

AUXILIUM COLLEGE (Autonomous)

(Accredited by NAAC with A+ Grade with a CGPA of 3.55 out of 4 in the 3rd Cycle)

Gandhi Nagar, Vellore-632 006

Department of (B.B.A.) (Hospital Administration) - (UG)

OUTCOME BASED EDUCATION

(Effective for the Batch of Students Admitted from 2023-2024)

A) INSTITUTION LEVEL

Vision:

The vision of the college is the education of young women especially the poorest to become empowered and efficient leaders of integrity for the society.

Mission:

To impart higher education to the economically weak, socially backward and needy students of Vellore and neighboring districts.

Goal:

The goal of our educative endeavor is to produce in a Salesian atmosphere, intellectually enlightened, spiritually inspired, emotionally balanced, morally upright, socially committed, accomplished – in a word – integrally formed young women who will be agents of social transformation

B) NAME OF THE PROGRAMME: BBA (HOSPITAL ADMINISTRATION)

Objective of the Programme

Inspire young women to be involved in nation building through their knowledge, virtue and professional skills.

Mission

Deliver teaching to young women who will be capable of shifting from academics to industry with technical knowhow and professional skills

C) ELIGIBILITY CRITERIA OF THE PROGRAMME

+2 female candidates from any discipline can apply for this programme.

D) LIST OF COURSES

Sem	Part	Code	Title	Hours/ Week	Exam Hours		Credits	Marks
					Th	Pr		
I	I	ULTAA20	Tamil Paper - I	6	3	-	3	40+60
	II	UENGA20	English Paper - I	6	3	-	3	40+60
	III	UCHAA23	Fundamentals of Management	5	3	-	5	40+60
	III	UCHAB23	Foundations in Hospital Administration	5	3	-	4	40+60
	III	UAMST20	Allied I: Medical Statistics	5	3	-	4	40+60
	IV	USHAA123	Skill Based Elective I: Life Skills	2	2	-	2	40+60
	IV		Value Education	1	-	-	-	-
			Total	30			21	600
II	I	ULTAB20	Tamil Paper - II	6	3	-	3	40+60
	II	UENGB20	English Paper - II	6	3	-	3	40+60
	III	UCHAC23	Healthcare Ethics	5	3	-	4	40+60
	III	UCHAD23	Medical Terminology for Administration	5	3	-	5	40+60
	III	UAORA20	Allied II : Operations Research	5	3	-	4	40+60
	IV	USHAB223	Skill Based Elective II: Practical: Communication Skills in English	2	2	-	2	40+60
	IV		Value Education	1	-	-	-	
			Total	30			21	600
III	I	ULTAC20	Tamil Paper - III	5	3	-	3	40+60
	II	UENG20	English Paper - III	6	3	-	3	40+60
	III	UCHAE23	Hospital Operations Management– I	5	3	-	5	40+60
	III	UAAHA23	Allied III: Accounting for Hospital Administrators–I	5	3	-	4	40+60
	III	UEHAA23	Elective IA: Health Services Marketing	5	3	-	5	40+60
	III	UEHAB23	Elective IB: Healthcare Economics					
	IV	USHAC323	Skill Based Elective III: Wellness Management	2	2	-	2	40+60
	IV		Value Education	1	-	-		
			Total	29			22	600
IV	I	ULTAD20	Tamil Paper - IV	6	3	-	3	40+60
	II	UENG20	English Paper - IV	5	3	-	3	40+60

	III	UCHAF23	Hospital Operations Management– II	5	3	-	4	40+60
	III	UCHAG23	Introduction to Research Methodology	5	3	-	5	40+60
	III	UAAHB23	Allied IV: Accounting for Hospital Administrators- II	5	3	-	4	40+60
	IV	USHAD423	Skill Based Elective IV: Practical: Communication Skills in Hindi	2	2	-	2	40+60
	IV	UNEVS20	Environmental Studies	2	3	-	2	40+60
	IV		Value Education	1	-	-	-	-
			Total	29			23	700
V	III	UCHAH23	Quality in Healthcare	6	3	-	4	40+60
	III	UCHAI23	Human Resources Management and Organisational Behaviour	5	3	-	5	40+60
	III	UCHAJ23	Health care Laws	5	3	-	4	40+60
	III	UCHAK23	Project	2	2	-	4	40+60
	III	UEHAC23	Elective IIA: Healthcare Insurance	5	3	-	4	40+60
		UEHAD23	Elective IIB: E–Banking					
	IV	UGHAA523	Non Major Elective: Basics of Healthcare Analytics	3	3	-	2	40+60
	IV	USHAE523	Skill Based Elective V: Practical: Accounting Packages	2	-	2	2	40+60
	IV		Value Education	1	-	-	-	-
			Total	29			25	700
VI	III	UCHAL23	Public Health and Community	8	3	-	5	40+60
	III	UCHAM23	Healthcare Supply Chain Management	8	3	-	5	40+60
	III	UCHAN23	Global Healthcare System	8	3	-	5	60+40
	III	UCHAO23	Internship (2Months)	-	-	-	6	40+60
	IV	UGHAB623	Non Major Elective II: Practical: Advanced Excel	3	-	3	2	40+60
	IV	USHAF623	Skill Based Elective VI: Social Entrepreneurship	2	3	-	2	40+60
	IV	UVEDA22	Value Education	1	3	-	2	40+60
			Total	30			27	700
	V	UXTEN20	Extension Activities				1	
			Fundamentals of Computer & MS office				2	
			Grand Total				142	3900

E) PROGRAMME OBJECTIVES

PO1: Attain knowledge and understand the principles and concepts in the respective discipline.

PO2: Acquire and apply analytical, critical and creative thinking, and problem-solving skills

PO3: Effectively communicate general and discipline-specific information, ideas and opinions.

PO4: Appreciate biodiversity and enhance eco-consciousness for sustainable development of the society.

PO5: Emulate positive social values and exercise leadership qualities and team work.

PO6: Pursue higher knowledge, qualify professionally, enhance entrepreneurial skills and contribute towards the needs of the society.

F) PROGRAMME SPECIFIC OUTCOME (PSO)

PSO1 - Possess the basic knowledge and skills in managerial domain and healthcare domain.

PSO2 - Demonstrate managerial knowledge and analytical skills in healthcare sector
Through reflective learning.

PSO3 - Apply appropriate quantitative and qualitative techniques in solving
Business problems.

PSO4 - Contribute to the sustainable development to the society through
professional and entrepreneurial skills.

PSO5 - Attain practical experience through analyzing the past and existing
trends.

PSO6 - Understand the ethical implications of decision-making and recognize ethical
dilemmas in managerial and healthcare domain.

PSO	PO					
	PO1	PO2	PO3	PO4	PO5	PO6
PSO1	3	2	2	2	3	3
PSO2	3	2	2	2	3	3
PSO3	3	2	3	2	2	3
PSO4	3	3	2	3	2	3
PSO5	1	1	2	2	3	2
PSO6	2	2	2	3	3	2

**(STRONGLY CORRELATED -3, MODERATELY CORRELATED – 2, WEAKLY
CORRELATED -1)**

SEMESTER I
UCHAA23 – FUNDAMENTALS OF MANAGEMENT

Year: I	Course Code UCHAA23	Title of the Course Fundamentals of Management	Course Type Theory	Course Category Core	H/W 5	Credits 5	Marks 100
Sem: I							

Objectives

- 1 - To understand the evolution and fundamental concepts related to Business.
- 2 - To develop cognizance of the importance of management principles.
- 3 - To demonstrate the roles, skills and functions of a manager.
- 4 - To diagnose issues and develop optimal managerial decisions in an organizational set up.
- 5 - To understand the complexities associated with management of human resources in the organizations and integrate the learning in handling these complexities.

Course Outcomes (CO)

CO1- Understand the management theories, functions and responsibilities of managers.

CO2- Formulate and design plans by suitably applying SWOT in decision making.

CO3- Relate and discuss the process of organising, delegating and staffing in an organisation.

CO4- Recognise the need of directing, coordinating and controlling in the work environment.

CO5- Classify and determine reporting and budgeting process.

CO	PO					
	1	2	3	4	5	6
CO1	H	H	M	L	L	M
CO2	H	H	M	M	L	M
CO3	H	H	M	L	L	M
CO4	H	H	M	L	L	M
CO5	H	H	M	L	L	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	L	M	M	M	H
CO2	M	M	H	M	H	H
CO3	H	L	M	H	M	M
CO4	H	L	M	M	M	H
CO5	H	L	M	M	M	M

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Introduction

- 1.1 Introduction – Definition - Nature (K1, K2)
- 1.2 Scope of Management (K1, K2)
- 1.3 Functions of Management (K1, K2)
- 1.4 Contributions of F W Taylor(K1, K2)
- 1.5 Contributions of Henry Fayol (K1, K2)
- 1.6 Contributions of Peter Drucker (K1, K2)

Unit II: Planning

- 2.1 Planning – characteristics- importance (K1, K2)
- 2.2 Types of planning – process (K1, K2)
- 2.3 SWOT Analysis to formulate strategy (K1, K2, K3, K4)
- 2.4 Decision Making - Types of decision (K1, K2)
- 2.5 Process of decision making (K1, K2)
- 2.6 Barriers to decision and steps to overcome (K1, K2)

Unit III: Organizing and Staffing

- 3.1 Organizing - types of organization (K1, K2, K3)
- 3.2 Organization charts - Formal and informal organization (K1, K2, K3)
- 3.3 Authority – sources – types of authority – pros and cons (K1, K2)
- 3.4 delegation – principles of delegation – distinction between centralization and decentralization (K1, K2)
- 3.5 Staffing – meaning – nature- importance- Recruitment (K1, K2)
- 3.6 Selection – Training (K1, K2, K3)

Unit IV: Direction, Coordination and Controlling

- 4.1 Directing – nature- meaning – significance (K1, K2, K3)
- 4.2 Co-ordination principles – distinction between co-ordination and co-operation(K1, K2)
- 4.3 Need for coordination - Techniques (K1, K2)
- 4.4 Control – principles - Types (K1, K2, K3, K4)
- 4.5 Control Techniques (K1, K2, K3, K4)
- 4.6 Principles of control process – pros and cons (K1, K2, K3, K4)

Unit V: Reporting and Budgeting

- 5.1 Reporting - Meaning - Nature(K1, K2, K3, K4)
- 5.2 Types of Reports (K1, K2, K3, K4)
- 5.3 Budgeting - Principles(K1, K2, K3, K4)
- 5.4 Objective and Purpose of Budgeting(K1, K2, K3, K4)
- 5.5 Modern Types of budgeting(K1, K2, K3, K4)
- 5.6 Traditional Procedures. (K1, K2, K3, K4)

Case Study for all chapters

Textbooks

1. L.M. Prasad - Principles of Management - Sultan Chand and Sons, 8th Edition, 2012
2. C.B. Gupta - Business Management - Sultan Chand and Sons, 7th Edition, 2013

Reference Books

1. Stephens R.Robbins and David A Decenzo - Fundamentals of Management - Pearson Education 7th Edition, 2013
2. H.Koontz and Weihrich - Essentials of Management- Tata McGraw Hill, 8th Edition,2010
3. SamuelC.Certo - Modern Management - Pearson Education, 9th Edition,2008

SEMESTER I

UCHAB23 – FOUNDATIONS IN HOSPITAL ADMINISTRATION

Year: I	Course Code UCHAB23	Title of the Course Foundations in Hospital Administration	Course Type Theory	Course Category Core	H/W 5	Credits 4	Marks 100
Sem: I							

Course Objectives

- 1 - To understand the overall healthcare systems
- 2 - To develop effective Communication skills
- 3 - To develop essential Analytical skills
- 4 - To develop effective Computer skills
- 5 - To develop the personality skills of an individual.

Course Outcomes

CO1 - Understand the functions of various healthcare systems and learn relevant medical terminology

CO2 - Understand, recognize the importance of Communication skills and develop it effectively.

CO3 - Understand and enhance analytical skills.

CO4 - Understand, recognise the importance of computer skills and develop it.

CO5 - Develop the personality skills of an individual.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	M	L	L	M
CO2	H	M	M	L	L	M
CO3	H	H	M	L	L	M
CO4	H	M	M	L	L	M
CO5	H	M	M	L	L	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	M	L	L	L
CO2	L	M	L	L	L	M
CO3	M	H	H	L	M	L
CO4	L	M	L	M	L	L
CO5	L	L	M	M	L	L

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Over view of health services

1.1 Medicine – Alternative Medicine (K1, K2)

1.2 Hospitals - Types of Hospitals (K1, K2, K3)

- 1.3 Types of Patient - Hospital Departments(K1, K2, K3)
- 1.4 Diseases, treatment and technology(K1, K2, K3)
- 1.5 Medical Vocabulary(K1, K2, K3)
- 1.6 Current Trends in Healthcare. (K1, K2, K3)

Unit II: Communication skills

- 2.1 Communication - Compelling Communication (K1, K2, K3)
- 2.2 Enhancing group activity – Interpersonal - Listening (K1, K2, K3)
- 2.3 Teamwork - Verbal Communication (K1, K2, K3)
- 2.4 Written Communication (K1, K2, K3)
- 2.5 Audio-Visual Presentations (K1, K2, K3)
- 2.6 Etiquette (K1, K2, K3)

Unit III: Analytical Skills

- 3.1 Creativity - Problem-solving (K1, K2, K3)
- 3.2 Critical Thinking -solve problems - Decision making (K1, K2, K3)
- 3.3 Logical thinking - Understanding and analyzing issues and problems (K1, K2, K3)
- 3.4 Diagramming- Numerical techniques and analysis (K1, K2, K3)
- 3.5 Study and research skills (K1, K2, K3)
- 3.6 SWOT Analysis. (K1, K2, K3)

Unit IV: Computer skills

- 4.1 Microsoft Office - Spreadsheets (K1, K2, K, K4)
- 4.2 PowerPoint (K1, K2, K, K4)
- 4.3 Access (K1, K2, K, K4)
- 4.4 Excel (K1, K2, K, K4)
- 4.5 Email - Web and Social Skills (K1, K2, K, K4)
- 4.6 Graphic and Writing Skills (K1, K2, K, K4)

Unit V: Personality Development

- 5.1 Time management (K1, K2, K, K4)
- 5.2 Thinking Skills - Determination and Persistence (K1, K2, K, K4)
- 5.3 Presentation Skills (K1, K2, K, K4)
- 5.4 Developing Leadership Skills (K1, K2, K, K4)
- 5.5 Interpersonal Skills (K1, K2, K, K4)
- 5.6 Positive attitude – Integrity – Treat people with respect. (K1, K2, K, K4)

Text Books

- 1. Asha Kaul - Effective Communication Methods –, PHI Learning, 2000.
- 2. Peter Norton, Tata Mc.GrawHill – Introduction to Computers, 6th Edition, 2008

Reference Books

- 1. V.K.Mahajan – Health Education., 2002
- 2. John Adair – Effective Communication (Revised Edition): The most important management skill of all (Most Important Management Tool of All) Paperback– Unabridged, 4 Sep 2009.

3. B.S. Sijwalii and Indu Sijwali – A New Approach to REASONING Verbal & Non-Verbal, 1 January 2014.

SEMESTER I

UAMST20 – ALLIED I: MEDICAL STATISTICS

Year: I Sem: I	Course Code: UAMST20	Title of the Course: Medical Statistics	Course Type: Theory	Course Category: Allied	H/W 5	Credits 4	Marks 100
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Course Objectives

1. To introduce the basic concepts of statistics.
2. To make decisions based on statistical representation related to hospital administration.

