

Department of BBA (Hospital Administration) (UG)

SYLLABUS AND REGULATIONS

Under

OUTCOME-BASED EDUCATION

2020

(Effective for the Batch of Students Admitted from 2020-2021)



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

(Effective for the Batch of Students Admitted from 2020-2021)

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 programmed.

D) LIST OF COURSES

Sem	Part	Code	Title	Hours/ Week	Exam Hours		Credits	Marks
					Th	Pr		
I	I	ULTAA20	Tamil Paper II/ Hindi Paper II/ French Paper II	6	3	-	3	40+60
	II	UENGA20	English paper I	6	3	-	3	40+60
	III	UCHAA20	Fundamentals of Management	5	3	-	4	40+60
	III	UCHAB20	Foundation in Hospital Administration	5	3	-	4	40+60
	III	UAMST20	Allied I: Medical Statistics	5	3	-	5	40+60
	IV	USHAA120	Skill Based Elective I: Life Skills	2	2	-	2	40+60
	IV	UVEDA20	Value Education	1	-	-	-	-
			Total				21	600
II	I	ULTAB20	Tamil Paper II/ Hindi Paper II/ French Paper II	6	3	-	3	40+60
	II	UENGB20	English Paper II	6	3	-	3	40+60
	III	UCHAC20	Healthcare Ethics	5	3	-	4	40+60
	III	UCHAD20	Medical Terminology for Administration	5	3	-	4	40+60
	III	UAORA20	Allied II: Operations Research	5	3	-	5	40+60
	IV	USHAB220	Skill Based Elective II: Practical: Communication Skills in English	2	2	-	2	40+60

Sem	Part	Code	Title	Hours/ Week	Exam Hours		Credits	Marks
					Th	Pr		
	IV	UVEDA20	Value Education	1	-	-	-	
			Total				21	600
III	III	UCHAE20	Healthcare Laws	6	3	-	4	40+60
	III	UCHAF20	Hospital Operations Management – I	5	3	-	4	40+60
III	III	UCHAG20	Accounting for Hospital Administrators - I	6	3	-	4	40+60
	III	UAHCE20	Allied III: Health Care Economics	5	3	-	5	40+60
	III	UEHAA20	Elective I A: Business Environment	5	3	-	5	40+60
		UEHAB20	Elective I B: Logistics and Supply Chain Management					
	IV	USHAC320	Skill Based Elective III: Wellness Management	2	2	-	2	40+60
	IV	UVEDA20	Value Education	1	-	-	-	-
			Total				24	600
IV	III	UCHAH20	Human Resource Management and Development	6	3	-	4	40+60
	III	UCHAI20	Hospital Operations Management – II	5	3	-	4	40+60
	III	UCHAJ20	Introduction to Research Methodology	5	3	-	4	40+60
	III	UCHAK20	Accounting for Hospital Administrators – II	6	3	-	4	40+60
	III	UAHSM20	Allied IV: Health servicesMarketing	5	-	3	5	40+60
	IV	USHAD420	Skill Based Elective IV: Practical: Communication Skill in Hindi	2	2	-	2	40+60
	IV	UNEVS20	Environmental Studies	2	3	-	2	40+60
	IV	UVEDA20	Value Education	1	-	-	-	-
			Total				25	700
V	III	UCHAL20	Quality in Health Care	6	3	-	4	40+60
	III	UCHAM20	Organizational Behavior	6	3	-	4	40+60
	III	UCHAN20	Global Healthcare System	5	3	-	4	40+60
	III	UCHAO20	Project	2	2	-	4	80+20
	III	UEHAC20	Elective II A: Health Care Insurance	5	3	-	5	40+60
		UEHAD20	Elective II B: E -Banking					
	III	UGHAA521	Non Major Elective I: Management Information System	3	-	3	3	40+60

Sem	Part	Code	Title	Hours/ Week	Exam Hours		Credits	Marks
					Th	Pr		
	IV	USHAE520	Skill Based Elective V: Practical: Accounting Packages	2	2	-	2	40+60
	IV	UVEDA20	Value Education	1	-	-	-	-
			Total				26	700
VI	III	UCHAP20	Public Health and Community	8	3	-	4	40+60
	III	UCHAQ20	Materials and Equipment Management	8	3	-	5	40+60
	III	UCHAR20	Internship (2 Months)	-	-	-	8	60+40
	III	UGHAB620	Non Major Elective II: Practical: Advanced Excel	3	-	3	3	40+60
	IV	USHAF20	Skill Based Elective VI: Social Entrepreneurship	2	3		2	40+60
	IV	UVEDA20	Value Education	1	3	-	2	40+60
			Total				24	600
	V	UXTEN20	Extension Activities				1	
			Grand Total				142	3800

A) 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.

B) 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

UCHAA20 – FUNDAMENTALS OF MANAGEMENT

Year: I	Course Code: UCHAA20	Title of the Course: Fundamentals of Management	Course Type: Theory	Course Category: Core	H/W 5	Credits 4	Marks 100
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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)

1. Understand the management theories, functions and responsibilities of managers.
2. Formulate and design plans by suitably applying SWOT in decision making.
3. Relate and discuss the process of organising, delegating and staffing in an organisation.
4. Recognise the need of directing, coordinating and controlling in the work environment.
5. 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)

Syllabus

Unit I: Introduction

- Introduction - Definition - Nature (K1, K2)
- Scope of Management (K1, K2)
- Functions of Management (K1, K2)
- Contributions of F W Taylor (K1, K2)
- Contributions of Henry Fayol (K1, K2)
- Contributions of Peter Drucker (K1, K2)

Unit II: Planning

- Planning – characteristics - Importance (K1, K2)
- Types of planning – Process (K1, K2)
- SWOT Analysis to formulate strategy (K1, K2, K3, K4)
- Decision Making - Types of decision (K1, K2)
- Process of decision making (K1, K2)
- Barriers to decision and steps to overcome (K1, K2)

Unit III: Organizing and Staffing

- Organizing - Types of organization (K1, K2, K3)
- Organization charts - Formal and informal organization (K1, K2, K3)
- Authority – sources – types of authority – pros and cons (K1, K2)
- Delegation – principles of delegation – distinction between centralization and decentralization (K1, K2)
- Staffing – Meaning – Nature – Importance - Recruitment (K1, K2)
- Selection – Training (K1, K2, K3)

Unit IV: Direction, Coordination and Controlling

- Directing – Nature – Meaning - Significance (K1, K2, K3)
- Coordination Principles – Distinction between coordination and cooperation (K1, K2)
- Need for coordination Techniques (K1, K2)
- Control – principles Types (K1, K2, K3, K4)
- Control Techniques (K1, K2, K3, K4)
- Principles of control process – pros and cons (K1, K2, K3, K4)

Unit V: Reporting and Budgeting

- Reporting – Meaning - Nature (K1, K2, K3, K4)
- Types of Reports (K1, K2, K3, K4)
- Budgeting Principles (K1, K2, K3, K4)
- Objective and Purpose of Budgeting (K1, K2, K3, K4)
- Modern Types of budgeting (K1, K2, K3, K4)
- 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 Wehrich, Essentials of Management, Tata McGraw Hill, 8th Edition, 2010.
3. Samuel C.Certo, Modern management: concepts and skills 15th Edition, 2019.

SEMESTER I

UCHAB20 – FOUNDATION IN HOSPITAL ADMINISTRATION

Year : I Sem: I	Course Code: UCHAB20	Title of the Course: Foundation in Hospital Administration	Course Type: Theory	Course Category: Core	H/W 5	Credits 4	Marks 100
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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 (CO)

1. Understand the functions of various healthcare systems and learn relevant medicalterminology.
2. Understand, recognize the importance of communication skills and develop iteffectively.
3. Understand and enhance analytical skills.
4. Understand, recognise the importance of computer skills and develop it.
5. 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)

Syllabus

Unit I: Over view of health services

Medicine - Alternative Medicine (K1, K2)

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

Types of Patient - Hospital Departments (K1, K2, K3)

Diseases, treatment and technology (K1, K2, K3)
Medical Vocabulary (K1, K2, K3)
Current Trends in Healthcare (K1, K2, K3)

Unit II: Communication skills

Communication - Compelling Communication (K1, K2, K3)
Enhancing group activity – Interpersonal Listening (K1, K2, K3)
Teamwork - Verbal Communication (K1, K2, K3)
Written Communication (K1, K2, K3)
Audio-visual Presentations (K1, K2, K3)
Etiquette (K1, K2, K3)

Unit III: Analytical Skills

Creativity - Problem-solving (K1, K2, K3)
Critical Thinking- Solve problems - Decision making (K1, K2, K3)
Logical thinking - Understanding and analyzing issues and problems (K1, K2, K3)
Diagramming Numerical techniques and analysis (K1, K2, K3)
Study and research skills (K1, K2, K3)
SWOT Analysis (K1, K2, K3)

Unit IV: Computer skills

Microsoft Office - Spreadsheets (K1, K2, K, K4)
PowerPoint (K1, K2, K, K4)
Access (K1, K2, K, K4)
Excel (K1, K2, K, K4)
Email Web and Social Skills (K1, K2, K, K4)
Graphic and Writing Skills (K1, K2, K, K4)

Unit V: Personality Development

Time management (K1, K2, K, K4)
Thinking Skills - Determination and Persistence (K1, K2, K, K4)
Presentation Skills (K1, K2, K, K4)
Developing Leadership Skills (K1, K2, K, K4)
Interpersonal Skills (K1, K2, K, K4)
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, Introduction to Computers, Tata McGraw-Hill, 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, 2009.
3. B.S. Sijwalii and Indu Sijwali, A new approach to reasoning verbal & nonverbal,

2014.

