

Healthcare Management

Course Objectives

The course is designed to understand management of key activities in a hospital like front desk operation and to understand eHealthcare systems and its features. It also helps in knowing more about different lab certifications and waste management. It is focused on how to establish and sustain global competitiveness in healthcare services.

Syllabus

Front desk activities in a hospital environment-special skills needed in HR- Characteristic features of hospital services and its planning-Electronic Healthcare Records Management-Automation of front desk activities and other features of integrated Hospital Information System- medical records management- Lab certification- waste disposal-services outsourcing in hospitals-location and layout decisions- green hospital concept.

Expected Outcome

By completing the course, student should be able to understand and handle the functions at the front desk in an automated environment. It sheds light on lab certifications to go global for wider acceptance and standardization. Green Hospital Concept is stressed to save energy and proper waste management while designing new hospital layouts. Features of Hospital Information Systems and its benefits also form part of this course.

References

1. G.D.Kunders Designing for Total Quality in Healthcare Prism Books Pvt.Ltd, Bangalore.
2. Goel, S.L and Kumar 2004. Hospital supportive services Deep and Deep Publications, New Delhi.
3. NHS Guide to good Practices in Hospital Administration National Health Services, London.
4. Syed Amin Tabish Hospital and Health Services Administration Jaypee Brothers Medical Publishers, New Delhi.
5. S.L. Goel, Healthcare Management and Administration, Deep & Deep Publications Pvt. Ltd. New Delhi.
6. Srinivasan, A.V. (ed.), Managing a Modern Hospital, Response Books, New Delhi.
7. Liewellyne Davis and H.M. Macacaulay, Hospital Administration and Planning, JP Brothers, New Delhi, 2001.

8. Arun Kumar (ed) Encyclopedia of Hospital Administration and Development, Anmol Publications, New Delhi.

COURSE PLAN

I Hospital types such as Government, Private, Corporate and public. Functional areas in hospital services management, services offered in hospitals, skills needed in Human capital in hospitals, Characteristic features of hospital services and Principles of hospital planning and execution.

2 Front office management- outpatient and inpatient admissions and discharge – Admission and discharge procedures -Emergency services

First Internal Examination

3 Classification of medical records and significance, their automation using EHR, its maintenance for Medical statistics, materials records, management of patient records and personnel records electronically, functionality of computerized hospital information systems (HIS), merits and demerits of CHIS, trends in HIS, Legal and other operational records including Discharge summaries.

Second Internal Examination

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Lab classification, managing laboratories, their functions and management, accreditation of labs NABL, ISO certification of laboratory procedure and process. Maintaining hygiene in hospital environment. Basic and special cleaning, Odour control- solid, liquid waste disposal, Safety, Pest control, Interior decoration, outsourcing hospital house keeping services.

5 Location decision and layout decision of hospitals, green hospital concept and designing for low energy consumption, Department allocation criteria in the building for improved productivity, Designing easy scale-up, Automated patient handling and equipment handling systems-e-alert systems with e-checkin and e-checkout facility.

Final Exam