Course Outcomes (CO)

1. Solve basic mathematical problems using matrices
2. Use various differentiation techniques
3. Give graphical representation of statistical data
4. Understand the concepts related to statistics
5. Analyze problems related to statistical measures

CO	PO					
	1	2	3	4	5	6
CO1	H	M	H	H	L	H
CO2	H	M	M	M	M	H
CO3	L	L	L	L	L	H
CO4	H	H	L	M	M	H
CO5	M	M	M	M	M	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	H	H	H	L
CO2	H	H	H	H	H	M
CO3	H	H	H	H	H	L
CO4	H	H	H	H	H	L
CO5	H	H	H	H	H	M

(Low - L, Medium - M, High - H)

COURSE SYLLABUS

Unit I: Matrices

- 1.1 Definition - Types of matrices (K1, K2)

- 1.2 Matrix operations - Determinant of a matrix (K1, K2, K3, K4)
- 1.3 Singular and non-singular matrices (K1, K2, K3, K4)
- 1.4 Inverse of a matrix by co-factor method (K1, K2, K3, K4)
- 1.5 Rank of a matrix (K1, K2, K3, K4)
- 1.6 Solution of system of linear simultaneous equations using Cramer's rule (K1, K2, K3, K4)

Unit II: Differentiation

- 2.1 Derivatives of standard functions x^n , e^x , $\log x$, constant (without proof) (K1, K2, K3)
- 2.2 Rules of differentiation (Addition, difference, product, quotient) (K1, K2, K3, K4)
- 2.3 chain rule, Successive differentiation (up to 2nd derivative) (K1, K2, K3, K4)
- 2.4 Uses: Marginal Concepts, Elasticity of demand (K1, K2, K3, K4)
- 2.5 Increasing and decreasing functions (K1, K2, K3, K4)
- 2.6 maxima and minima – break-even point (K1, K2, K3, K4)

Unit III: Classification and Graphical Representation

- 3.1 Introduction - meaning of classification - chief characteristics of classification (K1, K2)
- 3.2 Objects of classification - rules of classification (K1, K2)
- 3.3 Frequency distributions (K1, K2, K3, K4)
- 3.4 Cumulative frequency distribution - bivariate frequency distributions (K1, K2, K3, K4)
- 3.5 Graph of frequency distribution - histogram (K1, K2, K3, K4)
- 3.6 frequency polygon - frequency curve (K1, K2, K3, K4)

Unit IV: Measures of Central Tendency

- 4.1 Arithmetic mean (K1, K2, K3, K4)
- 4.2 Median (K1, K2, K3, K4)
- 4.3 Mode – Empirical formulae (K1, K2, K3, K4)
- 4.4 Combined and Weighted arithmetic mean (K1, K2, K3, K4)
- 4.5 Geometric mean (K1, K2, K3, K4)
- 4.6 Harmonic mean (K1, K2, K3, K4)

Unit V: Measures of Dispersion and Skewness

- 5.1 Range - quartile deviation (K1, K2, K3, K4)
- 5.2 Mean deviation (K1, K2, K3, K4)
- 5.3 Standard deviation (K1, K2, K3, K4)
- 5.4 Karl Pearson's and Bowley's coefficient of Skewness (K1, K2, K3, K4)
- 5.5 Correlation (K1, K2, K3, K4)
- 5.6 Regression (K1, K2, K3, K4)

Textbooks:

1. P.A. Navnitham, Business Mathematics and Statistics, Jai Publishers, Trichy, 2007.
2. R.S.N. Pillai and Bagavathi, Statistics, S. Chand and Company, New Delhi, 17th Edition, 1984.

Reference Books:

1. S.P. Gupta, Statistical Methods, Sultan Chand, 2012.
2. Levin and Rubin, Statistics for Management, Pearson Publication, 8th Edition, 2017.

SEMESTER I

USHAA123 - SKILL BASED ELECTIVE - I: LIFE SKILLS

Year: I Sem: I	Course Code USHAA123	Title of the Course Life Skills	Course Type Theory	Course Category Skill	H/W 2	Credits 2	Marks 60
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Course Objectives

- 1 - To understand the importance of Basic Life Support (BLS)
- 2 - To understand the essentials of Chemical and Radiation Safety
- 3 - To understand the significance of Hand Hygiene
- 4 - To understand the aspects of Occupational Health
- 5 - To understand the mandates of Fire Safety and Disaster Management

Course Outcomes

- CO1 - Understand and deliver Basic Life Support (BLS) in case of emergency.
- CO2 - Recognize the sources and effects of radiation and learn the principles of Radiation Protection and Safety
- CO3 - Understand and demonstrate the various steps of hand hygiene.
- CO4 - Comprehend several occupational health hazards and its preventive measures
- CO5 - Acquire knowledge on the Fire Safety and Disaster Management and practical exposure to handle fire extinguishers.

CO	PO					
	1	2	3	4	5	6
CO1	H	H	M	L	L	M
CO2	H	L	M	L	L	M
CO3	H	L	M	L	L	M
CO4	H	L	M	L	L	M
CO5	H	L	M	L	L	M

CO	PSO					
	1	2	3	4	5	6
CO1	L	L	L	L	M	L
CO2	L	L	L	L	L	L
CO3	L	L	L	L	L	L
CO4	L	L	L	L	M	L
CO5	L	L	L	L	M	L

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Basic Life Support (BLS) and Chemical Safety

1.1 Immediate Life Support (ILS) (K1,K2,K3,K4)

- 1.2 Sequence of Actions (K1,K2,K3,K4)
- 1.3 Procedure (K1,K2,K3,K4)
- 1.4 Choking (K1,K2,K3,K4)
- 1.5 Chemical Safety (K1,K2,K3,K4)
- 1.6 Physical, health and Environment Hazards (K1,K2,K3,K4)

Unit II: Radiation Safety

- 2.1 Safety Data Sheet (K1,K2,K3,K4)
- 2.2 Personal Protective Equipment (K1,K2,K3,K4)
- 2.3 Radiation Safety (K1,K2,K3,K4)
- 2.4 Radiation and Radioactivity (K1,K2,K3,K4)
- 2.5 Biological Effects – ALARA (K1,K2,K3,K4)
- 2.6 General Radiation safety (K1,K2,K3,K4)

Unit III: Hand Hygiene

- 3.1 Hand hygiene techniques (K1,K2,K3,K4)
- 3.2 Stages of effective hand hygiene (K1,K2,K3,K4)
- 3.3 General rules of hand hygiene at work (K1,K2,K3,K4)

Unit IV: Occupational Health

- 4.1 Introduction to OSHA (K1,K2,K3,K4)
- 4.2 OSHA standards (K1,K2,K3,K4)
- 4.3 Safe and Healthful workplace (K1,K2,K3,K4)
- 4.4 Employer Responsibilities (K1,K2,K3,K4)

Unit V: Fire Safety and Disaster Management

- 5.1 Fire - Classes of fire (K1,K2,K3,K4)
- 5.2 Types of Fire extinguisher - Dos and Don'ts during fire (K1,K2,K3,K4)
- 5.3 Disaster Management - Preparedness – Response – Recovery – Mitigation (K1,K2,K3,K4)
- 5.4 Types of disaster – Natural and Man-made disaster (K1,K2,K3,K4)
- 5.5 Characteristics and phases of disaster (K1,K2,K3,K4)
- 5.6 Disaster impact (K1,K2,K3,K4)

Text Books

1. K.V.Ramani – Hospital Management – Text and Cases –, 1st edition, Pearson Education India, 2013.
2. D.C.Joshi, Mamta Joshi - Hospital Administration – Jaypee Brothers Medical Publishers, 2009.

Reference Books

1. National Disaster Management Guidelines—Hospital Safety A publication of: National Disaster Management Authority Government of India NDMA February, 2016.
2. OSHA Field Safety and Health Manual - Occupational Safety and Health Administration (OSHA).
3. Patient safety assessment manual – WHO – 2nd Edition, 2016

SEMESTER II
UCHAC23 – HEALTH CARE ETHICS

Year: I Sem: II	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
	UCHAC23	Healthcare Ethics	Theory	Core	5	4	100

Course Objectives

- 1 - To understand and recognize the roles, aspects and importance of business ethics
- 2 - To understand and distinguish the various aspects of social responsibilities of business
- 3 - To understand and recognize the fundamental aspects and legal implications of medical ethics
- 4 - To understand, recognize and interrelate various ethical issues within the healthcare context
- 5 - To develop and implement effective ethical systems in business and clinical areas of the hospital

Course Outcomes

- CO1 - Understand and recognize the role of ethics in business.
- CO2 - Understand and recognize the social responsibilities of business entities towards staff, stakeholders and community
- CO3 - Understand and interrelate fundamental aspects of medical ethics
- CO4 - Recognize and infer various aspects of healthcare and research which may infringe on patient rights
- CO5 - Distinguish various aspects of end and beginning of life ethical issues and ensure Ethical compliance.

CO	PO					
	1	2	3	4	5	6
CO1	H	H	M	M	M	H
CO2	H	H	M	M	H	H
CO3	H	H	M	M	H	H
CO4	H	H	M	M	H	H
CO5	H	H	M	M	H	H

CO	PSO					
	1	2	3	4	5	6
CO1	M	L	L	M	M	H
CO2	M	L	L	H	M	H
CO3	H	M	L	M	M	H
CO4	H	M	L	L	M	H
CO5	H	H	M	L	L	H

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Corporate Ethics

- 1.1 Role and importance of Business Ethics and Values in Business (K1, K2, K3)
- 1.2 Definition of Business Ethics - Impact on Business Policy (K1, K2, K3)
- 1.3 Business Strategy and its impact (K1, K2, K3)
- 1.4 Types of Ethical Issues – Bribes – Coercion – Deception – Theft – Unfair Discrimination (K1, K2, K3)
- 1.5 Professional ethics (K1, K2, K3)
- 1.6 Ethics in India (K1, K2, K3)

Unit II: Corporate Social Responsibility and Distributive Justice

- 2.1 Corporate Social Responsibilities - Purpose (K1, K2, K3)
- 2.2 Social Responsibilities towards Shareholders (K1, K2, K3)
- 2.3 Employees – Customers, Dealers, Vendors and Government (K1, K2, K3)
- 2.4 Examples of CSR in India (K1, K2, K3)
- 2.5 Social Audit - Principles (K1, K2, K3)
- 2.6 Distributive Justice (K1, K2, K3)

Unit III: Codes of Conduct

- 3.1 Principles of Medical Ethics (K1, K2, K3)
- 3.2 International Code of Ethics (K1, K2, K3)
- 3.3 Duties of a Doctor - Patient –Paramedical (K1, K2, K3)
- 3.4 Health Resources (K1, K2, K3)
- 3.5 Malpractice and Negligence (K1, K2, K3)
- 3.6 Medical Negligence (K1, K2, K3)

Unit IV: Professional and Personal

- 4.1 Confidentiality: (Professional Secrecy) (K1, K2, K3)
- 4.2 Rights of Patients (K1, K2, K3)
- 4.3 Consent -Informed Consent (K1, K2, K3)
- 4.4 Privileged Communication (K1, K2, K3)
- 4.5 Irrational Drug Therapy- Human Experimentation (K1, K2, K3)
- 4.6 Clinical Trials (K1, K2, K3)

Unit V: Emerging Issues

- 5.1 Sex Pre-selection and Female Feticide (K1, K2, K3)
- 5.2 Reproductive Medicine Ethical Issues in Transplantation (K1, K2, K3)
- 5.3 Assisted Reproductive Technologies (K1, K2, K3)
- 5.4 Surrogacy (K1, K2, K3)
- 5.5 Abortion -Euthanasia (K1, K2, K3)
- 5.6 Organ Donation (K1, K2, K3)

Textbooks

- 1. CM Francis, Medical Ethics, Jaypee, 2nd edition, 2007

2. Shaw William, Business Ethics, Cenage Publishers, 2016

Reference Book

1. Sankaran S, Business Ethics, Margham Publications, 2005
2. Erich E.H. Loewy, Roberta Springer Loewy, Textbook of Healthcare Ethics, Springer, 2nd Edition, 2005
3. Morrison, Elizabeth Furlong, Healthcare Ethics Critical Issues for the 21st century, 4th Edition, 2014

SEMESTER II
UCHAD23 - MEDICAL TERMINOLOGY FOR ADMINISTRATION

Year: I Sem: II	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
	UCHAD23	Medical Terminology for Administration	Theory	Core	5	5	100

Course Objectives

- 1 - To understand and recognize the whole-organization of the body
- 2 - To understand and distinguish the various Musculo-Skeletal system
- 3 - To understand and distinguish the various Digestive system
- 4 - To understand and read standard medical abbreviations
- 5 - To understand and implement right usage of medical terms

Course Outcomes

- CO1 - Understand and recognize the fundamentals of Anatomy and Physiology
- CO2 - Comprehend various Musculo-Skeletal System of a human body
- CO3 - Recognize and understand cardio-vascular system, respiratory system, digestive system and excretory system.
- CO4 - Develop ability to read and understand medical documentation and medical literature.
- CO5 - Recognize and learn the meanings of Standard Medical Abbreviations.

CO	PO					
	1	2	3	4	5	6
CO1	H	L	H	L	L	M
CO2	H	L	H	L	L	M
CO3	H	L	H	L	L	M
CO4	H	L	H	L	L	M
CO5	H	L	H	L	L	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	L	L	L	L
CO2	M	H	L	L	L	L
CO3	M	H	L	L	L	L
CO4	H	H	L	L	M	M
CO5	M	H	L	L	L	L

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Basic Medical Terminology

- 1.1 Basic concepts (K1, K2)
- 1.2 Definition of medical terminology (K1, K2)

- 1.3 Purpose of learning Medical Terminology (K1, K2)
- 1.4 Origin of Medical Terms (K1, K2)
- 1.5 Derivations from other languages, living creatures, colours, weapons (K1, K2)
- 1.6 Phobias(K1, K2)

Unit II: Components of Medical Terms

- 2.1 Roots - Prefixes - Suffixes (K1, K2)
- 2.2 Systems wise Symptomatic (K1, K2)
- 2.3 Diagnostic Terms related to whole body (K1, K2)
- 2.4 Operative Terms related to whole body (K1, K2)
- 2.5 Analysis of medical terms (K1, K2)
- 2.6 Standard Medical Abbreviations (K1, K2)

Unit III: Anatomy and Physiology

- 3.1 Definition of the terms Anatomy (K1, K2)
- 3.2 Definition of the terms Physiology (K1, K2)
- 3.3 Types of Anatomy - Definition of terms used to describe the parts of the body (K1, K2)
- 3.4 Definition of various regions of the body -(K1, K2)
- 3.5 The body as a whole-organization of the body: Cells, tissues, organs(K1, K2)
- 3.6 Membranes and glands. (K1, K2)

Unit IV: Anatomic and Physiological Description

- 4.1 Musculo-Skeletal System - Bone types, structure, functions - Joints, structure and functions - Ligaments, and tendons - Muscles, types, structure and functions of muscles – Related Diseases, types of fractures. (K1, K2, K3)
- 4.2 Nervous System - functions of neurons – Central, Peripheral nervous and Autonomus nerves systems - Related Diseases (K1, K2, K3)
- 4.3 Cardiovascular System- Heart-position, structure, conduction system, functions and cardiac cycle - Blood vessels, Circulation of blood; Systemic, pulmonary and portal - Blood pressure and pulse – Related Diseases (K1, K2, K3)
- 4.4 Lymphatic system-Lymph vessels, glands, ducts and lymph circulation - Lymph nodes in the body, spleen – Related Diseases (K1, K2, K3)
- 4.5 Respiratory System - Structure and function of respiratory organs - Physiology of respiration –Related Diseases. (K1, K2, K3)
- 4.6 Sensory organs: Structure and function of the Eye [vision], the Ear [hearing], Taste [tongue]. (K1, K2, K3)

Unit V : Anatomic and Physiological Description

- 5.1 Digestive System - Structure and functions of organs of digestion and accessory organs - Process of digestion and absorption – Related Diseases (K1, K2, K3)
- 5.2 Excretory Systems- Structure and function of the organs of the Urinary system - Structure and functions of Skin [Integumentary System] - Regulation of body temperature – Related Diseases (K1, K2, K3)
- 5.3 Endocrine System - Structure and functions of endocrine glands- (Pituitary Pancreas, thyroid, parathyroid, thymus, adrenal) – Related Diseases(K1, K2, K3)
- 5.4 Sense Organs - Structure and functions of Eye, Ear, Nose and tongue - Physiology of

vision, hearing and equilibrium – Related Diseases (K1, K2, K3)

5.5 Genito Urinary System - Female reproductive system: Structure and functions of female reproductive organs [Uterus, fallopian tube, ovary] menstrual cycle, menopause and process of reproduction - Male reproductive system: Structure and functions of organs - Diseases related to reproductive system, antenatal, maternal and neonatal conditions (K1, K2, K3)

5.6 Psychiatry conditions – Anxiety, depression, mental retardation, personality disorder, psychosis, psycho-physiologic disorder (K1, K2, K3)

Text Books

1. Mr. Immanuel Ratinaraj Asher – Introduction to Medical Terminology.
2. Mr. Immanuel Ratinaraj Asher – Handbook of Medical Record Policies and procedures – for Medical Record professionals.

Reference Books

1. An Illustrated Guide by Barbara J. Cohen and Ann De Petris - Medical Terminology, 1 February 2016.
2. Medical Review – Medical Abbreviations For Medical Students And Healthcare Professionals Kindle Edition.
3. Dorland – Dorland's Pocket Medical Dictionary, 29e Paperback – 10 Nov 2013.