SEMESTER I
UAMST20 – ALLIED I: MEDICAL STATISTICS

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

Syllabus

Unit I: Matrices

- Definition - Types of matrices (K1, K2)
- Matrix operations - Determinant of a matrix (K1, K2, K3, K4)
- Singular and non-singular matrices (K1, K2, K3, K4)
- Inverse of a matrix by co-factor method (K1, K2, K3, K4)
- Rank of a matrix (K1, K2, K3, K4)

Solution of system of linear simultaneous equations using Cramer's rule (K1, K2, K3, K4)

Unit II: Differentiation

Derivatives of standard functions x^n , e^x , $\log x$, constant (without proof) (K1, K2, K3)

Rules of differentiation (Addition, difference, product, quotient) (K1, K2, K3, K4)
chain rule, Successive differentiation (up to 2nd derivative) (K1, K2, K3, K4)

Uses: Marginal Concepts, Elasticity of demand (K1, K2, K3, K4)

Increasing and decreasing functions (K1, K2, K3, K4)

maxima and minima – break-even point (K1, K2, K3, K4)

Unit III: Classification and Graphical Representation

Introduction - meaning of classification - chief characteristics of classification (K1, K2)

Objects of classification - rules of classification (K1, K2)

Frequency distributions (K1, K2, K3, K4)

Cumulative frequency distribution - bivariate frequency distributions (K1, K2, K3, K4)

Graph of frequency distribution - histogram (K1, K2, K3, K4)

frequency polygon - frequency curve (K1, K2, K3, K4)

Unit IV: Measures of Central Tendency

Arithmetic mean (K1, K2, K3, K4)

Median (K1, K2, K3, K4)

Mode – Empirical formulae (K1, K2, K3, K4)

Combined and Weighted arithmetic mean (K1, K2, K3, K4)

Geometric mean (K1, K2, K3, K4)

Harmonic mean (K1, K2, K3, K4)

Unit V: Measures of Dispersion and Skewness

Range - quartile deviation (K1, K2, K3, K4)

Mean deviation (K1, K2, K3, K4)

Standard deviation (K1, K2, K3, K4)

Karl Pearson's and Bowley's coefficient of Skewness (K1, K2, K3, K4)

Correlation (K1, K2, K3, K4)

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

USHAA120 - SKILL BASED ELECTIVE I: LIFE SKILLS

Year: I	Course Code: USHAA120	Title of the Course: Life Skills	Course Type: Theory	Course Category : Skill Based Elective	H/W 2	Credits 2	Marks 60
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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 (CO)

1. Understand and deliver Basic Life Support (BLS) in case of emergency.
2. Recognise the sources and effects of radiation and learn the principles of Radiation Protection and Safety.
3. Understand and demonstrate the various steps of hand hygiene.
4. Comprehend several occupational health hazards and its preventive measures.
5. 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)

Syllabus

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

- Immediate Life Support (ILS) (K1, K2, K3, K4)
- Sequence of Actions (K1, K2, K3, K4)
- Procedure (K1, K2, K3, K4)
- Choking (K1, K2, K3, K4)
- Chemical Safety (K1, K2, K3, K4)
- Physical, health and Environment Hazards (K1, K2, K3, K4)

Unit II: Radiation Safety

- Safety Data Sheet (K1, K2, K3, K4)
- Personal Protective Equipment (K1, K2, K3, K4)
- Radiation Safety (K1, K2, K3, K4)
- Radiation and Radioactivity (K1, K2, K3, K4)
- Biological Effects – ALARA (K1, K2, K3, K4)
- General Radiation safety (K1, K2, K3, K4)

Unit III: Hand Hygiene

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

Unit IV: Occupational Health

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

Unit V: Fire Safety and Disaster Management

- Fire- Classes of fire (K1, K2, K3, K4)
- Types of Fire extinguisher - Dos and Don'ts during fire (K1, K2, K3, and K4)
- Disaster Management Preparedness – Response – Recovery – Mitigation (K1, K2, K3, K4)
- Types of disaster – Natural and Manmade disaster (K1, K2, K3, K4)
- Characteristics and phases of disaster (K1, K2, K3, K4)
- Disaster impact (K1, K2, K3, K4)

Text Books

1. K.V.Ramani, Hospital Management: Text and Cases, 1st edition, Pearson EducationIndia, 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
UCHAC20 – HEALTH CARE ETHICS

Year: I	Course Code: UCHAC20	Title of the Course: Healthcare Ethics	Course Type: Theory	Course Category: : Core	H/W 5	Credits 4	Marks 100
Sem: II							

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 (CO)

1. Understand and recognize the role of ethics in business.
2. Understand and recognize the social responsibilities of business entities towards staff, stakeholders and community.
3. Understand and interrelate fundamental aspects of medical ethics.
4. Recognize and infer various aspects of healthcare and research which may infringe on patient rights.
5. 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)

Syllabus

Unit I: Corporate Ethics

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

Unit II: Corporate Social Responsibility and Distributive Justice

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

Unit III: Codes of Conduct

Principles of Medical Ethics (K1, K2, K3)
International Code of Ethics (K1, K2, K3)
Duties of a Doctor Patient –Paramedical (K1, K2, K3)
Health Resources (K1, K2, K3)
Malpractice and Negligence (K1, K2, K3)
Medical Negligence (K1, K2, K3)

Unit IV: Professional and Personal

Confidentiality: (Professional Secrecy) (K1, K2, K3)
Rights of Patients (K1, K2, K3)
Consent Informed Consent (K1, K2, K3)
Privileged Communication (K1, K2, K3)
Irrational Drug Therapy Human Experimentation (K1, K2, K3)
Clinical Trials (K1, K2, K3)

Unit V: Emerging Issues

Sex Pre-selection and Female Feticide (K1, K2, K3)
Reproductive Medicine Ethical Issues in Transplantation (K1, K2, K3)
Assisted Reproductive Technologies (K1, K2, K3)
Surrogacy (K1, K2, K3)
Abortion Euthanasia (K1, K2, K3)
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
UCHAD20 - MEDICAL TERMINOLOGY FOR ADMINISTRATION

Year: I Sem: II	Course Code: UCHAD20	Title of the Course: Medical Terminology for Administration	Course Type: Theory	Course Category: Core	H/W 5	Credits 4	Marks 100
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Objectives

1. To understand and recognize the whole organization of the body.
2. To understand and distinguish the various Muscular-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 (CO)

1. Understand and recognize the fundamentals of Anatomy and Physiology.
2. Comprehend various Musculoskeletal System of a human body.
3. Recognize and understand cardiovascular system, respiratory system, digestivesystem and excretory system.
4. Develop ability to read and understand medical documentation and medicalliterature.
5. 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)

Syllabus

Unit I: Anatomy and Physiology

Definition of the terms Anatomy (K1, K2)

Definition of the terms Physiology (K1, K2)

Types of Anatomy Definition of terms used to describe the parts of the body (K1, K2)

Definition of various regions of the body (K1, K2)

The body as a whole organization of the body: Cells, tissues, organs (K1, K2)

Membranes and glands. (K1, K2)

Unit II: Anatomic and Physiological Description

Musculoskeletal 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)

Nervous System functions of neurons – Central, Peripheral nervous and Autonomous nerves systems Related Diseases (K1, K2, and K3)

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)

Lymphatic system Lymph vessels, glands, ducts and lymph circulation Lymph nodes in the body, spleen – Related Diseases (K1, K2, K3)

Respiratory System Structure and function of respiratory organs Physiology of respiration –Related Diseases. (K1, K2, K3)

Sensory organs: Structure and function of the Eye [vision], the Ear [hearing],and Taste [tongue]. (K1, K2, K3)

Unit III: Anatomic and Physiological Description

Digestive System Structure and functions of organs of digestion and accessory organs Process of digestion and absorption – Related Diseases (K1, K2, K3)

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)

Endocrine System Structure and functions of endocrine glands (Pituitary Pancreas, thyroid, parathyroid, thymus, adrenal) – Related Diseases (K1, K2, K3)

Sense Organs Structure and functions of Eye, Ear, Nose and tongue Physiology of vision, hearing and equilibrium – Related Diseases (K1, K2, K3)

Genito Urinary System Female reproductive system: Structure and functions of female reproductive organs [Uterus, fallopian tube, and 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, and K3)

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

Unit IV: Basic Medical Terminology

Basic concepts (K1, K2)

Definition of medical terminology (K1, K2)

Purpose of learning Medical Terminology (K1, K2)
Origin of Medical Terms (K1, K2)
Derivations from other languages, living creatures, colors, weapons (K1, K2)
Phobias (K1, K2)

Unit V: Components of Medical Terms

Roots Prefixes Suffixes (K1, K2)
Systems wise Symptomatic (K1, K2)
Diagnostic Terms related to whole body (K1, K2)
Operative Terms related to whole body (K1, K2)
Analysis of medical terms (K1, K2)
Standard Medical Abbreviations (K1, K2)

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. Barbara J. Cohen and Ann De Petris, An Illustrated Guide: Medical Terminology, 1 February 2016.
2. Medical Review – Medical Abbreviations For Medical Students And Healthcare Professionals Kindle Edition, 2014.
3. Dorland – Dorland's Pocket Medical Dictionary, 29th Edition, 2013.

SEMESTER – II

UAORA20 - ALLIED II: OPERATIONS RESEARCH

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

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)

Unit I: Introduction and Linear Programming

Operations research: Definition – Scope (K1, K2)

Characteristics (K1, K2)

Linear programming (K1,K2)
Formulation (K1,K2, K3)
Graphical method (K1, K2, K3, K4)
Regular simplex method (Simple Problems) (K1, K2, K3, K4)

Unit II: Transportation Model

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

Unit III: Assignment Model

Assignment problem – Introduction (K1, K2)
Minimal assignment problem - Balanced (K1, K2, K3, K4)
Minimal assignment problem - Unbalanced (K1, K2, K3, K4)
Restricted Assignment problem (K1, K2, K3, K4)
Maximization problem – Balanced (K1, K2, K3, K4)
Maximization problem – Unbalanced (K1, K2, K3, K4)

Unit IV: Network Analysis: CPM and PERT Computations

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

Unit V: Game Theory

Game theory – Meaning – Saddle point (K1, K2)
Pure Strategy (K1, K2, K3, K4)
Mixed Strategy (K1, K2, K3, K4)
Dominance property (K1, K2, K3, K4)
Solving 2 x m game using graphical method (excluding L.P.P) (K1, K2, K3, K4)
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
USHAB220 – SKILL BASED ELECTIVE II: PRACTICAL:
COMMUNICATION SKILLS IN ENGLISH

Year: I Sem: II	Course Code: USHAB220	Title of the Course: Communication Skills in English	Course Type: Practical	Course Category: Skill Based Elective	H/W 2	Credits 2	Marks 60
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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 (CO)

1. Understand the elements, types, process and barriers in communication.
2. Develop the skill of communicating through drafting various types of letters for business and banking correspondence.
3. Improve the vocabulary for daily usage.
4. Be able to write discharge summary and consent form related to hospitals. Also prepare the students for group discussions and role plays.
5. Develop the skill to make students prepare PowerPoint 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
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(Low- L, Medium - M, High - H)

