



# GUJARAT TECHNOLOGICAL UNIVERSITY

Program Name: Post Graduate Diploma in Hospital Management

Level: Post Graduate Diploma

Course / Subject Code: DH01077041

Course / Subject Name : Hospital Administration-1

w. e. f. Academic Year:	2024 - 2025
Semester:	1
Category of the Course:	Core Course (CC)

<b>Prerequisite:</b>	An Overview of how hospitals function within the healthcare system. Integration of services within hospital departments. Familiarity with standards of patient care and quality assurance practices. Introduction to the legal framework governing healthcare systems and hospital. Knowledge of laws related to patient rights, privacy, and confidentiality
<b>Rationale:</b>	Hospital department management ensures that various units within a hospital, from emergency services to specialized departments, operate efficiently and cohesively. This includes optimizing resource allocation, improving workflows, and fostering interdepartmental communication, all of which contribute to better patient outcomes and operational efficiency. Nursing services are the backbone of patient care, requiring meticulous management to maintain staffing levels, ensure continuous professional development, and uphold care standards. Proper management of nursing services directly impacts patient satisfaction and the overall quality of care. Patient care services encompass a broad range of activities aimed at improving patient experiences and outcomes, including coordination of care, patient education, and support services.

## Course Outcome:

After Completion of the Course, Student will able to:

No	Course Outcomes	RBT Level
01	To Understand the hospital and its various services operations, supervision, and management of all hospital departments & overview of Hospital structure in India	Understand
02	To study the Role of different Hospital committees functions & importance in Hospital	Understand
03	To apply & measure patient care services & nursing care services in Hospital. To develop required skills for overall Hospital Administration	Apply
04	To understand applicable laws to hospital in its routine Functions and medico legal aspects of Healthcare & Hospital.	Understand
05	To Understand the tasks and responsibilities of the hospital administrator is crucial for the daily management of the hospital, its regular operations, and the application of responsibilities in hospital function.	Understand & Apply

\*Revised Bloom's Taxonomy (RBT)



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## Teaching and Examination Scheme:

Teaching Scheme (in Hours)			Total Credits L+T+ (PR/2)	Assessment Pattern and Marks				Total Marks
L	T	PR	C	Theory		Tutorial / Practical		
				ESE (E)	PA / CA (M)	PA/CA (I)	ESE (V)	
4	0	0	4	50	50	0	0	100

## Course Content:

Unit No.	Content	No. of Hours	% of Weightage
1.	<b>Basic Concept of Health &amp; Healthcare Services</b>  Concept of Health, History of Healthcare System, Healthcare Scenario, Healthcare Delivery System in India – Primary, Secondary, Tertiary Care, Types & Classification of Hospital  <b>Clinical Services</b>  Out Patient Services, Emergency Services Department, In – Patient Department, Operation Theater, Intensive Care Unit, CCU, NICU, PICU, Cardiac Catheterization Services, Obstetric and Gynecologic Wards & Labor room	10	10
2.	<b>Diagnostic &amp; Therapeutic Services</b>  Laboratory Services, Radiology Services, Pharmacy Services, Transfusion Services (Blood Bank), Day Care Services, Bio Medical Services  <b>Support &amp; Utility Services</b>  CSSD, Linen & Laundry Services, Dietary Services, Hospital Housekeeping Services, Hospital Engineering Services, Hospital Transportation System, Mortuary Services in Hospital, Pharmacy Services  <b>Hospital Utilization Statistics</b>	15	15



