

SANGEETHA NATARAJAN



# Hospital SUPPORTIVE services

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# Preface

This book is essentially intended as a textbook for the postgraduate course of Hospital Administration and other related courses. It can, however, be used by anybody who is interested in acquiring a basic knowledge about supportive services rendered by a hospital apart from its Patient/clinical care.

The aim of this book is to explain in a simple language what are the supportive services that a hospital can provide and how well it can be managed by a Hospital Administrator. The contents of this book, more or less, conform to the syllabus proposed for the courses on Hospital Administration regarding Hospital Supportive Services, by various Universities.

The book comprises of four parts altogether. The first part builds up awareness about the Hospital Supportive Services and brings out their significance. The second part describes the different forms of supportive services that can be offered in a hospital like: Nutrition and Dietary services, Pharmacy, Medical records, Laundry services and Housekeeping, Transportation, Mortuary, Communication system, Energy conservation methods and Cost containment measures. The third part deals with Hospital Services Engineering and Maintenance which covers related topics like: Services Engineering and Maintenance, Maintenance programs in Hospitals, Electrical supply, Water supply, Medical gas pipelines, Plumbing, Sanitation, Air conditioning system, Hot water and steam supply, Biomedical engineering department. The last part Hospital Security Services also touches very important aspects like: Security Services, Fire protection, Engineering Hazards, Radiology Hazards and Disaster Management.

I sincerely hope that this book will be useful for the students as well as the faculty connected with Hospital Administration subject especially Supportive Services.

**SANGEETHA NATARAJAN**

# About the Author

Sangeetha Natarajan is the Lecturer and Head of Hospital Administration Department in Tiruppur Kumaran College for Women, Tiruppur, Tamil Nadu. She is a Gold Medalist from Bharathiar University, Coimbatore, Tamil Nadu, in MBA Degree examination. She has completed her MPhil and presently pursuing PhD (Finance). She has more than 7 years of teaching and training experience. She has authored numerous research articles in reputed National and International journals and presented several papers in seminars and conferences successfully. She has received honour and awards from Bharathiar University, for her academic excellence.



# Hospital SUPPORTIVE services



Hospital supportive services refer to numerous services provided by hospitals to the patients and their families. This book attempts to explain in a simple language what are the supportive services that a hospital can provide and how well it can be managed by a Hospital Administrator.

The book comprises four parts altogether. The first part builds up awareness about the Hospital Supportive Services and brings out their significance. The second part describes the different forms of supportive services that can be offered in a hospital like Nutrition and Dietary services, Pharmacy, Medical records, Laundry services and Housekeeping, Transportation, Mortuary, Communication system, Energy conservation methods and Cost containment measures. The third part deals with Hospital Services Engineering and Maintenance which covers related topics like Services Engineering and Maintenance, Maintenance programs in Hospitals, Electrical supply, Water supply, Medical gas pipelines, Plumbing, Sanitation, Air conditioning system, Hot water and steam supply, Biomedical engineering department, etc. The last part, Hospital Security Services, covers some very important topics like Security Services, Fire protection, Engineering hazards, Radiology hazards and Disaster Management.

Relevant diagrams have been added from different websites to facilitate easy understanding for the students and to add value to the text. At the end of the chapters, detailed reference list of books, journals, websites, from which articles, papers and related texts are referred and from which the concepts are added to the text, have been provided, along with the Questions and relative case studies to strengthen the context for students. This book would prove to be useful for the students as well as the faculty connected with Hospital Administration subjects especially Supportive Services.

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