Syllabus

Unit I: Introduction to Communication

Definition of Communication – Elements – Types and Media's of communication
–Process of communication Barriers in communication (K5)

Unit II: Letter writing skills

Structure of letter – Leave letter – Complaint letter – Letter of Application Enquiry
–Sales Letter – Banking Correspondence (K5)

Unit III: Vocabulary and Phrases

Every day words General statements – Past – Present – Future (K5)

Unit IV: Professional Skills

Aptitude Test – Logical and Reasoning – Basic Interview Questions Preparation
of Resume Writing discharge summary Consent for admission (K5)

Unit V: Practical Sessions

Group discussions – Role-play – Email – Browsing for assignments Presentation
skills Use of Google scholars (K5)

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
UCHAE20 – HEALTH CARE
LAWS

Year: II Sem: III	Course Code: UCHAE20	Title of the Course: Health Care Laws	Course Type: Theory	Course Category: Core	H/W 5	Credits 4	Marks 100
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Objectives

1. To understand the structure of judiciary in India and its functions.
2. To identify and understand various Acts applicable to labor 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 (CO)

1. Understand the principles and nature of forming Society, basics of constitution required for the hospital and applicability of the Companies Act.
2. Recognize and interrelate various Labor laws and its applicability to Hospitals.
3. 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.
4. Understand the Medical Jurisprudence in India and have in depth knowledge about precautionary steps to avoid litigation.
5. 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)

Syllabus

Unit I: Promotion

Forming Society (K1, K2, K3)

The Companies Act (K1, K2, K3)

Law of Partnership (K1, K2, K3)

A Sample Constitution for the Hospital (K1, K2, K3, K4)

The Tamil Nadu Clinical Establishment (Regulation) Rules, 2018 (K1, K2, K3)

Clinical Trial Schedule of DAC Act 1940 – I.C.M.R.Guidelines (K1, K2, K3)

Unit II: Labor Relations

Factories Act Shops and Establishment Act (K1, K2, K3)

The Workmen's Compensation Act the Employee's State Insurance Act the Employees' Provident Funds Act (K1, K2, K3)

The Payment of Gratuity Act the Maternity Benefit Act the Payment of Wages Act (K1, K2, K3)

The Minimum Wages Act the Industrial Disputes Act the Industrial Employment(Standing Orders) Act (K1, K2, K3)

The Trade Union Act the Apprentices Act (K1, K2, K3)

The Employment Exchanges (Compulsory Notification of Vacancies) Act the Collection of Statistics Act (K1, K2, and K3)

Unit III: Medical Care

Medical Council of India Medical Licensure Law (K1, K2, K3)

Doctors Patient Relationship Medical Malpractice (K1, K2, K3)

Quality and Standard of Medical Care Negligence (K1, K2, K3)

Medical Consent Emergency Care (K1, K2, K3)

The Consumer Protection Act (K1, K2, K3)

Patient's Rights and Responsibilities Medical Ethics (K1, K2, K3)

Unit IV: Medico Legal Commitments

Mental Illness – Tuberculosis Drugs Addicts and Alcoholics (K1, K2, K3)

Legal Issue in Death Cases Legal Testimony in Medico legal cases Narcotic Laws (K1, K2, and K3)

The Drugs and Cosmetic Act Drug Control Policy Clinical Investigation Blood Transfusion (K1, K2, K3)

The Medical Termination of Pregnancy Act the Prenatal Diagnostic Techniques Act Dying Declaration Medical Jurisprudence (K1, K2, K3)

The Human Organ Transplantation Act – Toxicology – Mental Health Care Act 2017 (K1, K2, K3)

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

The Biomedical Waste (Management and Handling) Rules (K1, K2, K3)

Radiation Safety System (K1, K2, K3)

Law of Insurance (K1, K2, K3)

Export Import Policy (K1, K2, K3)

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

Tax Obligations: Filling Returns and Deductions at Source (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),2017.

Reference Books

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

SEMESTER III
UCHAF20 - HOSPITAL OPERATIONS MANAGEMENT – I

Year: II Sem: III	Course Code: UCHAF20	Title of the Course: Hospital Operations Management I	Course Type: Theory	Course Category: Core	H/W 5	Credits 4	Marks 100
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Objectives

1. To understand the hospital organization and management model.
2. To illustrate the importance and functions of Outpatient and Inpatient services inhospital.
3. To recognize the role of nursing services and factors which influence the number ofnurses
4. To understand and determine the factors which contribute to the development ofhospital.
5. To learn the infection and implementation of Hospital Infection Controlprogramme.
6. To elaborate on various clinical support services in the hospital.

COURSE OUTCOMES (CO)

1. Understand the classifications of hospitals, roles of hospital administrators, essential hospital operations indicator and current trends in healthcare.
2. Recognize and interrelate functions and layout of OPD, inpatient services and different forms of ward.
3. Understand the role and tasks of a nurse and determine the nursing staff requirement in a hospital.
4. 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
5. 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)

Syllabus

Unit I: Organization of the Hospital

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

Unit II: Outpatient and Inpatient Service

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

Unit III: Nursing Service

- Objectives (K1, K2, K3)
- Responsibilities of Nursing Services (K1, K2, K3)
- Organization of Nursing Services (K1, K2, K3)
- Nursing Process (K1, K2, K3)
- Patient Care (K1, K2, K3)
- Ward Management (K1, K2, K3)

Unit IV: Hospital Infection Control

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

Unit V: Clinical Support Services

- Chaplain and Counseling (K1, K2, K3)
- Pharmacy – Laboratories Blood Bank (K1, K2, K3)
- Occupational therapy – Physiotherapy Speech therapy (K1, K2, K3)
- Radiology Diagnostics service (K1, K2, and K3)
- Nuclear Medicine Catheterization Lab (K1, K2, K3)

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), 2010.

SEMESTER III

UCHAG20 - ACCOUNTING FOR HOSPITAL ADMINISTRATORS - I

Year: II Sem: III	Course Code: UCHAG20	Title of the Course: Accounting for Hospital Administrators I	Course Type: Theory	Course Category: Core	H/W 6	Credits 4	Marks 100
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Objectives

1. To understand the accounting concepts, principles and framework to analyse and effectively communicate information to a variety of stakeholders.
2. To develop the ability to use the fundamental accounting equation to analyze the effect of business transactions on an organization's accounting records and financial statements.
3. To apply the dual entry recording framework to a series of transactions that results in a balance sheet.
4. To develop the skill of recording financial transactions and preparation of reports in accordance with GAAP.
5. To equip with the knowledge of accounting process and preparation of final accounts of sole trader.
6. To equip with the knowledge of accounting process and preparation of final accounts of sole trader.

COURSE OUTCOMES (CO)

1. Acquire conceptual knowledge of basics of accounting and understand the accounting concepts, principles and conventions.
2. Understand and apply the rule of accounting equation and the dual entry recording framework to a series of transactions that results in a balance sheet.
3. Apply the golden rules of accounting and able to record journal entries and prepare ledger accounts using double entry book keeping.
4. 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.
5. Understand the purpose of balance sheet, prepare financial statements in accordance with appropriate standards and report the results of a firm.

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)

Syllabus

Unit I: Introduction to Concepts

- Definition of Accounting – Financial Accounting (K1, K2)
- Functions of Financial Accounting (K1, K2)
- Limitations (K1, K2)
- Meaning of Accounting Principles (K1, K2, K3)
- Accounting Concepts (K1, K2, K3)
- Conventions – Features (K1, K2)

Unit II: Double Entry System

- System of Book keeping (K1, K2)
- Single Entry System – Double Entry System (K1, K2, K3)
- Meaning of Debit and Credit – Advantages of Double Entry System (K1, K2, K3)
- Distinction between Double Entry and Single Entry (K1, K2, K3)
- Accounting Equation – Rules for Accounting Equation (K1, K2, K3, K4)
- Uses of Computer in Accounting (K1, K2)

Unit III: Journal and Ledger

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

Unit IV: Books of Accounts

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

Unit V: Final Accounts

- Trial Balance – Meaning (K1, K2)
- Definition – Objectives (K1, K2)
- Preparation of Manufacturing Account (K1, K2, K3)
- Final Accounts – Trading Account (K1, K2, K3)
- Profit and Loss Account (K1, K2, K3)

Balance Sheet with adjustments (Simple problems) (K1, K2, K3, K4)

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
UAHCE20 –ALLIED III: HEALTHCARE ECONOMICS

Year: II Sem: III	Course Code: UAHCE20	Title of the Course: Healthcare Economics	Course Type: Theory	Course Category: Allied	H/W 5	Credits 5	Marks 100
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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 (CO)

1. 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.
2. Develop skills to manage demand for health care and understand behavior of consumers in the health care sector.
3. Understand the concept fundamentals of hospital and physician services production including the concepts of economies of scale, and technology adoption decision.
4. Acquire the ability to evaluate health economics and understand the concept of healthcare market and health insurance.
5. 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)

Syllabus

Unit I: Introduction to Health Economics

Introduction to Economics and Basic Problems of Economy (K1, K2, K3)

Types of Economy and Microeconomics and Macroeconomics (K1, K2, K3)

Circular Flow and Interdependence of Economic Activity, Scarcity and Efficiency (K1, K2, K3)

Managerial Economics and basic economic concepts (K1, K2, K3)

Introduction to Health Economics (K1, K2, K3)

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

Basic concepts of market (K1, K2, K3)

Basic Elements of Demand and Supply (K1, K2, K3)

Market equilibrium (K1, K2, K3)

Elasticity of demand and supply (K1, K2, K3)

Approaches to consumer behavior (K1, K2, K3)

Demand for Health (K1, K2, K3)

Unit III: Production and Cost of Healthcare

Production Function (K1, K2, K3)

Isoquants and Marginal Products (K1, K2, K3)

Elasticity of Substitution (K1, K2, K3)

Cost Function (K1, K2, K3)

Economies of Scale (K1, K2, K3)

Technological Change (K1, K2, K3)

Unit IV: Economic Evaluation and Markets in Healthcare

Economic Evaluation (K1, K2, K3)

Types of market (K1, K2, K3)

Markets in Healthcare (K1, K2, K3)

Government Interventions in Healthcare (K1, K2, K3)

Health Financing from Various Sources (K1, K2, K3)

Health Insurance and TPA (K1, K2, K3)

Unit V: Economics of Health Programs

Environmental Influences on Health and its Economic Impact (K1, K2, K3)

Healthcare System in Different Countries (K1, K2, K3)

Economics Impact of Tobacco use (K1, K2, K3)

Economics Impact of Alcohol use (K1, K2, K3)

Models of Addiction (K1, K2, K3)

Aging of Population (K1, K2, K3)

Textbooks

1. Sherman Folland, Allen C. Goodman and Miron Stano, The Economics of Health and Health Care, Prentice Hall Inc, New Jersey, 2017.
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, 2009.