SEMESTER – II

UAORA20 - ALLIED II: OPERATIONS RESEARCH

Year: I	Course Code:	Title of the Course: Operations Research	Course Type: Theory	Course Category: Allied	H/W	Credits	Marks
Sem: II	UAORA20				5	4	100

Course Objectives

1. To introduce the techniques of solving problems in the field of industry, marketing and finance
2. To create awareness about optimization in the utility of resources

Course Outcomes (CO)

The learners will be able to

1. Understand the basic operations research concepts and solve linear programming problems.
2. Analyze real-life situation using transportation models.
3. Assign jobs to different machines using assignment models.
4. Use knowledge of Network Analysis in Hospital Administration.
5. Acquire wide knowledge in Game Theory.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	H	H	L	H
CO2	H	M	M	M	M	H
CO3	L	L	L	L	L	H
CO4	H	H	L	M	M	H
CO5	M	M	M	M	M	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	H	H	H	L
CO2	H	H	H	H	H	M
CO3	H	H	H	H	H	L
CO4	H	H	H	H	H	L
CO5	H	H	H	H	H	M

(Low- L, Medium - M, High - H)

COURSE SYLLABUS

Unit I: Introduction and Linear Programming

- 1.1 Operations research: Definition – Scope (K1, K2)
- 1.2 Characteristics (K1, K2)

- 1.3 Linear programming (K1,K2)
- 1.4 Formulation (K1,K2, K3)
- 1.5 Graphical method (K1, K2, K3, K4)
- 1.6 Regular simplex method (Simple Problems) (K1, K2, K3, K4)

Unit II: Transportation Model

- 2.1 Transportation Problem – Introduction (K1, K2)
- 2.2 Initial basic feasible solution (North West Corner) (K1, K2, K3, K4)
- 2.3 Initial basic feasible solution (Least Cost VAM) (K1, K2, K3, K4)
- 2.4 Unbalanced Transportation problem (K1, K2, K3, K4)
- 2.5 Maximization problem (K1, K2, K3, K4)
- 2.6 Test of Optimality using MODI method (excluding Degeneracy) (K1, K2, K3, K4)

Unit III: Assignment Model

- 3.1 Assignment problem – Introduction (K1, K2)
- 3.2 Minimal assignment problem - Balanced (K1, K2, K3, K4)
- 3.3 Minimal assignment problem - Unbalanced (K1, K2, K3, K4)
- 3.4 Restricted Assignment problem (K1, K2, K3, K4)
- 3.5 Maximization problem – Balanced (K1, K2, K3, K4)
- 3.6 Maximization problem – Unbalanced (K1, K2, K3, K4)

Unit IV: Network Analysis: CPM and PERT Computations

- 4.1 Construction – The Network – Numbering the events (K1, K2)
- 4.2 Different time calculations – representation in tabular form (K1, K2, K3, K4)
- 4.3 Total, Independent and Free float (K1, K2, K3, K4)
- 4.4 Calculation of critical path and project duration (K1, K2, K3, K4)
- 4.5 Basic steps in PERT – Difference between CPM and PERT (K1, K2, K3, K4)
- 4.6 Calculation of critical path and project duration (K1, K2, K3, K4)

Unit V: Game Theory

- 5.1 Game theory – Meaning – Saddle point (K1, K2)
- 5.2 Pure Strategy (K1, K2, K3, K4)
- 5.3 Mixed Strategy (K1, K2, K3, K4)
- 5.4 Dominance property (K1, K2, K3, K4)
- 5.5 Solving 2 x m game using graphical method (excluding L.P.P) (K1, K2, K3, K4)
- 5.6 Solving n x 2 game using graphical method (excluding L.P.P) (K1, K2, K3, K4)

Textbooks:

1. Premkumar Gupta and Hira D.S. - Introduction to Operations Research, 1st Edition – S.Chand Company Ltd., 1998.
2. Vittal P.R - Introduction to Operations Research, 1st Edition - Margham Publishers – 1999.
3. V. Sundaresan, K.S. Ganapathy Subramanian and K. Ganesan - Resource Management Techniques - A.R. Publications, 2009.

Reference Books:

1. Kalavathy. S - Operations Research, 2nd Edition - Vikas Publishing Ltd., 2002.
2. K. Pandian, C.Kayalvizhi - Applied Operations Research for Management, 2nd Edition -Thirumalaa Publications, 2004.
3. R.Paneerselvam - Operation Research -PHI Learning Pvt. Ltd., 2nd Edition 2006.

SEMESTER II
USHAB223 – SKILL BASED ELECTIVE II: PRACTICAL: COMMUNICATION
SKILLS IN ENGLISH

Year: I	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
Sem: II	USHAB223	Communication Skills in English	Practical	Skill	2	2	60

Course Objectives

- 1- To gain knowledge about the concepts of communication.
- 2- To communicate effectively by drafting letters for business and banking correspondence.
- 3- To develop English language skills in listening, speaking, reading and writing by having learners engage in a range of communicative tasks and activities.
- 4- To increase vocabulary through the study of word parts, use of context clues and Practice with a dictionary.
- 5- To develop public speaking abilities by giving opportunities to speak in class, both informally and formally.

Course Outcomes

- CO1- Understand the elements, types, process and barriers in communication.
- CO2- Develop the skill of communicating through drafting various types of letters for business and banking correspondence.
- CO3- Improve the vocabulary for daily usage.
- CO4- Be able to write discharge summary and consent form related to hospitals. Also prepare the students for group discussions and role plays.
- CO5- Develop the skill to make students prepare power-point presentations.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	M	L	L	H
CO2	H	M	M	L	L	H
CO3	H	M	M	L	L	H
CO4	H	M	M	L	L	H
CO5	H	M	M	L	L	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	L	L	L	L	L
CO2	H	M	M	H	M	H
CO3	M	M	L	H	L	H
CO4	M	M	H	H	L	M
CO5	H	M	L	M	H	H

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Introduction to Communication

Definition of Communication – Elements – Types and Media's of communication – Process of communication-Barriers in communication.

Unit II: Letter writing skills

Structure of letter – Leave letter – Complaint letter – Letter of Application - Enquiry – Sales Letter – Banking Correspondence

Unit III: Vocabulary and Phrases

Every day words - General statements – Past – Present – Future

Unit IV: Professional Skills

Aptitude Test – Logical and Reasoning – Basic Interview Questions - Preparation of Resume-Writing discharge summary - Consent for admission

Unit V: Practical Sessions

Group discussions – Role-play – Email – Browsing for assignments - Presentation skills - Use of Google scholars.

Textbooks

1. P. D. Chaturvedi and MukeshChaturvedi, Communication Skills, Pearson Education, 1st Edition, 2012.
2. B. S. Verma and R. T. S. Pundir, Professional Communication, Vayu Education of India, 1st Edition, 2011.

Reference Books

1. B. S. Sijwali and InduSijwali, You & the Interview Board, Arihant Publications 1st Edition, 2009
2. Hari Mohan Prasad and Rajnish Mohan, How to prepare for Group discussion & Interview, Tata Macgraw Hill Education Private Limited, 1st Edition 2012.

SEMESTER III

UCHAE23 - HOSPITAL OPERATIONS MANAGEMENT – I

Year: II Sem: III	Course Code	Title of the Course	Course Type	Course Category	H/W 5	Credits 5	Marks 100
	UCHAE23	Hospital Operations Management I	Theory	Core			

Course Objectives

- 1- To understand the hospital organization and management model.
- 2 - To illustrate the importance and functions of Out-Patient and In-patient services in hospital.
- 3 -To recognize the role of nursing services and factors which influence the number of nurses.
- 4 - To understand and determine the factors which contribute to the development of hospital.
- 5 - To learn the infection and implementation of Hospital Infection Control programme.

Course Outcomes

CO1- Understand the classifications of hospitals, roles of hospital administrators, essential hospital operations indicator and current trends in healthcare.

CO2- Recognize and interrelate functions and layout of OPD, inpatient services and different forms of ward.

CO3- Understand the role and tasks of a nurse and determine the nursing staff requirement in a hospital.

CO4- Gain knowledge in function of Hospital Infection Control Committee in the hospital and Understand the prevalence of infection and the role of Hospital Infection Control.

CO5- Understand the functions of these clinical support services and able to categorize the same.

CO	PO					
	1	2	3	4	5	6
CO1	H	L	M	M	L	H
CO2	H	L	M	M	L	H
CO3	H	L	M	M	L	H
CO4	H	L	M	M	L	H
CO5	H	L	M	M	L	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	L	H	H	M
CO2	H	M	L	M	L	M
CO3	M	M	L	H	M	M
CO4	H	M	L	M	L	M
CO5	M	M	L	H	M	M

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Organization of the Hospital

- 1.1 Over view of health services - Types of Patient (K1,K2,K3)
- 1.2 Healthcare Models and Emerging Models - Types of Hospitals (K1,K2,K3)
- 1.3 Management Structure of Hospitals (K1,K2,K3)
- 1.4 Hospital Committees (K1,K2,K3)
- 1.5 Relationship with other Organization - Essential Hospital Operations Indicator (K1,K2,K3)
- 1.6 Current trends in healthcare (K1,K2,K3)

Unit II: Outpatient and Inpatient Service

- 2.1 Outpatient Service - Inpatient Service & Admitting Department (K1,K2,K3)
- 2.2 Surgical Services and Operating Theatre – ICU (K1,K2,K3)
- 2.3 Specialty Services - Accident and Emergency (K1,K2,K3)
- 2.4 Surgical Specialties and Anesthesiology - Medical Specialties (K1,K2,K3)
- 2.5 Community Medicine and Family Medicine - Paramedical Services (K1,K2,K3)
- 2.6 Alternative Health Care System (K1,K2,K3)

Unit III: Nursing Service

- 3.1 Objectives (K1,K2,K3)
- 3.2 Responsibilities of Nursing Services (K1,K2,K3)
- 3.3 Organization of Nursing Services (K1,K2,K3)
- 3.4 Nursing Process (K1,K2,K3)
- 3.5 Patient Care (K1,K2,K3)
- 3.6 Ward Management (K1,K2,K3)

Unit IV: Hospital Infection Control

- 4.1 Surveillance and Reporting of Infection (K1,K2,K3)
- 4.2 Roots of spread of infection - High Risk areas in Hospital
- 4.3 Employee Health (K1,K2,K3)
- 4.4 Preventing Transmission of Infection (K1,K2,K3)
- 4.5 Infection control committee - Hospital infection control programme (K1,K2,K3)
- 4.6 Biomedical Waste Disposal (K1,K2,K3)

Unit V: Clinical Support Services

- 5.1 Chaplain and Counseling (K1,K2,K3)
- 5.2 Pharmacy – Laboratories - Blood Bank (K1,K2,K3)
- 5.3 Occupational therapy – Physiotherapy - Speech therapy(K1,K2,K3)
- 5.4 Radiology - Diagnostics service(K1,K2,K3)
- 5.5 Nuclear Medicine - Catheterization Lab(K1,K2,K3)
- 5.6 Radiation therapy - ALC(K1,K2,K3)

Textbooks

1. Harris M G & Assoc - Managing Health Service: Concept & Practices. MacLennan & Petty: Sydney, 2003.
2. Kunders G.D Facilities Planning and Arrangement in Healthcare, Prison Books Pvt. LTD, 2004.

Reference Books

1. Sakharkar B.M Principles of Hospital Administration and Planning, 2nd edition, Jaypee, New Delhi, 2009.
2. Syed Amin Tablish - Hospital and Nursing Homes Planning, Organisations and Management, 1st edition, Jaypee, New Delhi, 2005.
3. Sharma - Step By Step Hospital Designing and Planning With Photo Cd Rom (Dr.Malhotra'S Series), 1 January 2010.

SEMESTER III

UAAHA23 - ACCOUNTING FOR HOSPITAL ADMINISTRATORS - I

Year: II	Course Code	Title of the Course	Course Type	Course Category	H/W 5	Credits 4	Marks 100
Sem III	UAAHA23	Accounting for Hospital Administrators I	Theory	Allied			

Course Objectives

- 1- To understand the accounting concepts, principles and framework to analyse and effectively communicate information to a variety of stakeholders.
- 2- To apply the dual entry recording framework to a series of transactions that results in a balance sheet.
- 3- To develop the skill of recording financial transactions and preparation of reports in accordance with GAAP.
- 4- To equip with the knowledge of accounting process and preparation of final accounts of sole trader, partnerships and companies.
- 5 - To facilitate them to prepare Final accounts of Non- Trading concerns.

Course Outcomes

CO1- Acquire conceptual knowledge of basics of accounting and understand the accounting concepts, principles and conventions.

CO2- Apply the golden rules of accounting and able to record journal entries and prepare ledger accounts using double entry book keeping.

CO3- Be able to prepare various subsidiary books like sales book, purchases book, purchase returns book, sales returns book, bills receivable book, bills payable book and cash book.

CO4- Understand the purpose of balance sheet, prepare financial statements in accordance with appropriate standards and report the results of a firm.

CO5- Be capable of becoming accountant in any non- trading organization.

CO	PO					
	1	2	3	4	5	6
CO1	H	H	M	L	L	H
CO2	H	H	M	L	L	H
CO3	H	H	M	L	L	H
CO4	H	H	M	L	L	H
CO5	H	H	M	L	L	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	M	M	M	M
CO2	H	M	M	M	H	M
CO3	H	M	M	H	H	M
CO4	H	M	H	H	H	M
CO5	H	M	H	H	H	H

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Introduction to Concepts

- 1.1 Definition of Accounting – Financial Accounting (K1, K2)
- 1.2 Objectives- Functions of Financial Accounting- Limitations (K1, K2)
- 1.3 Meaning of Accounting Principles- Concepts and Conventions (K1, K2, K3)
- 1.4 System of Book keeping- Single Entry System – Double Entry System (K1,K2,K3)
- 1.5 Accounting Equation – Rules for Accounting Equation (K1,K2,K3)
- 1.6 Uses of Computer in Accounting (K1,K2)

Unit II: Journal and Ledger

- 2.1 Accounting Cycle – Introduction (K1,K2)
- 2.2 Journal and Journalizing (K1,K2,K3,K4)
- 2.3 Classification of Accounts (K1,K2)
- 2.4 Ledger – Meaning of Ledger (K1,K2)
- 2.5 Method of preparing an Account – Posting in the Ledger – Balancing of Ledger (K1,K2,K3,K4)
- 2.6 Distinction between Journal and Ledger (K1,K2)

Unit III: Books of Accounts

- 3.1 Subsidiary Books – Preparation of different Subsidiary Books (K1,K2)
- 3.2 Sales Book – Sales Returns Book (K1,K2,K3,K4)
- 3.3 Purchase Book – Purchase Return Book (K1,K2,K3,K4)
- 3.4 Cash Book – Types - Petty Cash Book (K1,K2,K3,K4)
- 3.5 Bill Receivable Book – Bills Payable Book (K1,K2,K3,K4)
- 3.6 General Journal or Journal Proper (K1,K2)

Unit IV: Final Accounts

- 4.1 Trial Balance – Meaning (K1,K2)
- 4.2 Definition – Objectives (K1,K2)
- 4.3 Preparation of Manufacturing Account (K1,K2,K3)
- 4.4 Final Accounts – Trading Account (K1,K2,K3)
- 4.5 Profit and Loss Account (K1,K2,K3)
- 4.6 Balance Sheet with adjustments (Simple problems) (K1,K2,K3,K4)

Unit V: Non- Trading Accounts

- 5.1 Introduction to Non- Trading organizations (K1,K2. K3, K4)

5.2 Capital and Revenue (K1,K2)

5.3 Accounts of Non- Trading organizations (K1,K2,K3)

5.4 Income and Expenditure Account (K1,K2,K3)

5.5 Receipts and Payments Account (K1,K2,K3)

5.6 Balance Sheet (K1,K2,K3,K4)

Note: Theory 20% and Problems 80%

Textbooks

1. Jain S.P. and Narang K.L. - Advanced Accounting - Kalyani Publishers, New Delhi 2005.
2. S.N.Maheswari and Sharad K Maheswari – Principles of Financial Accounting – Vikas Publishing House Pvt Ltd – 2013.

Reference Books

1. Reddy T.S. and Murthy A- Financial Accounting- Margham Publications, Chennai, 2007
2. Nagarajan K.L., Vinayagam N. and Mani P.L. - Principles of Accountancy - Eurasia Publishing House, New Delhi, 2006
3. Grewal T.S - Double Entry Book- S. Chand and Co, New Delhi, 2005

SEMESTER III

UEHAA23 – ELECTIVE IA: HEALTH SERVICES MARKETING

Year: II Sem: III	Course Code UEHAA23	Title of the Course Health Services Marketing	Course Type Theory	Course Category Elective	H/W 5	Credits 5	Marks 100
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Course Objectives

- 1 - To understand the concepts, functions, and techniques of the craft of marketing services.
- 2 - To identify critical issues in service design including the nature of service products & markets, building the service model and creating customer value.
- 3 - To develop relevant skills to identify and manage demand, customer expectation, perception, customer service experiences and outcomes.
- 4 - To provide an in-depth appreciation and understanding of the unique challenges inherent in managing and delivering quality services.
- 5 - To evaluate the intertwined role of service personnel and customers concerning service delivery, failures, and recovery issues.

Course Outcomes

CO1 - Understand the similarities and differences in service-based and physical product-based marketing activities.

CO2 - Develop the competency to plan, create, price and distribute new service.

CO3 - Understand the various strategies used for competition analysis, promotion and branding the service to avoid service failure.

CO4 - Acquire the ability to manage and improve service quality and customer relationships.

