

Branch Name:	Management
Program Code:	MS203
Course Title:	Hospital Administration (Structure & Systems)
Course Code:	1MS2030103
Pre-requisite Course:	Basic understanding of healthcare systems, hospital administration, and fundamental concepts of management and patient care.

Course Objectives:

1. To understand hospital organizational structure and governance
2. To analyze healthcare delivery and hospital service systems
3. To examine hospital operational, clinical, and support systems
4. To evaluate administrative, legal, and quality systems in hospitals

Teaching and Examination Scheme:

Teaching Scheme (Hours per week)				Evaluation Scheme (Marks)				
Lecture (L)	Tutorial (T)	Practical (P)	Credit	Theory (Marks)		Practical (Marks)		Total (Marks)
				University Assessment	Continuous Assessment	University Assessment	Continuous Assessment	
3	1	-	4	50	50	-	-	100

Course Contents:

Unit No	Topic	Total Hours	Weightage (%)
1	Hospital Organization & Structure Concept of health and healthcare, Evolution & history of healthcare systems Healthcare delivery system in India: Primary, Secondary, Tertiary care, Healthcare scenario in India (public vs private sector), Types and classification of hospitals, Hospital as a system: inputs–process–outputs, Organizational structure: line, functional, matrix, Governance: Board, CEO, Medical Superintendent, Departmentalization & coordination	15	25%
2	Clinical & Diagnostic Service Systems Clinical Services: Outpatient Department (OPD), Emergency services, Inpatient Department (IPD), Operation Theatre (OT), Intensive Care Units (ICU, CCU, NICU, PICU), Obstetrics & Gynecology (Labour room), Cardiac catheterization services Diagnostic & Therapeutic Services:, Laboratory services, Radiology & imaging systems, Pharmacy services, Blood bank / transfusion services, Day care services, Biomedical services	15	25%
3	Support, Utility & Patient Care Systems Support & Utility Systems:CSSD (Central Sterile Supply Department), Laundry & linen services, Dietary services, Housekeeping services, Hospital engineering & maintenance, Transportation systems, Mortuary services Patient Care Systems:Meaning & scope of patient care, Patient flow & service delivery, Patient feedback systems (interviews, questionnaires, exit interviews), Complaint handling & compliance	15	25%

	Nursing & Administrative Systems:Nursing services organization, Ward management, Nursing audit & care standards, Duties of Hospital Administrator / CEO, Hospital utilization statistics:Average Length of Stay (ALOS), Bed Occupancy Rate (BOR), Turnover Interval		
4	Administrative, Information & Medico-Legal Systems Information Systems:Hospital Information System (HIS), Electronic Medical Records (EMR), Data management & reporting Quality & Accreditation:NABH standards, Quality assurance & TQM, Patient safety & risk management, Clinical audits Medico-Legal Framework:Patient rights & responsibilities, Professional ethics, Consumer Protection Act 1986, Clinical Establishment Act, Medico-legal cases (MLC) & documentation, Medical negligence & legal safeguards, Consent, post-mortem, death certification, Key hospital-related acts (MTP, PNDT, Transplantation Act)	15	25%
	Total Hours	60	100%

Text Books:

- P.Gopalakrishnan & M. Sundaresan : Materials Management - An Integrated Approach, TMH
- A.K. Dutta : Materials Management, Prentice Hall of India.
- G.W. Plossl : Material Requirements Planning, McGraw Hill.
- N.K.Nair : Purchase & Materials Management, Vikas
- Hospital Administration – by C.M. Francis & Mario C de Souza
- Principles of Hospital Administration and Planning – by B M Sakharkar
- Hospital Administration: A Problem Solving Approach – by Sonu Goel, Anil Kumar Gupta & Amarjeet Singh

Reference Books:

- Standard Operating Procedures (SOPs) for Hospitals – by Dr. Arun Kumar Agarwal
- Checklists for Hospitals – by Dr. Arun Kumar Agarwal
- Hospital Management: Text & Cases – by K. V. Ramani

Course Learning Outcomes (CLO):

1. Interpret healthcare systems and hospital organizational structure
2. Analyze hospital clinical and diagnostic service systems
3. Evaluate hospital support systems and patient care efficiency
4. Assess administrative, legal, and quality systems in hospitals

Mapping of CLO with PO and PSO

Course Learning Outcomes	Program Outcomes (POs)							Program Specific Outcomes (PSOs)	
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2
CLO1	H	M	L			H		H	H
CLO2	M	H		L	H	M		M	
CLO3			L	M	L		M	L	M
CLO4		M	L			M		H	
CLO5	H	H	M	L					L

H: High, M: Medium, L: Low