SEMESTER III
UEHAA20 - ELECTIVE I A: BUSINESS ENVIRONMENT

Year: II Sem: III	Course Code: UEHAA20	Title of the Course: Business Environment	Course Type: Theory	Course Category: Elective	H/W 5	Credits 5	Marks 100
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Objectives

1. To understand the nature of business environment.
2. To gain insight regarding the business cycle and its impact on business.
3. To impart knowledge of the governing acts related to business.
4. To acquire knowledge about the strategic decision making involved in business environment.
5. To relate the measures adopted by various firms.

COURSE OUTCOMES (CO)

1. Understand the concepts in business environment globally and in Indian context
2. Learn the concept of business cycle.
3. Understand social responsibility and social audit.
4. Acquire an overview about the Consumer Protection Act.
5. Understand the concepts of privatization and liberalization.

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	M
CO2	M	L	L	M	L	M
CO3	M	L	L	M	L	M
CO4	H	L	M	L	L	M
CO5	M	L	L	L	L	M

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

Syllabus

Unit I: Introduction

- The Concept of Business Environment (K1, K2, K3)
- Meaning and definition - nature and significance (K1, K2, K3)
- Brief overview of political, cultural, legal environment (K1, K2, and K3)
- Economic and social environment (K1, K2, K3)
- Impact on business and strategic decisions (K1, K2, K3)
- Cultural heritage (K1, K2, K3)

Unit II: Environment

- Political environment (K1, K2, K3)
- Rights according to Indian Constitution (K1, K2, K3)
- Economic roles of Government in business (K1, K2, K3)
- Legal environment (K1, K2, K3)
- Laws applicable in Indian context (K1, K2, K3)
- Environmental influence on business (K1, K2, K3)

Unit III: Business Cycle

- Economic Systems and their impact of business (K1, K2, K3)
- Business cycle (K1, K2, K3)
- Inflation and deflation – meaning – causes – effects control (K1, K2, K3)
- Measures to be adopted by business firms to reduce the evil effects of business cycle (K1, K2, and K3)
- Financial Environment (K1, K2, K3)
- Financial system Commercial Banks. (K1, K2, K3)

Unit IV: Governing Acts

- Consumer Protection Act (K1, K2, K3)
- Environment Protection Act (K1, K2, K3)
- Social responsibility towards customers and community (K1, K2, K3)
- Business Giving (K1, K2, K3)
- Social Audit (K1, K2, K3)
- Corporate Social Responsibility (K1, K2, K3)

Unit V: Privatization and Liberalization

- Privatization – meaning (K1, K2, K3)
- Ways of privatization (K1, K2, K3)
- Privatization in India (K1, K2, K3)
- Liberalization – meaning (K1, K2, K3)
- Globalization – meaning – merits and demerits. (K1, K2, K3)

Examples and case studies of Globalization (K1, K2, K3)

Textbooks

1. Sankaran S, Business Environment, Margham Publications, Chennai, Latest Edition.
2. Shaw William, Business Ethics, Delmar Thomas Learning, Latest Edition.

Reference Books

1. Francis Cherunilam, Business Environment: Text and Cases, Latest Edition.
2. Jayaprakash Reddy, Business Environment, APH Publishing Corporation, 2004.
3. Velasquez, Business Ethics, Prentice Hall of India, 5th Edition, 2004.

SEMESTER III
UEHAB20 – ELECTIVE I B: LOGISTICS & SUPPLY
CHAINMANAGEMENT

Year: II Sem: III	Course Code: UEHAB20	Title of the Course: Logistics & Supply Chain Management	Course Type: Theory	Course Category: Elective	H/W 5	Credits 4	Marks 100
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Objectives

1. To acquire insight in the fundamentals of supply chain management.
2. To learn the drivers involved in Supply Chain.
3. To correlate the network design options suitable for various organisations.
4. To describe the impact of revenue management and coordination in managerial levers.
5. To relate the logistics concept in a healthcare set up.

COURSE OUTCOMES (CO)

1. Understand and identify the stages and scope of logistics and supply chain management.
2. Develop the conceptual knowledge about the process of supply chain and its drivers.
3. Relate the various network decision options available.
4. Compare the pricing strategies adopted by various firms.
5. Identify and relate the stakeholders and their impact on supply chain in healthcare sector.

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)

Syllabus

Unit I: Understanding Supply Chain

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

Unit II: Drivers of Supply Chain and Distribution Network

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

Unit III: Demand and Planning in Supply Chain

- Forecasting- Meaning- Definition (K1, K2, K3)
- Forecasting Methods (K1, K2, K3)
- Aggregate planning in supply chain management (K1, K2, and K3)
- Levers in aggregate planning (K1, K2, K3)
- Pricing in supply chain management- Multiple Customer Segment (K1, K2, K3)
- Perishable Products Seasonal Demand Bulk and Spot Contracts (K1, K2, K3)

Unit IV: IT and Coordination in Supply Chain Management

- Role of IT in supply chain management (K1, K2, K3)
- Customer Relationship Management (K1, K2, K3)
- Internal Supply Chain Management (K1, K2, K3)
- Supplier Relationship Management (K1, K2, K3)
- Coordination in supply chain management- Bullwhip Effect (K1, K2, K3)
- Obstacles and Levers in coordination (K1, K2, K3)

Unit V: Logistics Management in Healthcare Sector

- Flow of Logistics in Healthcare sector (K1, K2, K3)
- Application in Hospitals (K1, K2, K3)
- Features in LSCM in health sector (K1, K2, K3)
- Models (K1, K2, K3)
- Analysis in the logistics system. (K1, K2, K3)

Framework of logistics in Healthcare sector (K1, K2, K3)

Textbooks

1. Chopra S and P Mendil, Supply Chain Management: Strategy, Planning and Operations, Pearson Education, 2nd Edition, 2006.
2. Ronald H Ballou and Samir K. Srivastava, Business Logistics/ Supply Chain Management, 5th Edition, 2012.

Reference Books

1. Donald J. Bowersox and David J. Closs, Logistical Management, Tata McGraw Hill, 2nd Edition, 2013.
2. David Simchi, Levi, Designing and Managing Supply Chain, Tata McGraw Hill, New Delhi, 3rd Edition, 2008.

SEMESTER III

USHAC320 - SKILL BASED ELECTIVE III: WELLNESS MANAGEMENT

Year: II Sem: III	Course Code: USHAC320	Title of the Course: Wellness Management	Course Type: Theory	Course Category: Skill Based Elective III	H/W 2	Credits 2	Marks 60
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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 (CO)

1. Enhance personality management and emotional intelligence with SWOT analysis.
2. Develop skills to identify stressors to manage stress.
3. Develop skills to give priority to urgent and important work to save time.
4. Improve skills to manage conflict, crisis, events and responsible use of technology.
5. 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)

Syllabus

Unit I: Self-Management

- Self-awareness (K1, K2, K3)
- Dimensions of Personality Development (K1, K2, K3)
- Interpersonal Relations (K1, K2, K3)
- Types of complexes (K1, K2, K3)
- Emotional Intelligence (K1, K2, K3)
- SWOT analysis (K1, K2, K3)

Unit II: Stress Management

- Meaning, definition and sources of stress (K1, K2, K3)
- Lifestyle stressors (K1, K2, K3)
- Symptoms of stress (K1, K2, K3)
- Guidelines to reduce stress (K1, K2, K3)
- Workplace humor (K1, K2, K3)
- Anger Management (K1, K2, K3)

Unit III: Time Management

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

Unit IV: Situations Management

- Conflict Management (K1, K2, K3)
- Crisis Management (K1, K2, K3)
- Event Management (K1, K2, K3)
- Responsible use of technology (K1, K2, K3)
- Responsible use of social media (K1, K2, K3)
- Change management (K1, K2, and K3)

Unit V: Health and Nutrition Management

- Need for a healthy diet (K1, K2, and K3)
- Balanced diet (K1, K2, K3)
- Meditation (K1, K2, K3)
- Simple exercises for a healthy living (K1, K2, K3)
- Lifestyle and disease (K1, K2, K3)
- 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/balanceddiet#importance>
3. <https://www.gaiam.com/blogs/discover/meditation101techniquesbenefitsandabeginnershowto>

SEMESTER IV
UCHAH20 - HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

Year: II Sem: IV	Course Code: UCHAH20	Title of the Course: Human Resource Management and Development	Course Type: Theory	Course Category: Core	H/W 6	Credits 4	Marks 100
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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 integrate the understanding of various HR concepts along with the domain concept to make correct business decisions.
5. To understand the development, implementation, and evaluation of organizational health and safety policies and practices.

COURSE OUTCOMES (CO)

1. Gain knowledge in basic concepts of Human Resource Management and enable in drafting an HR planning model.
2. Develop the competency to recruit select, train employees and appraise the performance of the employees.
3. 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.
4. 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
5. Inculcate values and ethics in Human Resource Management.

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)

Syllabus

Unit I: Introduction

- Introduction, scope and objectives of HRM (K1, K2, K3)
- HRM Planning need and advantages (K1, K2, K3)
- HRM planning process (K1, K2, K3)
- Human Resource Information System (K1, K2, K3)
- Difference between HRM and personnel management. (K1, K2, K3)
- Qualities of HR Manager (K1, K2, K3)

Unit II: HR Functions I

- Recruitment (K1, K2, K3)
- Selection (K1, K2, K3)
- Induction and Orientation (K1, K2, K3)
- Performance Appraisal (K1, K2, K3)
- Methods of Performance Appraisal (K1, K2, K3)
- Training (K1, K2, K3)

Unit III: HR Functions II

- Talent acquisition and retention (K1, K2, K3)
- Career planning (K1, K2, K3)
- Quality work life (K1, K2, K3)
- Job Analysis (K1, K2, K3)
- Job design (K1, K2, K3)
- Participative Management (K1, K2, K3)

Unit IV: Welfare Measures and Disputes

- Employee welfare (K1, K2, K3)
- Safety Programs (K1, K2, K3)
- Health (K1, K2, K3)
- Job stress (K1, K2, K3)
- Trade Union (K1, K2, K3)
- Causes and Settlement of Disputes (K1, K2, K3)

Unit V: Ethics and Challenges

- Separations (K1, K2, K3)
- HR audit (K1, K2, K3)
- Values and Ethics in HRM (K1, K2, K3)
- Ethical issues in HRM (K1, K2, K3)

Challenges in HRM (K1, K2, K3)

Evolution of Human Resource management and its role in hospitals (K1, K2, K3)

Textbooks

1. Aswatappa, Human Resource Management and Personnel Management, Tata McGraw Hill Publications, Eighth Edition, 2017.
2. V.S.P.Rao, Human Resource Management: Text and Cases, Excel Books, 3rd Edition, 2010.