CO5 - Understand and identify the role of employee and consumer in service delivery process to manage critical issues in demand and capacity of service.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	M	L	L	H
CO2	H	M	M	L	L	H
CO3	H	M	M	L	L	H
CO4	H	M	M	L	L	H
CO5	H	M	M	L	L	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	M	H	M	M
CO2	H	M	H	H	H	M
CO3	H	M	H	H	H	M
CO4	H	M	H	H	H	M
CO5	H	M	H	H	H	M

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Introduction to Marketing and Service Marketing

- 1.1 Basic Marketing concepts (K1,K2,K3)
- 1.2 Evolution of Marketing concepts (K1,K2,K3)
- 1.3 Marketing and service Marketing mix (K1,K2,K3)
- 1.4 Concept of service (K1,K2,K3)
- 1.5 Classification of service (K1,K2,K3)
- 1.6 Challenges and issues in services marketing. (K1,K2,K3)

Unit II: Building Service Model

- 2.1 Growth of service (K1,K2,K3)
- 2.2 Career opportunities in service sector (K1,K2,K3)
- 2.3 Planning and creating services (K1,K2,K3)
- 2.4 Development of new services (K1,K2,K3)
- 2.5 Distribution of services (K1,K2,K3)
- 2.6 Pricing Service (K1,K2,K3)

Unit III: Competition Analysis and Strategies

- 3.1 Competitive Threats (K1,K2,K3)
- 3.2 Competition analysis (K1,K2,K3)
- 3.3 Competitive Advantage (K1,K2,K3)
- 3.4 Service failures and Recovery (K1,K2,K3)
- 3.5 Service branding (K1,K2,K3)
- 3.6 Promotion. (K1,K2,K3)

Unit IV: Customer Behavior

- 4.1 Consumer behavior in services (K1,K2,K3)
- 4.2 Customer expectations and perceptions of service (K1,K2,K3)
- 4.3 Service quality (K1,K2,K3)
- 4.4 Determinants of service quality (K1,K2,K3)
- 4.5 CRM (K1,K2,K3)
- 4.6 Framework of CRM (K1,K2,K3)

Unit V: Delivering and Performing of Services

- 5.1 Managing service demand (K1,K2,K3)
- 5.2 Managing service capacity (K1,K2,K3)
- 5.3 A Service encounter (K1,K2,K3)
- 5.4 Moment of truth (K1,K2,K3)
- 5.5 Service Interaction Process. (K1,K2,K3)
- 5.6 Enhancing employee participation and customer participation (K1,K2,K3)

Textbooks

1. Rama Mohana Rao. K, Services Marketing, 2nd Edition, 2011
2. Philip Kotler et al – Marketing, 14th Edition, 2013

Reference Books

1. K.Douglas Hoffman et al – Essentials of Service Marketing: Concepts, Strategies and Cases, 2nd Edition, Thomsor Learning, 2010.
2. Kenneth E Clow, et al – Services Marketing Operation Management and Strategy, 2nd Edition – Biztantra, New Delhi, 2011
3. Lovelock – Services Marketing : People, Technology and Strategy, 7th Edition, 2011

SEMESTER III

UEHAB23 –ELECTIVE I B: HEALTHCARE ECONOMICS

Year: II Sem III	Course Code UEHAB23	Title of the Course Healthcare Economics	Course Type Theory	Course Category Elective	H/W 5	Credits 5	Marks 100
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Course Objectives

- 1 - To enable and understand the basic concepts of economics.
- 2 - To analyze how health care outcomes are influenced by changing market forces, social forces, and government forces.
- 3 - To understand the fundamentals of hospital and physician services production, including the concepts of input factor substitution, economies of scale and scope, and technology adoption decision.
- 4 - To develop skills to evaluate the economic condition and market of the healthcare industry.
- 5 - To evaluate various health programs and its impact on the economy.

Course Outcomes

CO1 - Gain Knowledge in basic concepts of economics including managerial economics, macro and microeconomics, types of economy and understand the size and relevance of health economics.

CO2 - Develop skills to manage demand for health care and understand behavior of consumers in the health care sector.

CO3 - Understand the concept fundamentals of hospital and physician services production including the concepts of economies of scale, and technology adoption decision.

CO4 - Acquire the ability to evaluate health economics and understand the concept of healthcare market and health insurance.

CO5 - Analyze the environmental influences on the health care sector and identify the impact of tobacco, alcohol, drugs and other communicable diseases on the economy.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	M	L	L	H
CO2	H	M	M	L	L	H
CO3	H	M	M	L	L	H
CO4	H	M	M	L	L	H
CO5	H	M	M	L	L	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	H	M	M	M
CO2	H	H	H	H	M	H
CO3	H	H	H	H	M	H
CO4	H	H	H	H	L	H
CO5	H	H	M	H	L	H

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Introduction to Health Economics

- 1.1 Introduction to Economics and Basic Problems of Economy (K1, K2, K3)
- 1.2 Types of Economy and Microeconomics and Macroeconomics (K1, K2, K3)
- 1.3 Circular Flow and Interdependence of Economic Activity, Scarcity and Efficiency (K1, K2, K3)
- 1.4 Managerial Economics and basic economic concepts (K1, K2, K3)
- 1.5 Introduction to Health Economics (K1, K2, K3)
- 1.6 The Relevance of Health Economics and the size and scope of the Health Economy (K1, K2, K3)

Unit II: Basic Microeconomics Concepts in Health Economics

- 2.1 Basic concepts of market (K1, K2, K3)
- 2.2 Basic Elements of Demand and Supply (K1, K2, K3)
- 2.3 Market equilibrium (K1, K2, K3)
- 2.4 Elasticity of demand and supply (K1, K2, K3)
- 2.5 Approaches to consumer behavior (K1, K2, K3)
- 2.6 Demand for Health (K1, K2, K3)

Unit III: Production and Cost of Healthcare

- 3.1 Production Function (K1, K2, K3)
- 3.2 Isoquants and Marginal Products (K1, K2, K3)
- 3.3 Elasticity of Substitution (K1, K2, K3)
- 3.4 Cost Function (K1, K2, K3)
- 3.5 Economies of Scale (K1, K2, K3)
- 3.6 Technological Change (K1, K2, K3)

Unit IV: Economic Evaluation and Markets in Healthcare

- 4.1 Economic Evaluation (K1, K2, K3)
- 4.2 Types of market (K1, K2, K3)
- 4.3 Markets in Healthcare (K1, K2, K3)
- 4.4 Government Interventions in Healthcare (K1, K2, K3)
- 4.5 Health Financing from Various Sources (K1, K2, K3)
- 4.6 Health Insurance and TPA (K1, K2, K3)

Unit V: Economics of Health Programs

- 5.1 Environmental Influences on Health and its Economic Impact (K1, K2, K3)
- 5.2 Healthcare System in Different Countries (K1, K2, K3)
- 5.3 Economics Impact of Tobacco use (K1, K2, K3)
- 5.4 Economics Impact of Alcohol use (K1, K2, K3)
- 5.5 Models of Addiction (K1, K2, K3)
- 5.6 Aging of Population (K1, K2, K3)

Textbooks

1. ShermanFolland, Allen C. Goodman and MironStano - The Economics of Health and Health Care (Prentice-Hall Inc, New Jersey).
2. Michael Drummond and et al, Methods for Economics Evaluation of Healthcare Programme, Oxford University Press, 4th Edition, 2015

Reference Books

1. Shuvendu Bikash Dutta – Health Economics for Hospital Management, Jaypee Brothers Medical Publishers; 1st edition (2013)
2. Government of India, Five Year Plans.
3. Charles E. Phelps - Health Economics: International Edition Paperback – Import, 20 Feb 2009.

SEMESTER III

USHAC323 - SKILL BASED ELECTIVE III: WELLNESS MANAGEMENT

Year: II Sem: III	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
	USHAC323	Wellness Management	Theory	Skill	2	2	60

Course Objectives

- 1 - To develop skills to improve personality and emotional intelligence.
- 2 - To improve skills in stress management.
- 3 - To enhance skills in time management.
- 4 - To develop skills to manage conflict, crisis and events.
- 5 - To inculcate the habit of healthy eating and art of living.

Course Outcomes

- CO1 - Enhance personality management and emotional intelligence with SWOT analysis.
CO2 - Develop skills to identify stressors to manage stress.
CO3 - Develop skills to give priority to urgent and important work to save time.
CO4 - Improve skills to manage conflict, crisis, events and responsible use of technology.
CO5 - Cultivate the habit of taking nutritious diet and exercise for physical fitness.

CO	PO					
	1	2	3	4	5	6
CO1	M	L	H	L	M	H
CO2	M	H	H	L	M	H
CO3	H	M	M	M	H	H
CO4	H	L	H	L	L	M
CO5	M	H	M	M	H	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	M	H	L	M
CO2	H	H	M	H	L	L
CO3	H	H	M	H	L	M
CO4	H	H	M	H	L	M
CO5	M	L	M	L	L	M

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Self-Management

- 1.1 Self-awareness (K1,K2,K3)
- 1.2 Dimensions of Personality Development (K1,K2,K3)
- 1.3 Interpersonal Relations (K1,K2,K3)
- 1.4 Types of complexes (K1,K2,K3)
- 1.5 Emotional Intelligence (K1,K2,K3)
- 1.6 SWOT analysis (K1,K2,K3)

Unit II: Stress Management

- 2.1 Meaning, definition and sources of Stress (K1,K2,K3)
- 2.2 Lifestyle stressors (K1,K2,K3)
- 2.3 Symptoms of stress (K1,K2,K3)
- 2.4 Guidelines to reduce stress (K1,K2,K3)
- 2.5 Workplace humor (K1,K2,K3)
- 2.6 Anger Management (K1,K2,K3)

Unit III: Time Management

- 3.1 Tips for Time Management (K1,K2,K3)
- 3.2 Advantages of Time Management (K1,K2,K3)
- 3.3 Common mistakes student make in time management (K1,K2,K3)
- 3.4 Goals of Time Management (K1,K2,K3)
- 3.5 Procrastination (K1,K2,K3)
- 3.6 Techniques of conquering procrastination (K1,K2,K3)

Unit IV: Situations Management

- 4.1 Conflict Management (K1,K2,K3)
- 4.2 Crisis Management (K1,K2,K3)
- 4.3 Event Management (K1,K2,K3)
- 4.4 Responsible use of technology (K1,K2,K3)
- 4.5 Responsible use of social media (K1,K2,K3)
- 4.6 Change management (K1,K2,K3)

Unit V: Health and Nutrition Management

- 5.1 Need for a healthy diet (K1,K2,K3)
- 5.2 Balanced diet (K1,K2,K3)
- 5.3 Meditation (K1,K2,K3)
- 5.4 Simple exercises for a healthy living (K1,K2,K3)
- 5.5 Lifestyle and disease (K1,K2,K3)
- 5.6 Health and hygiene (K1,K2,K3)

Textbooks

- 1. Richard Regis - Stress Management, – National HRD NetWork Publication, 1st Edition.
- 2. Swati Y. Bhave- Anger Management, - SAGE publication- 3rd Edition, 2010

Reference Books

- 1. Carol A. Beatty- Building Smart Teams, SAGE publication- 1st Edition, 2004
- 2. <https://www.healthline.com/health/balanced-diet#importance>
- 3. <https://www.gaiam.com/blogs/discover/meditation-101-techniques-benefits-and-a-beginner-s-how-to>

SEMESTER IV

UCHAF23 - HOSPITAL OPERATIONS MANAGEMENT – II

Year: II	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
Sem: IV	UCHAF23	Hospital Operations Management II	Theory	Core	5	4	100

Course Objectives

- 1- To understand the overall objectives of public relations in hospital
- 2- To understand the importance of materials management in hospital
- 3- To describe the role of Medical records and billing in hospital
- 4- To understand the roles and functions of engineering services in hospital
- 5- To elaborate on various support services in the hospital

Course Outcomes

CO1- Understand the factors responsible for good public relations and discuss on common problems of public relations in the hospitals.

CO2- Recognize and interrelate the structure and the overall functioning of materials department

CO3- Familiarize with the Billing system and payment systems in a hospital and understand the functions of MRD.

CO4- Perceive the functions of engineering service department and its service types.

CO5- Categorize various support services in a hospital and understand its functions.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	M	H	M	H
CO2	M	H	M	H	M	H
CO3	M	H	H	M	M	H
CO4	H	H	M	H	M	M
CO5	H	H	M	M	L	H

CO	PSO					
	1	2	3	4	5	6
CO1	M	H	M	M	M	M
CO2	M	H	M	M	L	M
CO3	M	H	M	M	L	M
CO4	M	H	M	M	L	M
CO5	M	H	M	M	L	M

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Hospital Management Information System

- 1.1 Introduction to HMIS- definition, need and importance, broad application
- 1.2 Structure of HIS – Hardware and Software Components (K1,K2,K3)
- 1.3. Planning and Development of HMIS- user access, data modification restrictions (K1,K2,K3)
- 1.4. Implementation of HMIS- overall, intranet and internet
- 1.5. In house and outsourced solutions, challenges, advantages & disadvantages
- 1.6 Data analytics- E-governance (K1,K2,K3)

Unit II: Functional Aspects of HMIS

- 2.1. Clinical HMIS- Patient management, Patient records management, bed management, Inpatient management, ICU management, Theatre management, Nursing management, HIC
- 2.2. Clinical Support Service HMIS- Laboratory Information System, Radiology Information System, Therapy Information System, Dietary System, Telemedicine
- 2.3. Non Clinical Support Services HMIS- Laundry, CSSD, Purchase, Stores, Billing, Inventory, Insurance, Housekeeping, Engineering (Civil, Electrical, Mechanical, Biomedical, Environment)
- 2.4 Administrative HMIS- HR (leave, salary, performance tracking, training, etc.), Disaster management, Security, Decision making,
- 2.5. Quality HMIS- KPI tracking, Event reporting, Audits
- 2.6. Interlinking of verticals- benefits, challenges, implementation

Unit III: Medical Records & Billing and Insurance

- 3.1 Function & Importance of MRD (K1,K2,K3)
- 3.2 Registration and Appointment System (K1,K2,K3)
- 3.3 Storage and Organization of Medical Records - Planning and Managing the MR Department (K1,K2,K3)
- 3.4 Billing system (OP and IP) & Cash Collection (K1,K2,K3)
- 3.5 Patient Deposit and Prepayment Systems, Smartcards (K1,K2,K3)
- 3.6 Company and Credit Patients - Health Insurance (K1,K2,K3)

Unit IV: Engineering Services

- 4.1 Hospital Planning and Design (K1,K2,K3)
- 4.2 Civil Engineering and Buildings Maintenance (K1,K2,K3)
- 4.3 Electrical Engineering - Mechanical Engineering (K1,K2,K3)
- 4.4 Biomedical Engineering - Water Supply and Sewage (K1,K2,K3)
- 4.5 Central Medical Gas - Environment Engineering - Bio-Engineering (K1,K2,K3)
- 4.6 Management information System- Air Condition Engineering (K1,K2,K3)

Unit V: Support Services

- 5.1 Central Sterile Supply Department - Human Resource (K1,K2,K3)
- 5.2 Finance Department – Laundry (K1,K2,K3)
- 5.3 Housekeeping - Estate Management (K1,K2,K3)
- 5.4 Transport - Nutrition & Dietary – Mortuary (K1,K2,K3)

5.5 Telemedicine – Audit (K1,K2,K3)

5.6 Security – Fire and Disaster (K1,K2,K3)

Textbooks

1. Kunders G.D - Facilities Planning and Arrangement in Healthcare, Prison Books Pvt. LTD, 2004.
2. B.M Saharkhar- Principles of Hospital Administration and Planning, 2nd edition, Jaypee, New Delhi 2009.
3. Hospital Information Systems- A concise study- S.A. Kelkar- PHI Learning Pvt Ltd 2010.
4. Healthcare Information Management Systems: A Practical Guide. (2013). Germany: Springer New York.

Reference Books

1. Syed Amin Tablish Hospital and Nursing Homes Planning, Organizations and Management, 1st edition, Jaypee, New Delhi, 2005.
2. Sharma - Step By Step Hospital Designing and Planning with Photo Cd Rom (Dr.Malhotra'S Series) Paperback, 2010.
3. Gupta Shakti - Modern Trends in Planning and Designing Of Hospitals: Principles And Practice With Cd Rom Hardcover, 2007

SEMESTER IV

UCHAG23 - INTRODUCTION TO RESEARCH METHODOLOGY

Year: II Sem: IV	Course Code UCHAG23	Title of the Course Introduction to Research Methodology	Course Type Theory	Course Category Core	H/W 5	Credits 5	Marks 100
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Course Objectives

- 1- To understand and apply research approaches, techniques and strategies in the appropriate manner for managerial decision making.
- 2- To apply a range of quantitative and / or qualitative research techniques to business and management problems / issues.
- 3- To demonstrate knowledge and understand data analysis and interpretation in relation to the research process.
- 4- To illustrate various types of data and methods for collecting data.
- 5- To utilise statistical tools to analyse aspects of research and to draft research report.

Course Outcomes

CO1- Understand the various types of research and apply it in real life study.

CO2- Distinguish the types of research design, understand the concept of Hypothesis and formulate the same.

CO3- Comprehend the various types of sampling techniques, scaling techniques and measurements.

CO4- Distinguish various types of data collection methods and enable the students to draft questionnaire incorporating the scaling techniques.

CO5- Enable the students to analyse data using statistical packages and to follow a systematic process to write a research report.