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	Average Length of Stay (ALOS), Bed Occupancy Rate , Turn Over Interval, Other all Hospital Statistics		
3.	<p><b>Patient Care Services</b></p> <p>Meaning and scope of patient care services, significance of patient care, role of administration in patient care, Interviews, Questionnaires, Observations, Exit Interview, Reporting and Compliance, Patient's Complaints / Feedback</p> <p><b>Nursing Services &amp; Administration</b></p> <p>Objective of nursing service, organization &amp; management of nursing service, factors influencing ward management, Nursing audit, Nursing care standards in ward management</p> <p><b>Duties &amp; Responsibilities of the Hospital Administrator/ CEO</b></p> <p><b>Daily Reports of Hospital Departments</b></p>	8	15
4.	<p><b>Medico Legal Aspects of Healthcare</b></p> <p>Constitution of India Preamble and Fundamental Rights, Bhartiya Nyay Samhita,2023 (BNS) // Bhartiya Sakhya Adhinyam (BSA) // Bhartiya Nagrik Surakhsha Sanhita,2023 (BNSS) and brief Court Procedures, Rights and Duties of Patient/Doctor and Hospital, Professional Ethics and Doctor Patient Relationship, Consumer Protection Act 1986, Clinical Establishment Act, Nursing Council Act/MCI Act, Labour Laws related to hospital, Concept and Types of Medico legal cases, MLC procedures and Documentation, Injury and Death certificates, Medical Negligence and compensation with illustrative cases, Preventive Steps for Doctor and Hospital to avoid Litigation, Consent Form-Life Support- High Risk-Dying Declaration-death Certificate-Post Mortem, Hospital Related Acts- MTP Act –PNDT Act-Transplantation of Human Organ Act, Legal Requirements of Licenses/Certificates for Hospital</p>	12	10
5.	<p><b>Application of Concept</b></p> <p>All the students of the program will be given practical assignments/Quiz on the application of the above mentioned topics from the syllabus. The applications of the theory concepts would be in the form of Hospital</p>	15	CEC (50 Marks)



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Visit, Project on Hospital Services Management, SOP Making of Hospital, Case Study, Presentation, Group Project etc.		
<b>Total</b>	<b>60</b>	<b>100</b>

## Suggested Specification Table with Marks (Theory):

Unit No.	Unit Title	Teaching Hours	Distribution of Theory Marks (Assessment as per Revised Bloom's Taxonomy Level*)						Total Marks
			RM	UN	AP	AN	EL	CR	
I	Basic Concept of health & Healthcare Services, Clinical Services	10	00	05	05	00	00	00	10
II	Diagnostic & Therapeutic Services, Support & Utility Services, Hospital Utilization Statistics	15	00	05	05	05	00	00	15
III	Patient Care & Nursing Services Management, Duties of Hospital Administrator	8	00	05	05	05	00	00	15
IV	Medico Legal Aspects in Healthcare	12	00	05	05	00	00	00	10
	<b>Total</b>	<b>45</b>	<b>00</b>	<b>20</b>	<b>20</b>	<b>10</b>	<b>00</b>	<b>00</b>	<b>50</b>

Where R: Remember; U: Understanding; A: Application, N: Analyze and E: Evaluate C: Create (as per Revised Bloom's Taxonomy)

## References/Suggested Learning Resources:

### (a) Books:

S. No.	Title of Book	Author	Publication with place, year and ISBN	Edition
1	Hospital Administration	D C Joshi, Mamta Joshi	Jaypee Brothers, New Delhi.	Latest Edition
2	Emergency Medical Services & Disaster Management	D.K. Dave & Shakti Gupta	Jaypee Brothers, New Delhi.	Latest Edition



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3	Hospital Administration	CM Francis & Mario C De Souza	Jaypee Brothers, New Delhi.	Latest Edition
4	Hospital Patient Care Relationship Coordinator	G.P. Mogli	Jaypee Brothers, New Delhi.	Latest Edition

**(b) Open source software and website:**

1. <https://www.youtube.com/watch?v=3CnhOVyrYIo>
2. <https://www.youtube.com/watch?v=prUUISgdQIM>
3. <https://www.youtube.com/watch?v=yor7aTpwaQw>

**Suggested Project List, if any:**

SOP & Policy Making, Project Report on Hospital Visit

**Suggested Activities for Students, if any:**

Presentation, Group Project, Case Study discussion etc.

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