Reference Books

1. P L Rao, Human Resource Management, Excel Books, 2004.
2. P C Tripathi, Human Resource Development, Sultan Chand & Sons, 1999.
3. R.C. Goyal and D. K. Sharma, Hospital Administration and Human Resource Management, 7th Revised Edition, 2017.

SEMESTER IV
UCHAI20 - HOSPITAL OPERATIONS MANAGEMENT – II

Year: II Sem: IV	Course Code: UCHAI20	Title of the Course: Hospital Operations ManagementII	Course Type: Theory	Course Category: Core	H/W 5	Credits 4	Marks 100
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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 (CO)

1. Understand the factors responsible for good public relations and discuss on common problems of public relations in the hospitals.
2. Recognize and interrelate the structure and the overall functioning of materials department.
3. Familiarize with the Billing system and payment systems in a hospital and understand the functions of MRD.
4. Perceive the functions of engineering service department and its service types.
5. 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)

Syllabus

Unit I: Public Relations and Marketing

- PRO – Objectives (K1, K2, K3)
- Functions (K1, K2, K3)
- Methods of PRO (K1, K2, K3)
- Dealing with the Press and the Public (K1, K2, K3)
- Reception and Front Office (K1, K2, K3)
- Duties of receptionist (K1, K2, K3)

Unit II: Material Management

- Purchase (K1, K2, K3)
- Procurement- Quote (K1, K2, K3)
- 2.3 CRS (K1, K2, K3)
- Quality and Quantity (K1, K2, K3)
- Stores (K1, K2, K3)
- Warehouse & Distribution (K1, K2, K3)

Unit III: Medical Records & Billing and Insurance

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

Unit IV: Engineering Services

- Hospital Planning and Design (K1, K2, K3)
- Civil Engineering and Buildings Maintenance (K1, K2, K3)
- Electrical Engineering Mechanical Engineering (K1, K2, K3)
- Biomedical Engineering-Water Supply and Sewage (K1, K2, K3)
- Central Medical Gas- Environment Engineering- Bioengineering (K1, K2, K3)
- Management information System- Air Condition Engineering (K1, K2, K3)

Unit V: Support Services

- Central Sterile Supply- Department Human Resource (K1, K2, K3)
- Finance Department – Laundry (K1, K2, K3)
- Housekeeping- Estate Management (K1, K2, K3)

Transport- Nutrition & Dietary – Mortuary (K1, K2, K3)
Telemedicine – Audit (K1, K2, K3)
Security – Fire and Disaster (K1, K2, K3)

Textbooks

1. Kunders G.D, Facilities Planning and Arrangement in Healthcare, Prison BooksPvt. LTD, 2004.
2. B.M. Sagarkhar, Principles of Hospital Administration and Planning, Jaypee Publications, New Delhi, 2nd Edition, 2009.

Reference Books

1. Syed Amin Tablish, Hospital and Nursing Homes Planning, Organizations and Management, Jaypee Publications, New Delhi, 1st Edition, 2005.
2. Sharma, Step By Step Hospital Designing and Planning, Paperback, 2010.
3. Gupta Shakti, Modern Trends in Planning and Designing Of Hospitals: Principles And Practice With Cd Rom Hardcover, 2007.

SEMESTER IV
UCHAJ20 - INTRODUCTION TO RESEARCH METHODOLOGY

Year: II Sem: IV	Course Code: UCHAJ20	Title of the Course: Introduction to Research Methodology	Course Type: Theory	Course Category: Core	H/W 5	Credits 4	Marks 100
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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 utilize statistical tools to analyze aspects of research and to draft research report.

COURSE OUTCOMES (CO)

1. Understand the various types of research and apply it in real life study.
2. Distinguish the types of research design, understand the concept of Hypothesis and formulate the same.
3. Comprehend the various types of sampling techniques, scaling techniques and measurements.
4. Distinguish various types of data collection methods and enable the students to draft questionnaire incorporating the scaling techniques.
5. Enable the students to analyze 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)

Syllabus

Unit I: Introduction

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

Unit II: Research Design

- Defining research problem (K1, K2)
- Research design- Features of good research design (K1, K2, K3)
- Types of research design – factors affecting research design (K1, K2, K3)
- Hypothesis- Meaning – Definition – Need for hypothesis (K1, K2, K3, K4)
- Formulation of hypothesis – Types of hypothesis (K1, K2, K3, K4)
- Test of hypothesis – Type I and Type II error (K1, K2, K3, K4)

Unit III: Sampling and Scaling

- Sampling techniques (K1, K2, K3)
- Types of sampling (K1, K2, K3, K4)
- Merits and demerits of Probability Sampling (K1, K2, K3)
- Merits and demerits of Non Probability Sampling (K1, K2, K3)
- Scaling – Types (K1, K2, K3, K4)
- Measurements – Classification (K1, K2, K3)

Unit IV: Data Collection

- Collection of primary and secondary data (K1, K2, K3)
- Interview techniques (K1, K2, K3)
- Survey and interview method – merits and demerits (K1, K2, K3)
- Questionnaire – pre requisites of using questionnaire (K1, K2, K3, K4)
- Structured and Unstructured questionnaire (K1, K2, K3, K4)
- Types of secondary data (K1, K2, K3)

Unit V: Data analysis and Report writing

- Steps in report writing (K1, K2, K3, K4)
- Introduction to Statistical Packages (K1, K2, K3)
- Descriptive: Percentage Analysis – Charts (K1, K2, K3, K4)
- Inferential Analysis: Mean- Median- Mode (K1, K2, K3, K4)
- Range- Variance- Standard Deviation (K1, K2, K3, K4)
- Correlation – Regression- Chi-square – 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

UCHAK20 - ACCOUNTING FOR HOSPITAL ADMINISTRATORS – II

Year: II Sem: IV	Course Code: UCHAK20	Title of the Course: Accounting for Hospital Administrators II	Course Type: Theory	Course Category: Core	H/W 6	Credits 4	Marks 100
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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 communicates 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.
5. To apply and analyze various tools and techniques of management accounting and determine optimal managerial decision.

COURSE OUTCOMES (CO)

1. Gain knowledge in basic concepts, tools and techniques of management accounting.
2. Be able to analyze the annual reports of an organisation and interpret the required financial information by calculating various ratios.
3. Classify the costs to better understand the business expenses and prepare cost sheet by breaking cost based on its types.
4. Prepare funds flow statement, cash flow statement and evaluate the fund movements and cash position of an organization.
5. 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)

Syllabus

Unit I: Introduction

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

Unit II: Ratio Analysis

Ratio Analysis Calculation of various ratios (K1, K2, K3)
Profitability ratios (K1, K2, K3, K4)
Liquidity ratios (K1, K2, K3, K4)
Solvency ratios (K1, K2, K3, K4)
Turnover ratios (K1, K2, K3, K4)
Capital Structure ratios (K1, K2, K3, K4)

Unit III: Funds Flow and Cash Flow

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

Unit IV: Cost Accounting

Classification of costs – Methods of Costing (K1, K2, K3)
Elements of Cost sheet (K1, K2, K3, K4)
Pricing of Materials – Methods of pricing (K1, K2, K3)
FIFO (K1, K2, K3, K4)
LIFO (K1, K2, K3, K4)
Process Costing (K1, K2, K3, K4)

Unit V: Marginal Costing & Budgetary Control

Marginal Costing – Meaning – Introduction to all concepts (K1, K2, K3)
Cost Volume Profit Analysis excluding managerial decision making (K1, K2, K3, K4)

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

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

Flexible Budget (K1, K2, K3, K4)

Production Budget (K1, K2, K3, K4)

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 & Co., New Delhi, 2006.

SEMESTER IV
UAHSM20 - ALLIED IV: HEALTH SERVICES MARKETING

Year: II Sem: IV	Course Code: UAHSM20	Title of the Course: Health Services Marketing	Course Type: Theory	Course Category: Allied	H/W 5	Credits 5	Marks 100
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Objectives

1. To understand the concepts, functions, and techniques of the craft of marketingservices.
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 challengesinherent in managing and delivering quality services.
5. To evaluate the intertwined role of service personnel and customers concerningservice delivery, failures, and recovery issues.

COURSE OUTCOMES (CO)

1. Understand the similarities and differences in service based and physical productbased marketing activities.
2. Develop the competency to plan, create, price and distribute new service.
3. Understand the various strategies used for competition analysis, promotion andbranding the service to avoid service failure.
4. Acquire the ability to manage and improve service quality and customer relationships.
5. Understand and identify the role of employee and consumer in service deliveryprocess 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)

Syllabus

Unit I: Introduction to Marketing and Service Marketing

- Basic Marketing concepts (K1, K2, K3)
- Evolution of marketing concepts (K1, K2, K3)
- Marketing and service marketing mix (K1, K2, K3)
- Concept of service (K1, K2, K3)
- Classification of service (K1, K2, K3)
- Challenges and issues in services marketing. (K1, K2, K3)

Unit II: Building Service Model

- Growth of service (K1, K2, K3)
- Career opportunities in service sector (K1, K2, K3)
- Planning and creating services (K1, K2, K3)
- Development of new services (K1, K2, K3)
- Distribution of services (K1, K2, K3)
- Pricing Service (K1, K2, K3)

Unit III: Competition Analysis and Strategies

- Competitive Threats (K1, K2, K3)
- Competition analysis (K1, K2, K3)
- Competitive Advantage (K1, K2, K3)
- Service failures and Recovery (K1, K2, K3)
- Service branding (K1, K2, K3)
- Promotion (K1, K2, K3)

Unit IV: Customer Behavior

- Consumer behavior in services (K1, K2, K3)
- Customer expectations and perceptions of service (K1, K2, K3)
- Service quality (K1, K2, K3)
- Determinants of service quality (K1, K2, K3)
- CRM (K1, K2, K3)
- Framework of CRM (K1, K2, K3)

Unit V: Delivering and Performing of Services

- Managing service demand (K1, K2, K3)
- Managing service capacity (K1, K2, K3)
- A Service encounter (K1, K2, K3)
- Moment of truth (K1, K2, K3)
- Service Interaction Process (K1, K2, K3)
- Enhancing employee participation and customer participation (K1, K2, K3)

Textbooks

1. Rama Mohana Rao. K, Services Marketing, 2nd Edition, 2011.

- Philip Kotler et al, Marketing, 14th Edition, 2013.