CO	PO					
	1	2	3	4	5	6
CO1	H	L	H	L	M	L
CO2	H	L	H	L	H	L
CO3	H	M	H	L	H	M
CO4	H	L	H	M	H	L
CO5	H	L	H	M	H	L

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	H	M	H	M
CO2	H	M	H	M	H	M
CO3	H	M	H	M	M	M
CO4	H	M	H	M	M	M
CO5	H	M	H	M	H	M

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Introduction

- 1.1 Definition of research – meaning – objectives (K1,K2)
- 1.2 Types of research (K1,K2,K3,K4)
- 1.3 Research process (K1,K2,K3)
- 1.4 Qualities of a researcher (K1,K2)
- 1.5 Criteria of good research (K1,K2,K3,K4)
- 1.6 Problems encountered in research (K1,K2,K3)

Unit II: Research Design

- 2.1 Defining research problem (K1,K2)
- 2.2 Research design - features of good research design (K1,K2,K3)
- 2.3 Types of research design – factors affecting research design (K1,K2,K3)
- 2.4 Hypothesis - meaning – definition – need for hypothesis (K1,K2,K3,K4)
- 2.5 Formulation of hypothesis – types of hypothesis (K1,K2,K3,K4)
- 2.6 Test of hypothesis – Type I and Type II error (K1,K2,K3,K4)

Unit III: Sampling and scaling

- 3.1 Sampling techniques (K1,K2,K3)
- 3.2 Types of sampling (K1,K2,K3,K4)
- 3.3 Merits and demerits of Probability Sampling (K1,K2,K3)
- 3.4 Merits and demerits of Non Probability Sampling (K1,K2,K3)
- 3.5 Scaling – Types (K1,K2,K3,K4)
- 3.6 Measurements – Classification (K1,K2,K3)

Unit IV: Data Collection

- 4.1 Collection of primary and secondary data (K1,K2,K3)
- 4.2 Interview techniques (K1,K2,K3)
- 4.3 Survey and interview method – merits and demerits (K1,K2,K3)
- 4.4 Questionnaire – pre requisites of using questionnaire (K1,K2,K3,K4)
- 4.5 Structured and unstructured questionnaire (K1,K2,K3,K4)
- 4.6 Types of secondary data (K1,K2,K3)

Unit V: Data analysis and Report writing

- 5.1 Steps in report writing (K1,K2,K3,K4)
- 5.2 Introduction to Statistical Packages (K1,K2,K3)
- 5.3 Descriptive : Percentage Analysis – Charts (K1,K2,K3,K4)
- 5.4 Inferential Analysis: Mean - Median - Mode (K1,K2,K3,K4)
- 5.5 Range - Variance - Standard Deviation (K1,K2,K3,K4)
- 5.6 Correlation – Regression - Chisquare – ANOVA (Only Theory)(K1,K2,K3)

Textbooks

- 1. C.R. Kothari – Research Methodology Methods and Techniques – New Age International Publishers, , 4th Edition 2019.
- 2. P. Ravilochanan – Research Methodology – Margham Publication, First Edition 2012.

Reference books

1. B.N. Ghosh - Scientific Methods and Social Research– Sterling Publishers Pvt. Ltd., Delhi. 4th Edition 2015.
2. Dipak Kumar Bhattacharyya - Research Methodology – Excel Books, 2nd Edition 2006
3. Ajai Gaur – Statistical Methods for practice and Research. 1st Edition 2006.

SEMESTER IV

UAAHB23 – ALLIED – IV: ACCOUNTING FOR HOSPITAL ADMINISTRATORS –

II

Year: II Sem: IV	Course Code UAAHB23	Title of the Course Accounting for Hospital Administrators II	Course Type Theory	Course Category Allied	H/W 5	Credits 4	Marks 100
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Course Objectives

- 1- To understand the evolution and role of cost and management accounting in business and its application in decision making.
- 2- To compute core financial ratios that communicate essential information.
- 3- To familiarize the concepts of cost accounting and material control with pricing methods.
- 4- To present and analyze variety of managerial decisions by preparing cash and funds flow statement.
- 6- To apply and analyse various tools and techniques of management accounting and determine optimal managerial decision.

Course Outcomes

CO1- Gain knowledge in basic concepts, tools and techniques of management accounting.

CO2- Be able to analyse the annual reports of an organisation and interpret the required financial information by calculating various ratios.

CO3- Classify the costs to better understand the business expenses and prepare cost sheet by breaking cost based on its types.

CO4- Prepare funds flow statement, cash flow statement and evaluate the fund movements and cash position of an organization.

CO5- Apply the cost, volume and profit concepts, prepare various budgets like cash budget, production budget, sales budget that aids in decision making.

CO	PO					
	1	2	3	4	5	6
CO1	H	L	H	L	H	M
CO2	M	L	H	L	H	M
CO3	H	L	H	L	H	H
CO4	H	M	H	L	H	H
CO5	H	M	H	L	H	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	M	M	H	M
CO2	H	M	M	M	H	M
CO3	H	M	M	M	H	M
CO4	H	M	M	M	H	M
CO5	H	M	M	M	H	M

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Introduction

- 1.1 Introduction to Management Accounting - Meaning- Characteristics (K1,K2,K3)
- 1.2 Principles – Scope – Objectives/Functions/Role (K1,K2,K3)
- 1.3 Advantages – Limitations of Management (K1,K2,K3)
- 1.4 Tools and Techniques of Management Accounting (K1,K2,K3)
- 1.5 Introduction to Cost Accounting - Functions - Limitations (K1,K2,K3)
- 1.6 Need for Cost Accounting - Difference between Cost and Management Accounting (K1,K2,K3)

Unit II: Ratio Analysis

- 2.1 Ratio Analysis -Calculation of various ratios (K1,K2,K3)
- 2.2 Profitability ratios (K1,K2,K3,K4)
- 2.3 Liquidity ratios (K1,K2,K3,K4)
- 2.4 Solvency Ratios (K1,K2,K3,K4)
- 2.5 Turnover ratios (K1,K2,K3,K4)
- 2.6 Capital Structure Ratios (K1,K2,K3,K4)

Unit III: Funds Flow and Cash Flow

- 3.1 Funds Flow Analysis – Working Capital (K1,K2,K3,K4)
- 3.2 Current Assets – Current Liabilities (K1,K2,K3,K4)
- 3.3 Preparation of Funds Flow Statement (Simple problems with sale of Fixed Assets under Indirect Method) (K1,K2,K3,K4)
- 3.4 Cash Flow Analysis – Meaning – Importance (K1,K2,K3,K4)
- 3.5 Difference between Funds Flow and Cash Flow (K1,K2,K3,K4)
- 3.6 Preparation of Cash Flow Statement (Simple problems with sale of Fixed Assets under Indirect Method) (K1,K2,K3,K4)

Unit IV: Cost Accounting

- 4.1 Classification of costs – Methods of Costing (K1,K2,K3)
- 4.2 Elements of Cost - Cost sheet (K1,K2,K3,K4)
- 4.3 Pricing of Materials – Methods of pricing (K1,K2,K3)
- 4.4 FIFO (K1,K2,K3,K4)
- 4.5 LIFO (K1,K2,K3,K4)
- 4.6 Process Costing (K1,K2,K3,K4)

Unit V: Marginal Costing & Budgetary Control

5.1 Marginal Costing – Meaning – Introduction to all concepts (K1,K2,K3)

5.2 Cost Volume Profit Analysis excluding managerial decision making (K1,K2,K3,K4)

5.3 Budget and Budgetary Control – Meaning – Explanation – Advantages – Disadvantages (K1,K2,K3)

5.3 Types of Budgets – Cash Budget (K1,K2,K3,K4)

5.4, Flexible Budget (K1,K2,K3,K4)

5.5 Production Budget (K1,K2,K3,K4)

5.6 Sales Budget (K1,K2,K3,K4)

Note: 80% Problems and 20% Theory

Textbooks

1. Khan and Jain - Management Accounting – Tata McGraw Hill, New Delhi, 2007.
2. R.S.N.Pillai and Bagavathi – Management Accounting – S. Chand and Co., New Delhi, 2010.

Reference Books

1. Prasanna Chandra - Fundamentals of Financial Management – Tata McGraw Hill New Delhi, 2007.
2. Sahaf M.A - Management Accounting – Vikas Publishing House, New Delhi, 2006
3. Subir Kumar Banarjee - Financial Management - S.Chand and Co., New Delhi, 2006.

SEMESTER IV**USHAD423 – SKILL BASED ELECTIVE IV: PRACTICAL: COMMUNICATION****SKILLS IN HINDI**

Year: II	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
Sem: IV	USHAD423	Communication Skills in Hindi	Practical	Skill	2	2	60

Course Objectives

- 1- To gain knowledge about basic words and phrases.
- 2- To communicate effectively.
- 3- To increase vocabulary for regular usage
- 4- To acquire ability to converse politely.
- 5- To develop public speaking abilities by giving opportunities to speak in class, both informally and formally.

Course Outcomes

- CO1- Learn the basic words and phrases.
CO2- Develop the skill of communicating in a hospital scenario through practice
CO3- Learn hindi numerals
CO4- Be able to direct and speak politely and with due respect
CO5- Develop the skill to use appropriate terms and statements.

CO	PO					
	1	2	3	4	5	6
CO1	L	L	M	L	M	L
CO2	L	M	M	L	M	L
CO3	L	L	L	L	L	M
CO4	L	M	M	L	L	L
CO5	L	L	L	L	L	L

CO	PSO					
	1	2	3	4	5	6
CO1	M	L	L	M	L	L
CO2	M	L	M	H	M	H
CO3	M	M	L	H	L	M
CO4	M	M	H	H	M	H
CO5	M	M	L	M	H	L

(Low - L, Medium – M, High - H)

Course Syllabus

Unit I:

Words and its meaning and Translating Sentences.

Unit II:

Numbers/Weeks/Days/Years/Months

Unit III:

Proper Pronunciation.

Unit IV:

Avoiding Rude Language/ Using Polite Language Phrases.

Unit V:

Commonly used Statements : Greetings.

Text Books

1. Spoken Hindi – N. Sreedharan – Sura Books, 2012

SEMESTER V
UCHAH23 – QUALITY IN HEALTHCARE

Year: III Sem: V	Course Code UCHAH23	Title of the Course Quality in Healthcare	Course Type Theory	Course Category Core	H/W 6	Credits 4	Marks 100
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Course Objectives

- 1 - To understand the basic concepts and definitions of quality.
- 2 - To understand the basic concepts and importance of Healthcare quality.
- 3 - To recognize, evaluate and design patient safety considerations in healthcare.
- 4 - To understand types, steps and benefits of auditing and accreditation.
- 5 - To understand roles of quality steering committee in a hospital.

Course Outcomes

CO1- Gain Knowledge in the history of quality and quality principles and understand the seven tools of quality.

CO2 - Analyze the need for healthcare quality management in hospitals and identify the variation in medical practice and implication for quality.

CO3 - Recognize, categorize and evaluate clinical and operational issues and ways to address it for efficient patient safety.

CO4 - Understand and differentiate types of audit and gain knowledge in various accreditations and its benefits.

CO5 - Analyze, interpret and understand the role of quality team and quality steering committee in a hospital.

CO	PO					
	1	2	3	4	5	6
CO1	M	H	M	L	M	H
CO2	H	H	M	L	M	M
CO3	M	H	H	M	M	H
CO4	H	H	M	L	H	H
CO5	H	H	M	L	M	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	M	M	M	H
CO2	M	H	M	H	M	M
CO3	M	H	H	H	H	M
CO4	H	H	M	H	H	M
CO5	H	H	M	H	H	H

(Low - L, Medium – M, High - H)

Course Syllabus

Unit I: Introduction to Quality

- 1.1 Concept and definitions - Dimensions of service quality (K1,K2,K3)
- 1.2 History of quality - Quality principles (K1,K2,K3)
- 1.3 Customer and types of customer - Continuous quality improvement (K1,K2,K3)
- 1.4 Seven tools of quality - Check Sheet, Control chart, (K1,K2,K3)
- 1.5 Stratification, Pareto chart, Histogram and Scatter Diagram (K1,K2,K3)
- 1.6 5s - Six Sigma- Kaizen - Lean Management and Reengineering. (K1,K2,K3)

Unit II: Healthcare Quality

- 2.1 Healthcare Quality and the patients (K1,K2,K3)
- 2.2 Basic concepts of Healthcare quality (K1,K2,K3)
- 2.3 Variation in medical practice and implication for quality (K1,K2,K3)
- 2.4 Quality improvement system (K1,K2,K3)
- 2.5 Need for healthcare quality management in hospitals (K1,K2,K3)
- 2.6 Measure and improve patient care experience. (K1,K2,K3)

Unit III: Patient Safety and Medical Errors

- 3.1 Scope of Patient Safety Considerations in Healthcare (K1,K2,K3)
- 3.2 Use of Patient Safety Considerations in Healthcare (K1,K2,K3)
- 3.3 Clinical and Operational Issues (K1,K2,K3)
- 3.4 Improve patient safety (K1,K2,K3)
- 3.5 Adverse event (K1,K2,K3)
- 3.6 Using Technology to Improve Patient Safety (K1,K2,K3)

Unit IV: Audit & Accreditation in Healthcare

- 4.1 Clinical quality (K1,K2,K3)
- 4.2 Auditing – meaning and types (K1,K2,K3)
- 4.3 Auditing – steps and benefits (K1,K2,K3)
- 4.4 Accreditation- ISO, NABH (K1,K2,K3)
- 4.5 JCI and other standards (K1,K2,K3)
- 4.6 Benefits of accreditation (K1,K2,K3)

Unit V: Organisation and Roles in Quality

- 5.1 Quality Policy (K1,K2,K3)
- 5.2 Quality Steering committee (K1,K2,K3)
- 5.3 Quality Council (K1,K2,K3)
- 5.4 Quality team (K1,K2,K3)
- 5.5 Healthcare performance indicator (K1,K2,K3)
- 5.6 Importance and concept of patient safety: implementing strategies (K1,K2,K3)

Textbooks

- 1. Bagad, V.S. Total Quality Management, Technical Publications, Pune, 1st edition 2019.

2. Scott B. Ransom, the healthcare quality book, Health Administration Press, Chicago, Illinois AUPHA Press, 2004, Washington, D.C.

Reference Books

1. Raj Kumar, Acts Applicable to Hospitals in India (The Christian Medical Association of India, New Delhi).
2. Jayakumar - Total Quality Management- Lakshmi publication, Seventh Edition 2014.
3. Sharma Karun Dev - Quality System Implementation in Health Care Establishments, Jaypee Brothers Medical Publishers; first edition 2014.

SEMESTER V

UCHAI23 - HUMAN RESOURCES MANAGEMENT AND ORGANISATIONAL BEHAVIOUR

Year: III Sem V	Course Code UCHAI23	Title of the Course Human Resources Management and Organisational Behaviour	Course Type Theory	Course Category Core	H/W 5	Credits 5	Marks 100
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Course Objectives

- 1- To enable and understand the HR Management and system at various levels in general and in certain specific industries or organizations.
- 2- To focus and analyze the issues and strategies required to select and develop manpower resources.
- 3- To develop relevant skills necessary for application in HR related issues.
- 4- To develop skills to resolve organizational conflicts and to overcome stress.
- 5- To evaluate the appropriateness of various leadership styles and Motivational concepts.

Course Outcomes

CO1- Develop the competency to recruit select, train employees and appraise the performance of the employees.

CO2- Understand the nature of a job and role of employees using job analysis and job design to attain Quality Work Life and participate in the decision-making process.

CO3- Understand the various employee benefits safety, health and welfare measures adopted in an organization to acquire the ability to handle employee issues and learn the new trends in HRM.

CO4- Understand the various determinants of Stress and coping strategies to develop skills to resolve organizational conflicts.

CO5- Analyze and compare different theories used to explain individual behavior related to motivation and leadership.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	L	L	M	M
CO2	H	M	L	M	M	M
CO3	H	M	M	M	M	M
CO4	H	L	L	L	M	M
CO5	H	L	M	M	M	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	M	M	M	H
CO2	H	M	H	H	M	H
CO3	H	M	M	M	M	H
CO4	H	M	M	M	M	H
CO5	H	M	M	M	M	H

(Low - L, Medium - M, High - H)

COURSE SYLLABUS

Unit I: Introduction

- 1.1 Introduction, scope and objectives of HRM (K1, K2, K3)
- 1.2 HRM Planning need and advantages - Process (K1, K2, K3)
- 1.3 Qualities of HR Manager (K1, K2, K3)
- 1.4 Recruitment – Selection – Induction- Orientation (K1, K2, K3)
- 1.5 Performance Appraisal (K1, K2, K3)
- 1.6 Methods of Performance Appraisal (K1, K2, K3)

Unit II: HR Functions

- 2.1 Training (K1, K2, K3)
- 2.2 Job Analysis – Job Design (K1, K2, K3)
- 2.3 Employee Welfare Programmes (K1, K2, K3)
- 2.4 Trade Union (K1, K2, and K3)
- 2.5 Causes of Disputes (K1, K2, K3)
- 2.6 Settlement of Disputes (K1, K2, and K3)

Unit III: Challenges in HR

- 3.1 Separations (K1,K2,K3)
- 3.2 HR Audit (K1,K2,K3)
- 3.3 HRIS (K1,K2,K3)
- 3.4 Challenges in HR (K1,K2,K3)
- 3.5 Ethics in HR
- 3.6 Values in HR (K1,K2,K3)

Unit IV: Challenges in HR

- 4.1 Nature of human behavior (K1,K2,K3)
- 4.2 Perception – Managerial applications (K1,K2,K3)
- 4.3 Learning - Factors affecting learning (K1,K2,K3)
- 4.4 Personality theories (K1,K2,K3)
- 4.5 Attitudes (K1,K2,K3)
- 4.6 Group Dynamics (K1,K2,K3)

Unit V: Motivational and Leadership Theories

- 5.1 Maslow's need hierarchy theory (K1, K2, K3)
- 5.2 Herzberg two factor theory (K1, K2, K3)
- 5.3 Vroom's expectancy theory and McClelland's need theory (K1, K2, K3)
- 5.4 X and Y theory (K1, K2, K3)
- 5.5 Leadership theories (K1, K2, K3)
- 5.6 Leadership styles (K1, K2, K3)

Textbooks

1. Aswatappa, Human Resource Management and Personnel Management, Tata McGraw Hill Publications, Eighth Edition, 2017.
2. L.M.Prasad, Organizational Behavior, Sultan Chand & Sons, 5th Edition, 2014.

