizations.

Course Outline:

Unit 1: Introduction to Legal Aspects in Hospital and Health Care Management: Changes in Health Care, Alarming Statistics, Basic Terminologies, Legislation in Health Care, Medical Council of India, Term of Office and Executive Committee, Medical Education, Medical Qualifications, Medical Register, State Medical Council, Functions of State Medical Council.

Unit 2: Codes of Medical Practice: Declaration of Geneva, Hippocratic Oath, The Declaration of Helsinki, The Nuremberg Code (1947), And Ethical Principles for Medical Research Involving Human Subjects-WMA, Additional Principles for Medical Research Combined with Medical Care.

Unit 3: Indian Council of Medical Research-- Ethical Guidelines for Biomedical Research on Human Participants-2006: Statement of General Principles in Biomedical Research Involving, Monitoring, Record Keeping, Administration and Management, Special Considerations, General Ethical Issues, Selection of Special Groups as Research Participants, Drug Trials:- Specific Principles, Statement of Specific Principles for Human Genetics and Genomics Research, General Guidelines, Statement of Specific Principles for Research in Transplantation.

Unit 4: Medical Ethics: History, Principles of Medical Ethics, Criticisms of Orthodox Medical Ethics, Ethics Committees, Issues in Medical Ethics, Futility of Medical Care, Golden Rules, Indian Medical Council (Professional Conduct, Etiquette and Ethics) Regulations, 2002.

Unit 5: Doctor Patient Relationship: History, Definition, Importance, Boundary Violations (Bvs), Some Concepts in Boundary Issues in the Doctor-Patient Relationship, Suggestions to Prevent Bvs, Duties of R.M.P(Registered Medical Practitioner, Issues, Professional Misconduct Infamous Conduct, Action Taken By SMC for Professional Misconduct, Professional Secrecy and Privileged Communication.

Unit 6: Consent: History, Nuremberg Code, Legal Basis of Consent, Consent and Indian Law, Types of Consent, How Informed Consent Should be Obtained? Emergency Situation and Consent, Euthanasia, Classification of Euthanasia, Legal Status, Physician Sentiment.

Unit 7: Tort Law in India: Categories of Tort, Defamation, Economic Torts, Land Torts, Trespass to Land, Nuisance, Rule in Ryland's V Fletcher, Constitutional Torts, Damages, Professional Negligence.

Unit 8: The Transplantation of Human Organs Act,1994 (Toha): Need, Salient Features, Amendments-2011, Types of Donors, Punishment for Violation, Registration Process, Inspection Process, Renewal Process, Documentation, The Transplantation of Human Organs Act, 1994.

Unit 9: Medical Termination of Pregnancy Act, (MTP) 1971: Definitions, When Pregnancies Can Be Terminated, Place Where Pregnancy Can Be Terminated, Power to Make Rules, Power to Make Regulations, Protection of Action Taken in Good Faith, Amendment 2002, Indications for MTP, Requirement for Routine MTP, Doctor and Criminal Abortion.

Unit 10: Medical Records and Law: Contents of the Medical Records, Medico-Legal Work, Medico-Legal Records, Property Rights, Medical Records in Court, Disposal of Medical Records, Death Certificate, Dying Declaration, Diagnosis Of Death, The Registration Of Births And Deaths (Amendment) Bill, 2012

Course Outcome:

On successful completion of the course the learner will be able to:

| CO# | Cognitive Abilities | Outcomes |
|---------|---------------------|---|
| CO105.1 | Remember | Learn various legal concepts required to run hospitals. |
| CO105.2 | Apply | Reduce the medical negligence in the hospital industry. |
| CO105.3 | Apply | Work individually and in teams to explore the legal issues of a hospital. |
| CO105.4 | Remember | Increase awareness amongst medical professional about their personal duties and responsibilities. |

Reference Books:

1. Reflections on Medical Law and Ethics in India by B.SandeepaBhat
2. Handbook on Law of Torts: Material & Cases by Birendra Mohan Thakur