Reference Books

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

SEMESTER IV
USHAD420 – SKILL BASED ELECTIVE IV: PRACTICAL:
COMMUNICATION SKILLS IN HINDI

Year: II Sem: IV	Course Code: USHAD420	Title of the Course: Communication Skills in Hindi	Course Type: Practical	Course Category: Skill Based Elective IV	H/ W 2	Credits 2	Marks 60
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Objectives

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

COURSE OUTCOMES (CO)

- Learn the basic words and phrases.
- Develop the skill of communicating in a hospital scenario through practice
- Learn Hindi numerals.
- Be able to direct and speak politely and with due respect.
- 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)

Syllabus

Unit I: Basics

Words - Meaning - Translating Sentences
(K5)

Unit II: Words

Numbers/Weeks/Days/Years/Months (K5)

Unit III: Pronunciation

Proper Pronunciation. (K5)

Unit IV: Rules

Avoiding Rude Language/ Using Polite Language Phrases (K5)

Unit V: Statements

Commonly used Statements - Greetings. (K5)

Text Books

1. N. Sreedharan, Spoken Hindi, Sura Books, 2012.
2. Rupert Snell, Get Started in Hindi Absolute Beginner Course, 2014.

Reference Books

1. Suresh Kumar, Ramanath Sahai, English-English-Hindi Dictionary, 2015.
2. Krishna Gopal Vikal, Learn Hindi in 30 Days through English, 2005.
3. Ajay Kumar Bhalla, Learn Hindi Through English, 2013.

SEMESTER V
UCHAL20 – QUALITY IN HEALTHCARE

Year: III Sem: V	Course Code: UCHAL20	Title of the Course: Quality in Healthcare	Course Type: Theory	Course Category: Core	H/W 6	Credits 4	Marks 100
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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 (CO)

1. Gain Knowledge in the history of quality and quality principles and understand the seven tools of quality.
2. Analyze the need for healthcare quality management in hospitals and identify the variation in medical practice and implication for quality.
3. Recognize, categorize and evaluate clinical and operational issues and ways to address it for efficient patient safety.
4. Understand and differentiate types of audit and gain knowledge in various accreditations and its benefits.
5. 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)

Syllabus

Unit I: Introduction to Quality

- Concept and definitions - Dimensions of service quality (K1, K2, K3)
- History of quality principles (K1, K2, K3)
- Customer and types of customer - Continuous quality improvement (K1, K2, K3)
- Seven tools of quality - Check Sheet - Control chart (K1, K2, K3)
- Stratification - Pareto chart - Histogram - Scatter Diagram (K1, K2, K3)
- 5s - Six Sigma - Kaisen - Lean Management and Reengineering (K1, K2, K3)

Unit II: Healthcare Quality

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

Unit III: Patient Safety and Medical Errors

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

Unit IV: Audit & Accreditation in Healthcare

- Clinical quality (K1, K2, K3)
- Auditing - Meaning - Types (K1, K2, K3)
- Auditing - steps and benefits (K1, K2, K3)
- Accreditation ISO - NABH (K1, K2, K3)
- JCI and other standards (K1, K2, K3)
- Benefits of accreditation (K1, K2, K3)

Unit V: Organization and Roles in Quality

- Quality Policy (K1, K2, K3)
- Quality Steering committee (K1, K2, K3)
- Quality Council (K1, K2, K3)

Quality team (K1, K2, K3)

Healthcare performance indicator (K1, K2, K3)

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, Washington, D.C., 2004.

Reference Books

1. Raj Kumar, Acts Applicable to Hospitals in India, The Christian Medical Association of India, New Delhi, 2009.
2. Jayakumar, Total Quality Management, Lakshmi Publication, 7th Edition, 2014.
3. Sharma Karun Dev, Quality System Implementation in Health Care Establishments, Jaypee Brothers Medical Publishers, 1st Edition, 2014.

SEMESTER V
UCHAM20 - ORGANIZATIONAL BEHAVIOUR

Year: III Sem: V	Course Code: UCHAM20	Title of the Course: Organizational Behavior	Course Type: Theory	Course Category: Core	H/W 6	Credits 4	Marks 100
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Objectives

1. To enable and understand the basic concepts of Organizational behavior.
2. To analyze individual and group behavior, and understand the implications of organizational behavior on the process of management.
3. To understand the concept of perception and learning and demonstrate skills required for working in groups.
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 (CO)

1. Understand the basic concepts, theories and models of Organizational behavior.
2. Develop the perceptual skills and its application in the decision making process and gain knowledge in the factors affecting learning and effective learning process.
3. Understand the group dynamics and acquire skills required for working in groups.
4. Understand the various determinants of Stress and coping strategies to develop skills to resolve organizational conflicts.
5. Analyze and compare different theories used to explain individual behavior.

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)

Syllabus

Unit I: Introduction

- Nature and concept of OB (K1, K2, K3)
- Challenges of OB (K1, K2, K3)
- Ethical issues in OB (K1, K2, K3)
- Role of OB (K1, K2, K3)
- OB model (K1, K2, K3)
- Hawthorne Experiments (K1, K2, K3)

Unit II: Perception and Learning

- Nature of human behavior (K1, K2, K3)
- Models of man (K1, K2, K3)
- Perception (K1, K2, K3)
- Managerial applications of developing perceptual skills (K1, K2, K3)
- Learning (K1, K2, K3)
- Factors affecting learning (K1, K2, K3)

Unit III: Personality and Group Dynamics

- Personality theories (K1, K2, K3)
- Measurement of personality (K1, K2, K3)
- Attitude (K1, K2, K3)
- Attitudes relevant for OB (K1, K2, K3)
- Group Dynamics (K1, K2, K3)
- Types of group dynamics (K1, K2, K3)

Unit IV: Conflict

- Organization Conflict (K1, K2, K3)
- Role conflict (K1, K2, K3)
- Conflict resolution (K1, K2, K3)
- Stress (K1, K2, K3)
- Coping strategies of stress (K1, K2, K3)
- Management by objectives (K1, K2, K3)

Unit V: Motivation and Leadership Theories

- Maslow's need hierarchy theory (K1, K2, K3)
- Herzberg two factor theory (K1, K2, K3)
- Vroom's expectancy theory and McClelland's need theory (K1, K2, K3)
- X and Y theory (K1, K2, K3)

Leadership theories (K1, K2, K3)

Leadership styles (K1, K2,

K3)Case study for all chapters.

Textbooks

1. Keith Davis and John W. Newstrom, Organizational Behavior: Human Behavior at Work, Tata McGraw Hill, Delhi, 12th Edition, 2017.
2. L.M.Prasad, Organizational Behavior, Sultan Chand & Sons, 5th Edition, 2014.

Reference Books

1. Stephen. P. Robbins and Timothy A Judge, Organizational Behavior, Prentice Hall India, 18th Edition, 2018.
2. Udai Pareek, Understanding Organizational Behavior, Oxford University Press, 3rd Edition, 2011.
3. Stephen P. Robbins and Seema Sanghi, Organizational Behaviour, Pearsons Education, 11th Edition, 2005.

SEMESTER V
UCHAN20 – GLOBAL HEALTHCARE SYSTEM

Year: III Sem: V	Course Code: UCHAN20	Title of the Course: Global Healthcare System	Course Type: Theory	Course Category: Core	H/W 5	Credits 4	Marks 100
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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 (CO)

1. Realize the challenges faced by hospitals which have implemented medical tourism in their system.
2. 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.
3. 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.
4. 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.
5. 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)

Syllabus

Unit I: Introduction and Medical Tourism

- Global healthcare - Meaning - History (K1, K2, K3)
- Evaluation of Global healthcare (K1, K2, K3)
- Medical Tourism (K1, K2, K3)
- Global Economy in Healthcare (K1, K2, K3)
- Medical Tourism Destination (K1, K2, K3)
- Challenges and Opportunities (K1, K2, K3)

Unit II: National Health Service

- Leadership and Governance (K1, K2, K3)
- Health information system (K1, K2, K3)
- Health Financing (K1, K2, K3)
- Medical products and technologies (K1, K2, K3)
- Human resource for health (K1, K2, K3)
- Service Delivery (K1, K2, K3)

Unit III: Canadian Healthcare

- Leadership and Governance (K1, K2, K3)
- Health information system (K1, K2, K3)
- Health Financing (K1, K2, K3)
- Medical products and technologies (K1, K2, K3)
- Human resource for health (K1, K2, K3)
- Service Delivery (K1, K2, K3)

Unit IV: Japan Healthcare

- Leadership and Governance (K1, K2, K3)
- Health information system (K1, K2, K3)
- Health Financing (K1, K2, K3)
- Medical products and technologies (K1, K2, K3)
- Human resource for health (K1, K2, K3)
- Service Delivery (K1, K2, K3)

Unit V: Malaysia Healthcare

- Leadership and Governance (K1, K2, K3)
- Health information system (K1, K2, K3)
- Health Financing (K1, K2, K3)
- Medical products and technologies (K1, K2, K3)

Human resource for health (K1, K2, K3)
Service Delivery (K1, K2, K3)

Textbooks

1. Helen Deresky, International Management: Managing Across Borders and Cultures, Text and Cases, Pearson Education, 8th Edition, 2014.
2. Haruka Sakamoto et al, Health Care in Japan: Volume 9 (Rutledge Library Editions: Japan) Hardcover, 2010.

Reference Books

1. Hardwar Praveen, Latest in Healthcare Management Paperback, 2015.
2. NHS, The Handbook to the NHS Constitution , 2019.
3. Richard Nadeau , Eric Beranger, et al, Health Care Policy and Opinion in theUnited States and Canada, 2014.