Reference Books

1. R.C. Goyal and D. K. Sharma, Hospital Administration and Human ResourceManagement, 7th Revised Edition, 2017.
2. Udai Pareek, Understanding Organizational Behavior, Oxford University Press, 3rd Edition, 2011.
3. Stephen P. Robbins and Seema Sanghi, Organizational Behaviour, PearsonsEducation, 11th Edition, 2005.

SEMESTER V
UCHAJ23 – HEALTH CARE LAWS

Year: III Sem V	Course Code UCHAJ23	Title of the Course Health Care Laws	Course Type Theory	Course Category Core	H/W 5	Credits 4	Marks 100
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Course Objectives

- 1- To understand the structure of judiciary in India and its functions
- 2- To identify and understand various Acts applicable to labour relations
- 3- To describe medical professionals and their duties to society
- 4- To elaborate on various Acts applicable to Hospitals
- 5- To understand various Acts applicable to Hospital Administration

Course Outcomes

CO1- Understand the principles and nature of forming Society, basics of constitution required for the hospital and applicability of the Companies Act.

CO2- Recognize and interrelate various Labour laws and its applicability to Hospitals.

CO3- Gain knowledge in the duties of medical practitioners and Laws relating to it and list the Acts and Rules that are connected with medical practice.

CO4- Understand the Medical Jurisprudence in India and have in depth knowledge about precautionary steps to avoid litigation.

CO5- Recognize the applicability of Laws on Hospital Administration and understand the obligations pertaining to the implementation of Laws applicable to hospitals.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	M	M	M	H
CO2	H	M	M	L	H	H
CO3	H	M	M	M	M	M
CO4	H	M	M	L	M	M
CO5	H	M	M	L	M	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	M	H	M	M
CO2	H	H	M	M	M	M
CO3	H	H	M	H	M	M
CO4	H	H	M	H	M	M
CO5	H	H	M	H	M	H

(Low - L, Medium – M, High - H)

Course Syllabus

Unit I: Promotion

- 1.1 Forming Society (K1,K2,K3)
- 1.2 The Companies Act (K1,K2,K3)
- 1.3 Law of Partnership (K1,K2,K3)
- 1.4 A Sample Constitution for the Hospital (K1,K2,K3,K4)
- 1.5 The Tamil Nadu Clinical Establishment (Regulation) Rules,2018 (K1,K2,K3)
- 1.6 National Medical Commission - Medical Licensure Law

Unit II: Labour Relations

- 2.1 Shops and Establishment Act (K1,K2,K3)
- 2.2 The Workmen's Compensation Act - The EmPOyee's State Insurance Act - The EmPOyees' Provident Funds Act (K1,K2,K3)
- 2.3 The Payment of Gratuity Act - The Maternity Benefit Act - The Payment of Wages Act (K1,K2,K3)
- 2.4 The Minimum Wages Act - The Industrial Disputes Act - The Industrial EmPOyment (Standing Orders) Act (K1,K2,K3)
- 2.5 The Trade Union Act - The Apprentices Act (K1,K2,K3)
- 2.6 The EmPOyment Exchanges (Compulsory Notification of Vacancies) Act - The Collection of Statistics Act (K1,K2,K3)

Unit III: Medical Care

- 3.1 Quality and Standard of Medical Care – Negligence- Medical Negligence and it types- (K1,K2,K3)
- 3.2 Doctors Patient Relationship - Medical Malpractice (K1,K2,K3)
- 3.3 Medical Consent - Emergency Care (K1,K2,K3)
- 3.4 The Consumer Protection Act, 2019 (K1,K2,K3)
- 3.5 Medical Records & defense - Legal Issue in Death Cases - Legal Testimony in Medico-legal cases - -Brought Dead Protocol-doctrine of bolam test(K1,K2,K3)
- 3.6 Patient's Rights and Responsibilities - Medical Ethics (K1,K2,K3)

Unit IV: Medico Legal Commitments

- 4.1– Tuberculosis - Drugs Addicts and Alcoholics (K1, K2, K3)
- 4.2 The Drugs and Cosmetic Act - Drug Control Policy - Narcotic Laws
- 4.3 -Clinical Investigation - Blood Transfusion (K1,K2,K3)
- 4.4 The Medical Termination of Pregnancy Act - The Prenatal Diagnostic Techniques Act - Dying Declaration - Medical Jurisprudence (K1,K2,K3)
- 4.5 The Human Organ Transplantation Act – Toxicology – Mental Health Care Act 2017 - Clinical Trial-Y-Schedule of DAC Act 1940 – I.C.M.R.Guidelines (K1,K2,K3)
- 4.6 Abandon Children in Hospital and Procedure mandated in the Juvenile Justice (CARE AND PROTECTION OF CHILDREN) Act, 2015 (K1,K2,K3)

Unit V: Hospital Administration

- 5.1 The Biomedical Waste (Management and Handling) Rules (K1,K2,K3)
- 5.2 Radiation Safety System (K1,K2,K3)
- 5.3 Law of Insurance (K1,K2,K3)

5.4 Export Import Policy (K1,K2,K3)

5.5 Exemption of Income Tax for Donations (K1,K2,K3)

5.6 Licenses/certificates to be maintained: lifts, boilers, pharmacies, radiation related services, generator fuel (K1,K2,K3)

Textbooks

1. Raj Kumar, Acts Applicable to Hospitals in India (The Christian Medical Association of India, New Delhi)., 2017
2. Samuel Abraham, Human Resource Management in Hospital (Jefflin Rimon Publications, Vellore)

Reference Books

1. Ram Krishna Chaube, Consumer Protection and The Medical Profession with Legal Remedies, Jaypee Brothers, 2017
2. Sameul Abraham, Laws on Hospital Administration (CMAI, Delhi)
3. Dr Sairam Bhat - Healthcare in India: An Introduction to Law and Legal System Hardcover, 3 Oct 2016.

SEMESTER V
UCHAK23 - PROJECT

Year: III Sem V	Course Code UCHAK23	Title of the Course Project	Course Type Project	Course Category Project	H/W 2	Credits 4	Marks 100
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Course Objectives

- 1 - To discover potential research areas in the field of management and hospital administration
- 2 - To enable students to understand the challenges in the work environment
- 3 - To develop better insight in the existing literature
- 4 - To enable students to use analytical techniques and provide suitable solutions for the problems
- 5 - To improve the decision making skills of the students

Course Outcomes

- CO1 - Identify the existing problem in the work environment.
CO2 - Devise a suitable plan for solving the problem.
CO3 - Understand and interrelate fundamental aspects based on the available literatures.
CO4 - Analyse and interpret data for decision making.
CO5 - Document and provide feasible solutions which will promote the organisation growth and the student's career growth.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	M	H	H	M
CO2	H	M	H	H	H	M
CO3	H	M	M	M	H	H
CO4	H	M	H	M	H	M
CO5	H	M	H	H	H	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	M	M	H	H
CO2	H	H	M	M	H	H
CO3	M	M	M	M	H	H
CO4	H	M	M	H	H	H
CO5	H	M	M	M	H	H

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Each student shall belong to a team of 5 and are required to prepare the report on the basis of investigation carried out in a particular problem area identified by them in a hospital. The report should demonstrate the capability of the students for some creative potential and original approach to solve the practical problems in day today activities in a hospital.

The report should include surveys, interpretation, planning and design of improved integrated management systems in a hospital, presented in a comprehensive manner and viva voce examination will be conducted on the basis of the report.

Evaluation Pattern

- The mode of evaluating the project will consist of two parts. One on the basis of report writing and the other will be through Viva Voce Examination.
- The valuation of the report writing and Viva Voce Examination will be done by the internal and external examiner.
- 60 marks will be awarded for report writing and 20 marks for overall review and 20 marks for oral examination.
- Project will be for a period of 1 month which will be during the II year in the month of May.
- Each team should find a reputed hospital to carry out her investigation with the approval of the department.
- After completing the Project, the students should get an Attendance Certificate from the hospital.

The following are the components for report writing

Content	40 Marks
Methodology	10 Marks
Layout	10 Marks
Overall Performance Review	20 Marks (CA – 80 Marks)
Viva Voce	(Semester 20 Marks)
Oral Presentation	10 Marks
Question and Answer	10 Marks

SEMESTER V
UEHAC23 - ELECTIVE II A: HEALTHCARE INSURANCE

Year: III Sem V	Course Code UEHAC23	Title of the Course Health Care Insurance	Course Type Theory	Course Category Allied	H/W 5	Credits 4	Marks 100
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Course Objectives

- 1- To understand the evolution of Health Insurance in India, the basics of Insurance and its role in economic development.
- 2- To familiarize with the role of regulatory bodies of Insurance sectors.
- 3- To comprehend the various policies of Health Insurance.
- 4- To equip with the knowledge of basic principles, tools, methods and process of underwriting.
- 5- To understand the claim management process in health insurance.

Course Outcomes

- CO1- Acquire knowledge on basic terminologies of insurance and describe the role of health insurance for individuals.
- CO2- Understand the various types of health insurance policies offered to individuals in India and the rules that govern and protect policy holders.
- CO3- Familiarize with various health insurance policies offered by Government for poorer sections of the society.
- CO4- Understand the basic tools and principles of underwriting and the rules governing the same.
- CO5- Comprehend the claims management in insurance and understand the role of Third Party Administrators (TPA).

CO	PO					
	1	2	3	4	5	6
CO1	H	M	M	L	L	M
CO2	H	H	M	L	L	M
CO3	H	H	M	L	L	M
CO4	M	M	M	L	L	H
CO5	M	M	M	L	L	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	M	L	L	M
CO2	H	H	M	M	L	M
CO3	H	H	M	M	L	M
CO4	H	M	M	M	L	M
CO5	H	M	M	M	L	M

(Low - L, Medium – M, High - H)

Course Syllabus

Unit I: Introduction

- 1.1 Introduction to Insurance (K1,K2,K3)
- 1.2 Concept of Health insurance (K1,K2,K3)
- 1.3 Health care — Determinants – Levels of Healthcare (K1,K2,K3)
- 1.4 Types – Factors affecting Health system in India (K1,K2,K3)
- 1.5 Evolution of Health Insurance in India (K1,K2)
- 1.6 Health insurance market (K1,K2,K3)

Unit II: Products of Health Insurance I

- 2.1 Health Insurance Products: Classification of Health Insurance products (K1,K2,K3)
- 2.2 IRDA guidelines on Standardization in health insurance (K1,K2,K3)
- 2.3 Hospitalization indemnity product (K1,K2,K3)
- 2.4 High Deductible plans – Senior citizen policy (K1,K2,K3)
- 2.5 Fixed benefit covers (K1,K2,K3)
- 2.6 Long term care Insurance (K1,K2,K3)

Unit III: Products of Health Insurance II

- 3.1 Combi products –Package policies (K1,K2,K3)
- 3.2 Health insurance for poorer sections –Government schemes (K1,K2,K3)
- 3.3 Personal accident -Overseas Travel Insurance (K1,K2,K3)
- 3.4 Group Health Cover –Special Products (K1,K2,K3)
- 3.5 Key terms in Health policies (K1,K2)
- 3.6 Diagnostic Related Groups (DRG) – Determination of DRGs – Benefits of DRGs.(K1,K2,K3)

Unit IV: Underwriting

- 4.1 Health Insurance Underwriting: Need for underwriting (K1,K2,K3)
- 4.2 Principles and tools of underwriting Health insurance (K1,K2,K3)
- 4.3 The underwriting process (K1,K2,K3)
- 4.4 Group health insurance (K1,K2,K3)
- 4.5 Underwriting of Overseas Travel Insurance (K1,K2,K3)
- 4.6 Underwriting of Personal Accident Insurance (K1,K2,K3)

Unit V: Health Insurance Claims

- 5.1 Claims Management (K1,K2,K3)
- 5.2 Management of Health Insurance Claims (K1,K2,K3)
- 5.3 Claim process - Cashless settlement process (K1,K2,K3,K4)
- 5.4 Documentation in Health Insurance Claims (K1,K2,K3)
- 5.5 Role of Third Party Administrators (TPA) (K1,K2,K3)
- 5.6 Claims management - Personal Accident (K1,K2,K3,K4)

Text Books

- 1. Insurance Institute of India – IC 32- Health Insurance, 2015
- 2. Insurance Institute of India - IC 27 - Healthcare Insurance, 2016

Reference Books

1. T Mahendran, Health Insurance Sector in India, Abhijeet Publications, 2009.
2. Benjamin S. Warren, Health Insurance: Its Relation to the Public Health, Biblio Bazaar, 2009
3. Thomas K T, Sakthivel R, Health Insurance in India, LAP Lambert Academic Publishing, 2012.

SEMESTER V
UEHAD23 – ELECTIVE II B: E- BANKING

Year: III Sem V	Course Code UEHAD23	Title of the Course E- Banking	Course Type Theory	Course Category Elective	H/W 5	Credits 4	Marks 100
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Course Objectives

- 1- To familiarize the students with the fundamentals of E- banking such as ATM, Internet banking, ECS, EFT Tele banking, Electronic Cheques, Credit cards, Debit cards, MICR, etc.
- 2- To enable the students to understand the concept of online banking.
- 3- To understand the E- Banking services provided in India.
- 4- To understand the various problems related to security aspects in e- banking.
- 5- To make students aware of means to overcome security related aspects in e- banking.
- 6- To familiarize students with various banking correspondence related to e- banking.

Course Outcomes

CO1- Acquire conceptual knowledge of e- banking, describe its features and compare it with traditional banking.

CO2- Understand the need for computerization in banks and describe the advantages and disadvantages of online banking.

CO3- Introduce the need for security and apply those to overcome cybercrimes.

CO4- Familiarize the crypto system followed in e- banking.

CO5- Understand the E-Security solutions and the various software used as security in e- banking.

CO	PO					
	1	2	3	4	5	6
CO1	H	H	M	L	L	H
CO2	H	H	M	L	L	H
CO3	H	H	M	L	L	H
CO4	H	H	M	L	L	H
CO5	H	H	M	L	L	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	M	H	M	M
CO2	H	M	M	H	L	M
CO3	H	M	M	M	M	M
CO4	H	M	M	H	L	M
CO5	H	M	M	M	L	M

(Low - L, Medium – M, High - H)

Course Syllabus

Unit I: Introduction

- 1.1 Electronic Banking: Traditional Banking Vs E-Banking (K1,K2,K3)
- 1.2 Facets of E-Banking (K1,K2,K3)
- 1.3 E-Banking transactions truncated cheque and Electronic cheque (K1,K2,K3)
- 1.4 Models for E-banking-complete centralized solution- features -CCS-Cluster approach (K1,K2,K3)
- 1.5 Hi tech. Bank with in Bank Advances of E-Banking (K1,K2,K3)
- 1.6 Constraints in E-Banking (K1,K2,K3)

Unit II: Online Banking

- 2.1 Online Banking: Introduction –concept and meaning (K1,K2,K3)
- 2.2 The electronic delivery channels- need for computerization(K1,K2,K3)
- 2.3 Automatic Teller Machine(ATM) at home –Electronic Fund Transfer(EFT)-uses (K1,K2,K3)
- 2.4 Computerization in clearing houses (K1,K2,K3)
- 2.5 Tele banking- Banking on home computers (K1,K2,K3)
- 2.6 Electronic Money Transfer -uses of EMT (K1,K2,K3)

Unit III: E- Banking in India

- 3.1 Updating Bank saving accounts –Computer bank branches (K1,K2,K3)
- 3.2 Financial Transaction Terminals- (FTT)(K1,K2,K3)
- 3.3 E Cheque-Magnetic Ink Character Recognition (MICR) and Cheques (K1,K2,K3)
- 3.4 E-Banking in India-Procedure- Programmes-Components (K1,K2,K3)
- 3.5 How to go on net for Online Banking (K1,K2,K3)
- 3.6 Advantages-Limitations (K1,K2,K3)

Unit IV: Security I

- 4.1 E-Banking Security- Introduction need for security (K1,K2,K3)
- 4.2 Security concepts-Privacy –Survey. Findings on security-Attack-Cybercrimes (K1,K2,K3)
- 4.3 Reasons for Privacy- Tampering- Encryption –Meaning-The encryption process (K1,K2,K3)
- 4.4 Cryptogram- Cryptanalyst-cryptography-Types of Cipher systems – Code systems (K1,K2,K3)
- 4.5 Cryptography - Cipher-Decipher-Jumbling-Asymmetric (K1,K2,K3)
- 4.6 Crypto system - Data Encryption Standard (DES) (K1,K2,K3)

Unit V: Security II

- 5.1 E-Builder solutions-Digital certificate-Digital Signature & Electronic Signature (K1,K2,K3)
- 5.2 E-Security solutions — solutions providers-E-locking technique- E-locking services- Netscape security solutions (K1,K2,K3)
- 5.3 Pry Zone – E software security Internet-Transactions-Transaction security (K1,K2,K3)

5.4 PKI-Sierras Internet solutions –security devices (K1,K2,K3)

5.5 Public Key Infrastructure-(PKI)-Firewalls Secure Ledger- (FSL) (K1,K2,K3)

5.6 Secure Electronic Transaction (SET) (K1,K2,K3)

Text Books

1. C.S. Rayudu, E-Business, Himalaya Publishing House. 2015
2. IIBF - Bank Financial Management Paperback, 2018.

Reference Books

1. Peter Rose, Sylvia Hudgins- Bank Management and Financial Services Paperback , 1 Jul 2017.
2. N S TOOR, ARUNDEEP TOOR - Skylark Publication's Bank Financial Management - Guide for CAIIB Q&A by N. S.Toor & Arundeeep Toor (9TH EDITION) Paperback, 2018.
3. Bhushan Dewan, E-Commerce, S Chand, 2001.

PRACTICAL II - E-BANKING

1. Commenting on the correctness of documents like Cheque.
2. Responding to stimulated exercises on Customer/ Bank Employee Complaints.
3. Format of Letter of Credit.
4. Examining the working Mechanisms of ATMs and ETAs.
5. Working Knowledge of Telebanking
6. Knowledge of working Mechanisms of Encryption and E-Security.
7. Learning Internet Transactions Firewalls.

SEMESTER VI

UGHAA523 – NON MAJOR ELECTIVE I: BASICS OF HEALTHCARE ANALYTICS

Year: III Sem V	Course Code UGHAA523	Title of the Course Basics of Healthcare Analytics	Course Type Theory	Course Category Non Major Elective	H/W 3	Credits 2	Marks 100
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Course Objectives

- 1 - To enable and understand the basic concepts of healthcare analytics.
- 2 - To analyze operational and tactical information system in functional areas of business.
- 3 - To develop skills in planning and development with the analytical system.
- 4 - To acquire skills to organize healthcare analytics.
- 5 - To learn and understand the concept of analytics.

Course Outcomes (CO)

CO1 - Understand the challenges and opportunities in healthcare transformation.

CO2 - Develop the conceptual knowledge analytical opportunity.

CO3 -Understand the factors on quality framework and performance improvement.

CO4 -Recognize and interrelate quality and value.

CO5 -Categorize data quality and governance.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	H	H	L	H
CO2	H	M	M	M	M	H
CO3	L	L	L	L	L	H
CO4	H	H	L	M	M	H
CO5	M	M	M	M	M	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	L	M	M	H	H
CO2	H	L	H	H	H	H
CO3	H	L	M	L	H	H
CO4	H	L	M	M	H	H
CO5	H	L	M	M	H	H

(Low - L, Medium - M, High - H)

Course Syllabus

Unit I: Fundamentals of Healthcare Analytics

- 1.1 Healthcare Transformation – Challenges and Opportunities(K1, K2, K3)
- 1.2 Analytics and Decision Making (K1, K2, K3)
- 1.3 Applications of Healthcare Analytics (K1, K2, K3)
- 1.4 Components of Healthcare Analytics (K1, K2, K3)
- 1.5 Analytics Strategy - Framework (K1, K2, K3)
- 1.6 Quality Performance Improvement (K1, K2, K3)

Unit II: Defining Healthcare Quality and Value

- 2.1 Overview of Healthcare QI (K1, K2, K3)
- 2.2 Common QI Frameworks in Healthcare (K1, K2, K3)
- 2.3 Raw Materials of Analytics (K1, K2, K3)
- 2.4 Preparing Data for Analytics (K1, K2, and K3)
- 2.5 Measuring Metrics, and Indicators (K1, K2, K3)
- 2.6 Indicators to guide healthcare (K1, K2, and K3)

Unit III: Data Quality and Governance

- 3.1 The Need for Effective Data Management (K1,K2,K3)
- 3.2 Data Quality (K1,K2,K3)
- 3.3 Data Governance and Management
- 3.4 Data Stewardship (K1,K2,K3)
- 3.5 Enterprise- Wide Visibility and Opportunity (K1,K2,K3)
- 3.6 Benefits and Errors (K1,K2,K3)

Unit IV: Quality Improvement and Basic Methods

- 4.1 Leveraging Analytics (K1,K2,K3)
- 4.2 Moving from Analytics insight (K1,K2,K3)
- 4.3 Statistical Methods for Detecting Changes in Quality or Performance (K1,K2,K3)
- 4.4 Graphical Methods for Detecting Changes in Quality or Performance (K1,K2,K3)
- 4.5 Quality or Performance (K1,K2,K3)
- 4.6 Control Chart Principles (K1,K2,K3)

Unit V: Usability of Information

- 5.1 Presentation of information (K1,K2,K3)
- 5.2 Visualization of information (K1,K2,K3)
- 5.3 Quality (K1, K2,K3)
- 5.4 Performance (K1, K2,K3)
- 5.5 Accessibility (K1, K2, K3)
- 5.6 Ensuring usability of Analytics (K1, K2,K3)

Unit V: Stores Management

Textbooks

- 1. Strome, T.L. (2013). Front Matter. In Healthcare Analytics for Quality and Performance Improvement, T.L. Strome (Ed.).
- 2. Lloyd P. Provost and Sandra K. Murray, The Health Care Data Guide: Learning from Data

for Improvement (San Francisco: Jossey-Bass, 2011)

Reference Books

1. Jack E. Myers, “Data Modeling for Healthcare Systems Integration: Use of the MetaModel,” www.metadata.com/whitepapers/myers1.pdf.
2. Key Data Quality Dimensions,” MelissaData.com, www.melissadata.com/eneews/articles/1007/2.htm.

SEMESTER V

USHAE523– SKILL BASED ELECTIVE - V: PRACTICAL: ACCOUNTING

PACKAGES

Year: III	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks
Sem: V	USHAE523	Accounting Packages	Practical	Skill	2	2	60

Course Objectives

- 1- To introduce the students to the Basic of Accounts and the usage of Tally for accounting purpose.
- 2- To acquaint students with the accounting concept, tools and techniques influencing business organization will be liable for preparation of financial statements in the modern technological era.
- 3- To enable the students to record the business transactions and manage the accounts information for an organization using the popular Tally Business Accounting Software.
- 4- To enable the students to explore to and acquire skills in respect of most sophisticated computerized accounting procedures and practices so as to help them serve better the vast accounting needs of every commercial organization.
- 5- To enable the students ready with required skill for employability in the job market.

Course Outcomes

CO1- Gain knowledge in various accounting packages and the basics of Tally Erp 9.0

CO2- Be trained in creating company, enter accounting vouchers and to print profit and loss and Balance Sheet.

CO3- Prepare inventory and stock items for an organisation and print the stock summary report.

CO4- Understand how to create and maintain cost categories, cost centres of a product for easy processing of sales and purchase inventories.

CO5- Analyse the financial statements using ratio analysis and interpreting the results thereof.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	H	L	L	M
CO2	H	M	H	L	L	M
CO3	H	M	H	L	L	M
CO4	H	M	H	L	H	M
CO5	H	M	H	L	H	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	H	M	M	L
CO2	H	M	H	M	M	L
CO3	H	M	H	H	H	L
CO4	H	M	H	M	H	L
CO5	H	M	H	M	H	M

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Introduction

Introduction to Accounting Software Packages : Marg – Zipbooks – ProfitBooks – Money Manager Ex – Quick Books – Zoho Books – Vyapar – MProfit – Marg ERP – Tally

Unit II: Profit & Loss and Balance Sheet

Journal, ledger accounts – Trial Balance – Trading and Profit and Loss account – Profit and Loss account – Balance Sheet - Display Balance Sheet – Profit and Loss Account – Display trial balance

Unit III: Inventory and Stock

Fundamentals of Inventory – Stock Groups – Stock categories – Godowns /Locations –Units of Measure - Stock items

Unit IV: Cost Categories

Cost Categories – Cost Centers – Inventory Master Creation: Stock groups – Entering Vouchers; Voucher types – How to enter Voucher – Different Types of Accounting Vouchers (Payments / Receipt, Journal, Sales and Purchase).

Unit V: Introduction to Ratio Analysis

Ratio Analysis

Lab Exercises

1. Trading and profit and loss account of a company
2. Balance Sheet of the Company
3. Cost category and cost center
4. Inventory and stock

Textbooks

1. Namrata Agarwal, Tally 9, 2nd Edition – Dreamtech Press, 2013.
2. A.K.Nadhani, K.K.Nadhani, Implementing Tally 9, BPB Publications – 2nd Edition, 2007.

Reference Book

1. Shraddha Singh, Navneet Mehra, Tally- Power of Simplicity, V&S Publishers, April 2015.
2. www.tally9book.com

SEMESTER VI
UCHAL23 - PUBLIC HEALTH AND COMMUNITY

Year: III Sem VI	Course Code UCHAL23	Title of the Course Public Health and Community	Course Type Theory	Course Category Core	H/W 8	Credits 5	Marks 100
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Course Objectives

- 1 - To understand the history and antiquity of medicine.
- 2 - To understand the concepts and definition of health and disease.
- 3 - To understand the basic definitions and uses of Epidemiology.
- 4 - To understand and differentiate communicable and non-communicable diseases.
- 5 - To explore the health status, information and statistics in India.

Course Outcomes

CO1- Understand the history of medicine, dawn of scientific medicine and healthcare revolution.

CO2 – Analyze the principles of health management and planning cycle and various health delivery systems.

CO3 - Understand the uses of Epidemiology and concepts of screening for disease.

CO4 - Realize and differentiate communicable and non-communicable diseases and conceptualize various National

Health Planning in India and its impact.

CO5 - Understand the importance of nutrition and health, environment and health in health status.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	L	H	M	L
CO2	H	M	L	H	M	L
CO3	H	M	L	H	M	L
CO4	M	M	L	H	M	L
CO5	H	M	L	H	M	L

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	M	M	M	M
CO2	H	H	M	M	M	M
CO3	H	H	M	M	M	M
CO4	H	H	M	M	M	M
CO5	H	M	M	M	M	M

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: History of Medicine Overview

- 1.1 Medicine in antiquity (K1,K2,K3)
- 1.2 Scientific approach (K1,K2,K3)
- 1.3 Modern medicine (K1,K2,K3)
- 1.4 Healthcare revolution (K1,K2,K3)
- 1.5 Concept of health and health diseases (K1,K2,K3)
- 1.6 Man and medicine (K1,K2,K3)

Unit II: Concepts of Health and Disease

- 2.1 Definition on health - Determinants of Health (K1,K2,K3)
- 2.2 Dimensions of Health (K1,K2,K3)
- 2.3 Concept of Disease - Concepts of Prevention (K1,K2,K3)
- 2.4 Health Management and Planning - Principles of Health Management and Planning cycle (K1,K2,K3)
- 2.5 Healthcare of the community (K1,K2,K3)
- 2.6 Health Delivery System (K1,K2,K3)

Unit III: Principles of Epidemiology

- 3.1 Definitions and basic measurement of epidemiology (K1,K2,K3)
- 3.2 Epidemiologic methods (K1,K2,K3)
- 3.3 Descriptive epidemiology (K1,K2,K3)
- 3.4 Uses of epidemiology (K1,K2,K3)
- 3.5 Screening for Disease (K1,K2,K3)
- 3.6 Sensitivity and specificity (K1,K2,K3)

Unit IV: Disease: Concept, Cause and Control

- 4.1 Communicable diseases (K1,K2,K3)
- 4.2 Non-communicable diseases - Control of non-communicable diseases (K1,K2,K3)
- 4.3 National health planning in India, NHP (K1,K2,K3)
- 4.4 Health programmes in India (K1,K2,K3)
- 4.5 Reproductive and child health programme – Immunization - Leprosy & TB (K1,K2,K3)
- 4.6 HIV/AIDS programmes (K1,K2,K3)

Unit V: Health Status and Statistics in India and its Determinants

- 5.1 Nutrition and health (K1,K2,K3)
- 5.2 Social science and medicine (K1,K2,K3)
- 5.3 Environment and health (K1,K2,K3)
- 5.4 Health information and statistics (K1,K2,K3)
- 5.5 Mental health service (K1,K2,K3)
- 5.6 Alcohol and its dependence (K1,K2,K3)

Textbooks

1. Park, K. Park's Textbook of Preventive and Social Medicine, Banarsidas Bhanot, Jabalpur, India, 24th Edition.
2. Virginia Berridge - Public Health: A Very Short Introduction (Very Short Introductions) Paperback, 28 Jul 2016.

Reference Books

1. Rajendra Pratap Gupta- Health Care Reforms in India: Making up for the Lost Decades Hardcover, 10 Jan 2016.
2. Sharma Suresh - Nursing Research and Statistics, Paperback, 10 Aug 2018.
3. Mary Jane Schneider - Introduction to Public Health, 5/e Paperback, 2017.

SEMESTER VI

UCHAM23 – HEALTHCARE SUPPLY CHAIN MANAGEMENT

Year: III Sem VI	Course Code UCHAM23	Title of the Course Healthcare Supply Chain Management	Course Type Theory	Course Category Core	H/W 8	Credits 5	Marks 100
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Course Objectives

- 1 - To acquire insight in the fundamentals of supply chain management
- 2 - To learn the drivers involved in Supply Chain
- 3 - To understand the overall objectives of public relations in hospitals
- 4 - To understand the importance of materials management in hospitals
- 5 - To elaborate on various support services in the hospital

Course Outcomes

CO1 - Understand and identify the stages and scope of logistics and supply chain management.

CO2 - Develop the conceptual knowledge about the process of supply chain and its drivers

CO3 - Understand the factors responsible for good public relations and discuss on common problems of public relations in the hospitals.

CO4 - Recognize and interrelate the structure and the overall functioning of materials department.

CO5 - Categorize various support services in a hospital and understand its functions.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	H	L	M	M
CO2	H	M	H	L	M	M
CO3	H	M	H	L	M	M
CO4	H	M	H	L	M	M
CO5	H	M	H	L	M	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	L	M	L	M
CO2	H	M	M	M	L	M
CO3	H	M	M	M	L	M
CO4	H	M	M	M	L	M
CO5	H	M	M	M	L	M

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Understanding Supply Chain

- 1.1 Introduction – Definition- Importance of supply chain (K1, K2, K3)
- 1.2 Objective- Process of Supply chain Decision Phases (K1, K2, K3)
- 1.3 Competitive and Supply Chain Strategies (K1, K2, K3)
- 1.4 Value Chain (K1, K2, K3)
- 1.5 Efficiency and Responsiveness (K1, K2, K3)
- 1.6 Achieving Strategic Fit- Scope (K1, K2, K3)

Unit II: Drivers of Supply Chain and Distribution Network

- 2.1 Framework Facilities Inventory (K1, K2, K3)
- 2.2 Transportation Information (K1, K2, K3)
- 2.3 Sourcing Pricing (K1, K2, K3)
- 2.4 Factors influencing distribution network (K1, K2, and K3)
- 2.5 Types of Distribution Network (K1, K2, K3)
- 2.6 Service factor and Cost factor (K1, K2, and K3)

Unit III: Materials Management & Purchasing

- 3.1 Introduction - Definition and Functions of materials management ,Objectives and Elements of Purchasing (K1,K2,K3)
- 3.2 Goals and Objectives of Materials Management, Purchasing System (K1,K2,K3)
- 3.3, Functions of Materials Manager (K1,K2,K3)
- 3.4 Materials Cycle, Purchasing Cycle (K1,K2,K3)
- 3.5 Problems and Issues of materials management in hospital,
- 3.6 Purchase Procedures - Legal and Ethical Aspects-Conditions of Contract, Financial Rules - Arbitration (K1,K2,K3)

Unit IV: Imports, Inspection and audits

- 4.1 Imports (K1, K2,K3)
- 4.2 Inspection of materials (K1, K2, K3)
- 4.3 Internal Logistics (K1, K2,K3)
- 4.4 Planning of Equipment (K1,K2,K3)
- 4.5 Materials Audit & Equipment Audit (K1,K2,K3)
- 4.6 Materials and equipment disposal -recycling and condemnation(K1,K2,K3)

Unit V: Stores Management

- 5.1 Functions of stores and store manager (K1,K2,K3)
- 5.2 Layout of stores (K1,K2,K3)
- 5.3 Materials receiving and issuing- Coding and standardization Inventory Control K1,K2,K3)
- 5.4 Basic and Selective Inventory control systems (K1,K2,K3)
- 5.5 Safety Aspect of store (K1,K2,K3)
- 5.6 Store audit (K1,K2,K3)

Textbooks

1. Chopra S and P Mendil, Supply Chain Management: Strategy, Planning and Operations, Pearson Education, 2nd Edition, 2006.
2. Shaki Gupta and Sunil Kant, Hospital Stores Management: An Integrated Approach (Jaypee Publications, New Delhi, India).

Reference Books

1. Donald J. Bowersox and David J. Closs – Logistical Management, 2nd Edition – Tata McGraw Hill, 2013.
2. David Simchi, Levi – Designing and Managing Supply Chain, 3rd Edition – Tata McGraw Hill, New Delhi, 2008.
3. WHO, Maintenance and Repair of Laboratory, Diagnostic, Imaging and Hospital Equipment (WHO, Geneva).