SEMESTER V
UCHAP20 -
PROJECT

Year: III Sem: V	Course Code: UCHAP20	Title of the Course: Project	Course Type: Practical/ Theory	Course Category: Core	H/W 2	Credits 4	Marks 100
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Objectives

1. To discover potential research areas in the field of management and hospitaladministration.
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 forthe problems.
5. To improve the decision making skills of the students.

COURSE OUTCOMES (CO)

1. Identify the existing problem in the work environment.
2. Devise a suitable plan for solving the problem.
3. Understand and interrelate fundamental aspects based on the available literatures.
4. Analyse and interpret data for decision making.
5. Document and provide feasible solutions which will promote the organisationgrowth 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)

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

UEHAC20 - ELECTIVE II A: HEALTHCARE INSURANCE

Year: III	Course Code: UEHAC20	Title of the Course: Health Care Insurance	Course Type: Theory	Course Category: Elective	H/W 5	Credits 5	Marks 100
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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 (CO)

1. Acquire knowledge on basic terminologies of insurance and describe the role of health insurance for individuals.
2. Understand the various types of health insurance policies offered to individuals in India and the rules that govern and protect policy holders.
3. Familiarize with various health insurance policies offered by Government for poorer sections of the society.
4. Understand the basic tools and principles of underwriting and the rules governing the same.
5. 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)

Syllabus

Unit I: Introduction

- Introduction to Insurance (K1, K2, K3)
- Concept of Health insurance (K1, K2, K3)
- Health care - Determinants - Levels of Healthcare (K1, K2, K3)
- Types - Factors affecting Health system in India (K1, K2, K3)
- Evolution of Health Insurance in India (K1, K2)
- Health insurance market (K1, K2, K3)

Unit II: Products of Health Insurance I

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

Unit III: Products of Health Insurance II

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

Unit IV: Underwriting

- Health Insurance Underwriting - Need for underwriting (K1, K2, K3)
- Principles and tools of underwriting in Health insurance (K1, K2, K3)
- The underwriting process (K1, K2, K3)
- Group health insurance (K1, K2, K3)
- Underwriting of Overseas Travel Insurance (K1, K2, K3)
- Underwriting of Personal Accident Insurance (K1, K2, K3)

Unit V: Health Insurance Claims

- Claims Management (K1, K2, K3)
- Management of Health Insurance Claims (K1, K2, K3)
- Claim process - Cashless settlement process (K1, K2, K3, K4)
- Documentation in Health Insurance Claims (K1, K2, K3)
- Role of Third Party Administrators (TPA) (K1, K2, K3)
- 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: It's Relation to the Public Health, BiblioBazaar, 2009.
3. Thomas K T, Sakthivel R, Health Insurance in India, LAP Lambert Academic Publishing, 2012.

SEMESTER V
UEHAD20 – ELECTIVE II B: E BANKING

Year: III Sem: V	Course Code: UEHAD20	Title of the Course: E-Banking	Course Type: Theory	Course Category: Elective	H/W 5	Credits 5	Marks 100
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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 (CO)

1. Acquire conceptual knowledge of E-banking, describe its features and compare it with traditional banking.
2. Understand the need for computerization in banks and describe the advantages and disadvantages of online banking.
3. Introduce the need for security and apply those to overcome cybercrimes.
4. Familiarize the crypto system followed in E-banking.
5. 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)

Syllabus

Unit I: Introduction

- Electronic Banking: Traditional Banking Vs E-Banking (K1, K2, K3)
- Facets of E-Banking (K1, K2, K3)
- E-Banking transactions - Truncated cheque and Electronic cheque (K1, K2, K3)
- Models for E-banking - Complete centralized solution - Features CCS - Cluster approach (K1, K2, K3)
- Hi tech Bank with in Bank Advances of E-Banking (K1, K2, K3)
- Constraints in E-Banking (K1, K2, K3)

Unit II: Online Banking

- Online Banking - Introduction - Concept and meaning (K1, K2, K3)
- The electronic delivery channels - Need for computerization (K1, K2, K3)
- Automatic Teller Machine (ATM) at home –Electronic Fund Transfer (EFT) uses(K1, K2, K3)
- Computerization in clearing houses (K1, K2, K3)
- Tele banking on home computers (K1, K2, K3)
- Electronic Money Transfer uses of EMT (K1, K2, K3)

Unit III: E Banking in India

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

Unit IV: Security I

- E-Banking Security – Introduction - Need for security (K1, K2, K3)
- Security concepts - Privacy –Survey - Findings on security attack - Cybercrimes (K1, K2, K3)
- Reasons for Privacy Tampering Encryption –Meaning - The encryption process (K1, K2, K3)
- Cryptogram – Cryptanalyst - Cryptography - Types of Cipher systems – Code systems (K1, K2, K3)
- Cryptography – Cipher – Decipher – Jumbling - Asymmetric (K1, K2, K3)
- Crypto system - Data Encryption Standard (DES) (K1, K2, K3)

Unit V: Security II

- E-Builder solutions Digital certificate - Digital Signature & Electronic Signature(K1, K2, K3)
- E-Security solutions — solutions providers – E-locking technique – E-lockingservices - Netscape security solutions (K1, K2, K3)
- Pry Zone – E - software security - Internet Transactions - Transaction security(K1, K2, K3)
- PKI Sierras - Internet solutions –security devices (K1, K2, K3)
- Public Key Infrastructure (PKI) - Firewalls Secure Ledger (FSL) (K1, K2, K3)
- 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, 1Jul 2017.
2. N S Toor, Arundeeep 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 V
UGHAA521 – NON MAJOR ELECTIVE I: MANAGEMENT
INFORMATIONSYSTEMS

Year: III Sem: V	Course Code: UGHAA521	Title of the Course: Management Information Systems	Course Type: Theory	Course Category: Non Major Elective I	H/W 3	Credits 4	Marks 100
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Objectives

1. To enable and understand the basic concepts of management information systems.
2. To analyze operational and tactical information systems in functional areas of business.
3. To develop skills in planning and development with the management information system.
4. To acquire skills to organize management information systems.
5. To learn and understand the concept of Hospital Information System.

COURSE OUTCOMES (CO)

1. Identify strategic uses of information systems in management.
2. Evaluate operational and tactical information systems in functional areas of business including marketing, finance and human resource.
3. Enhance skills in planning, analyzing and designing information systems.
4. Realize the roles and responsibility of information system professionals to control issues related to information theft.
5. Gain Knowledge in various Hospital Management software used for prescribing medicines, laboratory reports and logistics and inventory management.

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)

Syllabus

Unit I: Introduction to Information Systems and application in Functional Business Areas

- A Manager's view of Information Systems (K1, K2, K3)
- An Introduction to concepts of system and Organizations (K1, K2, K3)
- Strategic Uses of Information Technology (K1, K2, K3)
- Business Process in Engineering (K1, K2, K3)
- Information Technology (K1, K2, K3)
- Information Technology and Business Process (K1, K2, K3)

Unit II: Applications of Information Systems

- Applications to Operational Information systems to Business -
Operation marketing information system (K1, K2, K3)
- Operational human resource information system (K1, K2, K3)
- Tactical and Strategic Information systems to Business (K1, K2, K3)
- Tactical accounting and financial information system (K1, K2, K3)
- Tactical marketing information system (K1, K2, K3)
- Tactical human resource information system (K1, K2, K3)

Unit III: Planning and Development of Information Systems

- Information systems Planning (K1, K2, K3)
- Critical Success Factors (K1, K2, K3)
- Business System Planning (K1, K2, K3)
- System development life cycle (K1, K2, K3)
- System Analysis. (K1, K2, K3)
- Evaluating alternative design (K1, K2, K3)

Unit IV: Organization of Information systems

- Introduction - Centralized/ De-Centralized/ Distributed Data Processing (K1, K2, K3)
- Allocation of Responsibilities in Distributed Data Processing (K1, K2, K3)
- Effective Organization of Information Processing Activities (K1, K2, K3)
- Roles & Responsibilities of Information Systems Professionals (K1, K2, K3)
- Career paths and Management of Data Processing (K1, K2, K3)
- The Organization and Management of End-User Computing (K1, K2, K3)

Unit V: Hospital Information systems (HIS)

- Introduction to HIS- Definition - Need of HIS- Functional areas of HIS
- Utilization of HIS - Structure of HIS - Importance of HIS (K1, K2, K3)
- Managing information in hospitals, Functional areas in a hospital, structuring of HIS, users and access control - Development and implementation (K1, K2, K3)
- Hospital Management Software (HMS) - Application of MIS - Hospital Information Systems (HIS) or Hospital Information Technology (HIT) – Telemedicine (K1, K2, K3)
- Laboratory Information System (LIS)
- Health information management - Logistic and Supply chain
- Data analytics - Electronic Health - E-governance (K1, K2, K3)

Textbooks

1. Robert Schulthesis, Mary Sumner, Management Information Systems: The Manager's view, Tata McGraw Hill, 2006.
2. Haag, Cummings and McCubbrey, Management Information Systems for the Information Age, Tata McGraw Hill, 6th Edition, 2005.

Reference Books

1. Gordon Davis, Management Information Systems: Conceptual Foundations, Structure and Development, Tata McGraw Hill, 2000.
2. James A, O'Brien, Management Information Systems, Tata McGraw Hill, 6th Edition 2004.
3. S.A Kelkar, Hospital Information Systems: A Concise Study, Prentice Hall India Learning Private Limited, 2010.