SEMESTER VI
UCHAN23 – GLOBAL HEALTHCARE SYSTEM

Year: III Sem VI	Course Code UCHAN23	Title of the Course Global Healthcare System	Course Type Theory	Course Category Core	H/W 8	Credits 5	Marks 100
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Course Objectives

- 1 - To understand the role of medical tourism in the global healthcare system.
- 2 - To understand, recognize and distinguish various aspects of healthcare delivery of developed nations from Indian healthcare system.
- 3 - To understand, recognize and distinguish various aspects of healthcare delivery of developing nations from Indian healthcare system.
- 4 - To understand, recognize and compare the governance, finance and technology aspects of healthcare systems of various countries.
- 5 - To appraise the healthcare systems of other countries and apply the best aspects of their system to hospital systems for improved outcomes.

Course Outcomes

CO1- Realize the challenges faced by hospitals which have implemented medical tourism in their system.

CO2 - Recognize and distinguish various aspects of healthcare delivery of NHS UK from Indian healthcare system and compare the governance, finance and technology aspects of NHS UK with other countries.

CO3 - Recognize and distinguish various aspects of healthcare delivery of Canadian healthcare from Indian healthcare system and compare the governance, finance and technology aspects of Canadian healthcare with other countries.

CO4 - Recognize and distinguish various aspects of healthcare delivery of Japanese healthcare from Indian healthcare system and compare the governance, finance and technology aspects of Japanese healthcare with other countries.

CO5 - Recognize and distinguish various aspects of healthcare delivery of Malaysian healthcare from Indian healthcare system and compare the governance, finance and technology aspects of Malaysian healthcare with other countries.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	L	L	M	L
CO2	H	M	L	L	M	L
CO3	H	M	L	L	M	L
CO4	H	M	L	L	M	L
CO5	H	M	L	L	M	L

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	M	L	L	H
CO2	H	H	M	L	L	H
CO3	H	H	M	L	L	H
CO4	H	H	M	L	L	H
CO5	H	H	M	L	L	H

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Unit I: Introduction and Medical Tourism

- 1.1 Global healthcare - Meaning - History (K1,K2,K3)
- 1.2 Evaluation of Global healthcare (K1,K2,K3)
- 1.3 Medical Tourism (K1,K2,K3)
- 1.4 Global Economy in Healthcare (K1,K2,K3)
- 1.5 Medical Tourism Destination (K1,K2,K3)
- 1.6 Challenges and Opportunities (K1,K2,K3)

Unit II: National Health Service

- 2.1 Leadership and Governance (K1,K2,K3)
- 2.2 Health information system (K1,K2,K3)
- 2.3 Health Financing (K1,K2,K3)
- 2.4 Medical products and technologies (K1,K2,K3)
- 2.5 Human resource for health (K1,K2,K3)
- 2.6 Service Delivery (K1,K2,K3)

Unit III: Canadian Healthcare

- 3.1 Leadership and Governance (K1,K2,K3)
- 3.2 Health information system (K1,K2,K3)
- 3.3 Health Financing (K1,K2,K3)
- 3.4 Medical products and technologies (K1,K2,K3)
- 3.5 Human resource for health (K1,K2,K3)
- 3.6 Service Delivery (K1,K2,K3)

Unit IV: Japan Healthcare

- 4.1 Leadership and Governance (K1,K2,K3)
- 4.2 Health information system (K1,K2,K3)
- 4.3 Health Financing (K1,K2,K3)
- 4.4 Medical products and technologies (K1,K2,K3)
- 4.5 Human resource for health (K1,K2,K3)
- 4.6 Service Delivery (K1,K2,K3)

Unit V: Malaysia Healthcare

- 5.1 Leadership and Governance (K1,K2,K3)
- 5.2 Health information system (K1,K2,K3)
- 5.3 Health Financing (K1,K2,K3)

5.4 Medical products and technologies (K1,K2,K3)

5.5 Human resource for health (K1,K2,K3)

5.6 Service Delivery (K1,K2,K3)

Text Books

1. International Management: Managing Across Borders and Cultures, Text and Cases (8th Edition) 8th Edition.
2. Health Care in Japan: Volume 9 (Routledge Library Editions: Japan) Hardcover – Import, 9 Sep 2010.

Reference Books

1. Bhardwaj Pradeep - Latest In Healthcare Management Paperback, 2015.
2. NHS - The Handbook to the NHS Constitution – 2019.pdf.
3. Richard Nadeau , Éric Bélanger , et al - Health Care Policy and Opinion in the United States and Canada (Routledge Studies in Governance and Public Policy), 2 September 2014.

SEMESTER VI
UCHAO23 - INTERNSHIP (2 MONTHS)

Year: III Sem VI	Course Code UCHAO23	Title of the Course Internship	Course Type Training	Course Category Skill Paper	H/W -	Credits 6	Marks 100
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Course Objectives

- 1 - To explore alternatives prior to graduation
- 2 - To integrate theory and practice.
- 3 - To assess the interests and abilities in the field of management and hospital administration
- 4 - To develop work habits and attitudes necessary for work environment
- 5 - To build a record of work experience

Course Outcomes

- CO1 - Identify work and its function in the economy
- CO2 - Develop communication, interpersonal and other critical skills for employability.
- CO3 - Realize the importance of professionalism in the workplace.
- CO4 - Gain ethical experience in organisational culture.
- CO5 - Ability to identify the diverse needs and global issues for sustainable growth.

CO	PO					
	1	2	3	4	5	6
CO1	L	H	M	L	H	M
CO2	L	H	M	L	H	M
CO3	L	H	M	L	H	M
CO4	L	H	M	L	H	M
CO5	L	H	M	L	H	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	M	M	H	H
CO2	H	M	M	M	H	H
CO3	H	M	M	M	H	H
CO4	H	M	M	H	H	H
CO5	H	M	H	M	H	H

(Low - L, Medium – M, High - H)

COURSE SYLLABUS

Each student shall be required to prepare the report on the basis of training undergone by her in a hospital. The report should demonstrate the capability of the students in studying the

hospital and its services and activities in totality.

Evaluation Pattern

- Each student should undergo the training separately.
- The mode of evaluating the student will consist of two parts. One on the basis of report writing and the other will be through Viva Voce.
- The valuation of the report writing will be by the internal examiner while for the oral examination an external examiner will be called for.
- 60 marks will be awarded for report writing and 20 marks for over-all review and 20 marks for oral examination.
- Training will be for a period of 3 months which will be during the last semester of the course.
- Each student should find a reputed hospital to carry out her investigation with the approval of the department.
- After completing her training, the student should get an Attendance Certificate from the hospital.

The following are the components for report writing

Content	50 Marks
Layout	10 Marks
Overall Performance Review	CA – 60 Marks
Viva Voce	Semester 40 Marks
Oral Presentation	20 Marks
Question and Answer	20 Marks

SEMESTER VI

UGHAB623 – NON MAJOR ELECTIVE II: PRACTICAL: ADVANCED EXCEL

Year: III Sem VI	Course Code UGHAB623	Title of the Course Advanced Excel	Course Type Practical	Course Category Non Major Elective	H/W 3	Credits 2	Marks 100
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Course Objectives

- 1 - To introduce the students to the basic of Microsoft Excel
- 2 - To acquaint students with the spreadsheet concept, functions, formula, graphing tools and tables
- 3 - To enable the students to use a spreadsheet to track data and automatically see sum, average and total
- 4 - To enable the students to explore and acquire skills in respect of most sophisticated computerized data analysis and documentation procedures and practices so as to help them to serve better in an organisation
- 5 - To enable the students ready with the required skills for employability in the job market

Course Outcomes

CO1- Gain knowledge in basics and advanced Microsoft Excel.

CO2 – Be trained in creating worksheet, enter data set and can perform all arithmetic operations using formulas.

CO3 - Prepare and can calculate the pay roll of employees in an organization.

CO4 - Understand how to create and extract pivot table from the data set.

CO5 - Analyze the data sets using various graphic tools and functions.

CO	PO					
	1	2	3	4	5	6
CO1	H	H	M	L	L	M
CO2	H	H	M	L	L	M
CO3	H	H	M	L	L	M
CO4	H	H	M	L	L	M
CO5	M	H	M	L	L	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	L	M	H	M	L
CO2	H	L	M	H	M	L
CO3	H	L	M	H	H	L
CO4	H	L	M	H	H	L
CO5	H	L	M	H	H	L

(Low - L, Medium – M, High - H)

Course Syllabus

Unit I: Introduction to Microsoft Excel

- 1.1 Entering and Revising Data - Moving Data within a Workbook (K1, K2, K3, K4)
- 1.2 Finding and replacing data (K1, K2, K3, K4)
- 1.3 Correcting and Expanding Upon Worksheet Data (K1, K2, K3, K4)
- 1.4 Defining a Table- Naming Groups of Data (K1, K2, K3, K4)
- 1.5 Creating Formulas to Calculate Values (K1, K2, K3, K4)
- 1.6 Finding and Correcting Errors in Calculations (K1, K2, K3, K4)

Unit II: Formatting and Filters

- 2.1 Formatting Cells- Defining Styles (K1, K2, K3, K4)
- 2.2 Applying Workbook Themes and Table Styles (K1, K2, K3, K4)
- 2.3 Adding Images to Worksheets (K1, K2, K3, K4)
- 2.4 Limiting Data that appears on your screen (K1, K2, K3, K4)
- 2.5 Manipulating list data (K1, K2, K3, K4)
- 2.6 Defining valid sets of values for ranges of cells (K1, K2, K3, K4)

Unit III: Creating Dynamic Lists by Using Pivot Tables

- 3.1 Sorting Data Lists (K1, K2, K3, K4)
- 3.2 Looking Up Information in a Data List (K1, K2, K3, K4)
- 3.3 Analyzing Data Dynamically by Using Pivot Tables (K1, K2, K3, K4)
- 3.4 Filtering, Showing, and Hiding PivotTable Data Editing PivotTables (K1, K2, K3, K4)
- 3.5 Formatting PivotTables -Creating PivotTables from External Data (K1, K2, K3, K4)

Unit IV: Analyzing Alternative Data Sets

- 4.1 Defining an Alternative Data Set (K1, K2, K3, K4)
- 4.2 Defining Multiple Alternative Data Sets (K1, K2, K3, K4)
- 4.3 Varying Your Data to Get a Desired Result by Using Goal Seek (K1, K2, K3, K4)
- 4.4 Finding Optimal Solutions by Using Solver (K1, K2, K3, K4)
- 4.5 Analyzing Data by Using Descriptive Statistics (K1, K2, K3, K4)
- 4.6 Consolidating Multiple Sets of Data into a Single Workbook - Grouping Multiple Sets of Data (K1, K2, K3, K4)

Unit V: Creating Charts and Graphics 235

- 5.1 Creating Chart (K1, K2, K3, K4)
- 5.2 Customizing the Appearance of Charts (K1, K2, K3, K4)
- 5.3 Finding Trends in Your Data (K1, K2, K3, K4)
- 5.4 Adding Graphics to Spreadsheet (K1, K2, K3, K4)
- 5.5 Creating Dynamic Charts by Using Pivot Charts (K1, K2, K3, K4)
- 5.6 Creating Diagrams by Using Smart Art (K1, K2, K3, K4)

Text Books

- 1. Curtis D. Frye, Step by Step Microsoft Excel 2007, Microsoft Press, 2012.
- 2. John Walkenbach, Microsoft Excel 2016 Bible, John Wiley & Sons, 2015.

Reference books

1. Paul McFedries, Excel 2016 Formulas and Functions, Pearson Publications, 2016.
2. www.coursera.org

Practical List

1. Create a Worksheet with entering 10 Patient's data of a hospital with necessary formatting and sorting.
2. Create a worksheet and perform various arithmetic operations.
3. Find out total hours worked in a week by the employees in a company using arithmetic operator and fill the details using auto fill operation.
4. Calculate the total salary of all sales representative after adding the commission of 2% for each sale.
5. Create a mark list for 5 students in five subjects, and calculate the total average, minimum and maximum mark in each subject and results as pass or fail. Insert chart for input values
6. Create a sales and profit report for the first quarter and calculate the 10% Bonus, which is 10% of the Profit. .
7. Create a Pivot table and extract the medicine imported from a data set in a year by a company and insert pivot chart
8. Create an eligibility list for the second round of interview among the candidates those who scored above 60% marks in their first round.

SEMESTER VI

USHAF623 - SKILL BASED ELECTIVE VI: SOCIAL ENTREPRENEURSHIP

Year: III Sem VI	Course Code USHAF623	Title of the Course Social Entrepreneurship	Course Type Theory	Course Category Skill	H/W 2	Credits 2	Marks 60
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Course Objectives

- 1 - To understand the difference between social entrepreneurship with other entrepreneurial and social work.
- 2 - To learn various types of social enterprise.
- 3 - To understand the concept of sustainable development.
- 4 - To identify the opportunities of social entrepreneurship.
- 5 - To develop the business model for social entrepreneurship.

Course Outcomes

CO1- Understand the theory of social entrepreneurship, and distinguish social entrepreneurship from other entrepreneurial and social work.

CO2 – Be able to identify the different forms of social enterprise including non-profit proprietorship, trust and section 25 companies.

CO3 - Identify an unsatisfactory social equilibrium, and actively pursue a solution to create a more just, fair, and sustainable model.

CO4 - Learn the opportunities of social entrepreneurship by understanding the concept of startups, incubation center, venture capital and CSR fund.

CO5 - Be able to develop social entrepreneurship by understanding the success story of various social entrepreneurs like Aravind Eye Hospital.

CO	PO					
	1	2	3	4	5	6
CO1	H	L	M	L	L	H
CO2	H	M	M	L	M	H
CO3	L	M	M	M	M	H
CO4	M	M	L	M	H	L
CO5	M	M	M	L	H	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	M	H	H	H
CO2	H	M	M	H	H	H
CO3	H	M	M	H	H	H
CO4	H	M	M	H	H	H
CO5	H	H	M	H	H	H

(Low - L, Medium – M, High - H)

Syllabus

Unit I: Social Entrepreneurship

- 1.1 Introduction of Social entrepreneur (K1,K2,K3)
- 1.2 Difference Between social entrepreneurship and social entrepreneurship (K1,K2,K3)
- 1.3 Need for social entrepreneurship (K1,K2,K3)
- 1.4 Factors impacting transformation into social entrepreneur (K1,K2,K3)
- 1.5 The characteristics of social entrepreneurs (K1,K2,K3)
- 1.6 The four distinctions of social entrepreneurship (K1,K2,K3)

Unit II: Forms of Social Enterprises

- 2.1 Profit and non-profit Proprietorships (K1,K2,K3)
- 2.2 Partnership company (K1,K2,K3)
- 2.3 Non-Governmental organization (K1,K2,K3)
- 2.4 The Limited liability company (K1,K2,K3)
- 2.5 Section 25 Companies (K1,K2,K3)
- 2.6 Factors Governing the selection of Suitable form of ownership Business Organization (K1,K2,K3)

Unit III: Sustainable Development

- 4.1 Concept of Sustainable Development (K1,K2,K3)
- 4.2 Goals of sustainable development (K1,K2,K3)
- 4.3 Environmental costs and its economic value (K1,K2,K3)
- 4.4 The Political Challenge and development Issues in India (K1,K2,K3)
- 4.5 The Millennium Ecosystem Assessment (K1,K2,K3)
- 4.6 Findings of Millennium Ecosystem Assessment (K1,K2,K3)

Unit IV: Opportunities for Social Entrepreneurs

- 5.1 Methods of sensing opportunities and fields of opportunities (K1,K2,K3)
- 5.2 Steps to ensure a successful start (K1,K2,K3)
- 5.3 Start-ups and incubation (K1,K2,K3)
- 5.4 Accessing venture capital (K1,K2,K3)
- 5.5 CSR funds (K1,K2,K3)
- 5.6 Types of CSR (K1,K2,K3)

Unit V: Successful Social Entrepreneurship Initiatives

- 5.1 Factors affecting success of social entrepreneurship (K1,K2,K3)
 - 5.2 Business model of Aravind Eye Care System (K1,K2,K3)
 - 5.3 Example of Successful Indian social entrepreneurs (K1,K2,K3)
 - 5.4 Example of Successful foreign social entrepreneurs (K1,K2,K3)
 - 5.5 Creating Business ideas (K1,K2,K3,K4)
 - 5.6 Creating Business Design (K1,K2,K3,K4)
- Exposure visit to Hope House, MBKG

Textbooks

- 1. Jayshree Suresh – Entrepreneurial Development, 1st Edition – Margham Publication, Latest Edition.

2. Robert, Michael, Dean A. Shepherd – Entrepreneurship, 6th Edition – Tata McGraw Hill, 2006.

Reference Books

1. S. S. Khanka – Entrepreneurial Development, 1st Edition – Sultan Chand & Sons, Latest Edition.
2. Dinanath Kaushik - Studies in Indian Entrepreneurship, New Delhi, Cyber Tech Publications, 2013
3. Gopalkrishnan - The Entrepreneur's Choice: Cases on Family Business in India, New Delhi, Routledge taylor & Francis Group, 2014