SEMESTER V

USHAE520 - SKILL BASED ELECTIVE V: PRACTICAL: ACCOUNTING PACKAGES

Year: III Sem: V	Course Code: USHAE520	Title of the Course: Accounting Packages	Course Type: Practical	Course Category: Skill Based Elective V	H / W 2	Credits 2	Marks 100
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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 (CO)

1. Gain knowledge in various accounting packages and the basics of Tally ERP 9.0
2. Be trained in creating company, enter accounting vouchers and to print profit and loss and Balance Sheet.
3. Prepare inventory and stock items for an organisation and print the stock summary report.
4. Understand how to create and maintain cost categories, cost centres of a product for easy processing of sales and purchase inventories.
5. 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)

Syllabus

Unit I: Introduction

Introduction to Accounting Software Packages : Marg – Zip books – Profit Books – Money Manager Ex – Quick Books – Zoho Books – Vyapar – MProfit – Marg ERP – Tally (K1)

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 (K5)

Unit III: Inventory and Stock

Fundamentals of Inventory – Stock Groups – Stock categories – Godowns /Locations –Units of Measure Stock items (K5)

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) (K5)

Unit V: Introduction to Ratio Analysis

Ratio Analysis (K5)

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

Reference Books

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

SEMESTER VI
UCHAP20 - PUBLIC HEALTH AND COMMUNITY

Year: III Sem: VI	Course Code: UCHAP20	Title of the Course: Public Health and Community	Course Type: Theory	Course Category: Core	H/W 8	Credits 4	Marks 100
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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 (CO)

1. Understand the history of medicine, dawn of scientific medicine and healthcare revolution.
2. Analyze the principles of health management and planning cycle and various health delivery systems.
3. Understand the uses of Epidemiology and concepts of screening for disease.
4. Realize and differentiate communicable and non-communicable diseases and conceptualize various National Health Planning in India and its impact.
5. 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)

Syllabus

Unit I: History of Medicine Overview

- Medicine in antiquity (K1, K2, K3)
- Scientific approach (K1, K2, K3)
- Modern medicine (K1, K2, K3)
- Healthcare revolution (K1, K2, K3)
- Concept of health and health diseases (K1, K2, K3)
- Man and medicine (K1, K2, K3)

Unit II: Concepts of Health and Disease

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

Unit III: Principles of Epidemiology

- Definitions and basic measurement of epidemiology (K1, K2, K3)
- Epidemiologic methods (K1, K2, K3)
- Descriptive epidemiology (K1, K2, K3)
- Uses of epidemiology (K1, K2, K3)
- Screening for Disease (K1, K2, K3)
- Sensitivity and specificity (K1, K2, K3)

Unit IV: Disease: Concept, Cause and Control

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

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

- Nutrition and health (K1, K2, K3)
- Social science and medicine (K1, K2, K3)
- Environment and health (K1, K2, K3)
- Health information and statistics (K1, K2, K3)
- Mental health service (K1, K2, K3)
- 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, 2017.
2. Virginia Berridge, Public Health: A Very Short Introduction, Paperback, 2016.

Reference Books

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

SEMESTER VI
UCHAQ20 - MATERIALS AND EQUIPMENT MANAGEMENT

Year: III Sem: VI	Course Code: UCHAQ20	Title of the Course: Materials and Equipment Management	Course Type: Theory	Course Category: Core	H/W 8	Credits 4	Marks 100
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Objectives

1. To understand the structure and overall functioning of the materials management.
2. To identify, differentiate and analyze the functions of materials management departments.
3. To recognize, evaluate and design the inventory control system for economical functioning of the hospital.
4. To categorize, plan and implement audits of inventory and materials system.
5. To develop, organize and implement the materials management system in the hospital.

COURSE OUTCOMES (CO)

1. Understand the need and importance of materials management in the hospital.
2. Develop and manage a purchase system for the hospital.
3. Plan and implement equipment purchase and develop audit and maintenance systems for hospital equipment.
4. Understand, interrelate various aspects of receiving and inspection and stores in materials management.
5. Recognize the importance of value and inventory management in materials management and select the appropriate methods for sustainable economic functioning.

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)

Syllabus

Unit I: Materials Management

Introduction Definition and Function (K1,K2,K3)
Goals and Objectives of Materials Management (K1,K2,K3)
Materials Cycle (K1,K2,K3)
Functions of Materials Manager (K1,K2,K3)
Problems and Issues in Hospitals (K1,K2,K3)
Information Systems for Materials Management (K1,K2,K3)

Unit II: Purchasing

Objectives and Elements of Purchasing (K1,K2,K3)
Purchasing System (K1,K2,K3)
Purchasing Cycle (K1,K2,K3)
Purchase Procedures Legal and Ethical Aspects (K1,K2,K3)
Conditions of Contract (K1,K2,K3)
Financial Rules - Arbitration (K1,K2,K3)

Unit III: Equipment Purchase and Maintenance

Planning of Equipment (K1,K2,K3)
Selection of Equipment (K1,K2,K3)
Import of Equipment (K1,K2,K3)
Equipment Utilization and Operation (K1,K2,K3)
Equipment Repair and Maintenance (K1,K2,K3)
Equipment Audit (K1,K2,K3)

Unit IV: Inspection, Storage and Distribution of Materials

Planning - Consideration of Stores (K1,K2,K3)
Inspection of Materials (K1,K2,K3)
Verification of Materials (K1,K2,K3)
Storage of Materials (K1,K2,K3)
Distribution of Materials (K1,K2,K3)
Condemnation and Disposal (K1,K2,K3)

Unit V: Scientific Inventory Management

Codification and Standardization (K1,K2,K3)
Value Analysis (K1,K2,K3)
Inventory Control - Lead Time - Safety Stock and Reorder level (K1,K2,K3)
Economic Order Quantity (EOQ) (K1,K2,K3)
Selective Controls (K1,K2,K3)
Case Studies on Inventory Control (K1,K2,K3, K4)

Textbooks

1. Shaki Gupta and Sunil Kant, Hospital Stores Management: An Integrated Approach, Jaypee Publications, New Delhi, India, 2004.
2. WHO, Maintenance and Repair of Laboratory, Diagnostic, Imaging and Hospital Equipment (WHO, Geneva), 2014.

Reference Books

1. Donald J. Bowersox and David J. Closs, Logistical Management, Tata McGrawHill, 2nd Edition, 2013.
2. David Simchi, Levi, Designing and Managing Supply Chain, Tata McGraw Hill, New Delhi, 3rd Edition, 2008.
3. Ajay Kaul, Hospitality Logistics Management, Hardcover, 2012.

SEMESTER VI
UCHAR20 - INTERNSHIP (2 MONTHS)

Year: III Sem: VI	Course Code: UCHAR20	Title of the Course: Internship	Course Type: Practical	Course Category: Core	H/W -	Credits 8	Marks 100
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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 (CO)

1. Identify work and its function in the economy
2. Develop communication, interpersonal and other critical skills for employability.
3. Realize the importance of professionalism in the workplace.
4. Gain ethical experience in organizational culture.
5. 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)

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 overall 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
UGHAB620 - NON MAJOR ELECTIVE II: PRACTICALS: ADVANCED EXCEL

Year: III Sem: VI	Course Code: UGHAB620	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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Objectives

1. To introduce the students to the basic of Microsoft Excel.
2. To acquaint students with spreadsheet concept, functions, formula; graphing tools and tables.
3. To enable the students to use a spreadsheet to track data and automatically see sums averages and totals.
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 serve better in an organization.
5. To enable the students ready with required skill for employability in the job market.

COURSE OUTCOMES (CO)

1. Gain knowledge in basics and advanced Microsoft Excel.
2. Be trained in creating worksheet, enter data set and can perform all arithmetic operations using formulas.
3. Prepare and can calculate the pay roll of employees in an organization.
4. Understand how to create and extract pivot table from the data set.
5. 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)

Syllabus

Unit I: Introduction to Microsoft Excel

Entering and Revising Data - Moving Data within a Workbook - Finding and Replacing Data - Correcting and Expanding Upon Worksheet Data - Defining a Table - Naming Groups of Data - Creating Formulas to Calculate Values - Finding and Correcting Errors in Calculations (K5)

Unit II : Formatting and Filters

Formatting Cells- Defining Styles - Applying Workbook Themes and Table Styles - Adding Images to Worksheets - Limiting Data That Appears on Your Screen - Manipulating List Data - Defining Valid Sets of Values for Ranges of Cells (K5)

Unit III: Creating Dynamic Lists by Using PivotTables

Sorting Data Lists-- Looking Up Information in a Data List - Analyzing Data Dynamically by Using Pivot Tables - Filtering, Showing, and Hiding PivotTable Data - Editing PivotTables - Formatting PivotTables -Creating PivotTables from External Data (K5)

Unit IV: Analyzing Alternative Data Sets

Defining an Alternative Data Set -Defining Multiple Alternative Data Sets - Varying Your Data to Get a Desired Result by Using Goal Seek - Finding Optimal Solutions by Using Solver - Analyzing Data by Using Descriptive Statistics - Consolidating Multiple Sets of Data into a Single Workbook - Grouping Multiple Sets of Data (K5)

Unit V: Creating Charts and Graphics 235

Creating Chart - Customizing the Appearance of Charts - Finding Trends in Your Data - Adding Graphics to Spreadsheet - Creating Dynamic Charts by Using Pivot Charts - Creating Diagrams by Using Smart Art (K5)

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
USHAF620 - SKILL BASED ELECTIVE VI: SOCIAL
ENTREPRENEURSHIP

Year: III Sem: VI	Course Code: USHAF620	Title of the Course: Social Entrepreneurship	Course Type: Theory	Course Category: Skill Based Elective VI	H/ W 2	Credits 2	Marks 100
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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 (CO)

1. Understand the theory of social entrepreneurship, and distinguish social entrepreneurship from other entrepreneurial and social work.
2. Be able to identify the different forms of social enterprise including nonprofit proprietorship, trust and section 25 companies.
3. Identify an unsatisfactory social equilibrium, and actively pursue a solution to create a more just, fair, and sustainable model.
4. Learn the opportunities of social entrepreneurship by understanding the concept of startups, incubation center, venture capital and CSR fund.
5. 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

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

Unit II: Forms of Social Enterprises

- Profit and nonprofit Proprietorships (K1, K2, K3)
- Partnership Company (K1, K2, K3)
- Nongovernmental organization (K1, K2, K3)
- The Limited liability Company (K1, K2, K3)
- Section 25 Companies (K1, K2, and K3)
- Factors governing the selection of Suitable form of ownership Business Organization (K1, K2, and K3)

Unit III: Sustainable Development

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

Unit IV: Opportunities for Social Entrepreneurs

- Methods of sensing opportunities and fields of opportunities (K1, K2, K3)
- Steps to ensure a successful start (K1, K2, and K3)
- Startups and incubation (K1, K2, K3)
- Accessing venture capital (K1, K2, K3)
- CSR funds (K1, K2, and K3)
- Types of CSR (K1, K2, K3)

Unit V: Successful Social Entrepreneurship Initiatives

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

Textbooks

1. Jayshree Suresh, Entrepreneurial Development, Margham Publication, 4th Edition, 2012.
2. Robert, Michael, Dean A. Shepherd, Entrepreneurship, Tata McGraw Hill, 6th Edition, 2006.

Reference Books

1. S. S. Khanka, Entrepreneurial Development, Sultan Chand & Sons, Latest Edition, 2006.
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, Routledge Taylor & Francis Group, 2014.