

Diploma in Hospital Management (D.H.M.)



Effective from Academic Year (2020-2021)

Shri Govind Guru University

Godhra

❖ **Course Title:** Diploma in Hospital Management (DHM)

❖ **OBJECTIVES:**

To gain comprehensive understanding of all aspects relating to financial statements, principles, procedures of accounting and their application to different practical situations

❖ **DURATION AND NATURE OF COURSE:**

The duration of the **D.H.M.** programme shall be one-year

❖ **Medium:** - English/Gujarati

❖ **Tenure:** June to November (Sem.-1) & December to May (Sem.-2)

❖ **Intake capacity:** 30

❖ **Attendance:**

A candidate shall be considered to have pursued a regular course of study if he/she attends 75% of the total number of sessions conducted in each semester during his/her study and duly certified by the coordinator/principle to have attended the 75% of sessions separately in each course in the respective semester.

To be eligible for the evaluations through Term End Examinations, candidate shall be required to secure minimum attendance of 75%, failing which a candidate shall not be allowed to appear in the Examination. Condonation of attendance where required as per university rules.

❖ **Passing Standard:**

Minimum marks in Each Paper to pass is 40%.

❖ **Eligibility:** Any graduate from recognized University in India or its equivalent.

❖ **Admission Process:** Admission will be offered strictly on the basis of merit list.

Admissions under reservation category will be followed as per University rules.

❖ **Job profiles in accounting field is as follows:**

Hospital, public sector health Department etc.

Diploma in Hospital Management (D.H.M.)

Course Structure SEMESTER – I

Subject Code	Paper No.	Course Name	Internal Marks	External Marks	Total Marks	Credits	Total Teaching Hours
DHM 01	01	Principles of Hospital Management	30	70	100	04	15 Wks x 4 hrs = 60
DHM 02	02	Managerial Accounting & Computer Basics	30	70	100	04	15 Wks x 4 hrs = 60
DHM 03	03	Hospital Planning and marketing	30	70	100	04	15 Wks x 4 hrs = 60

SEMESTER – II

Subject Code	Paper No.	Course Name	Internal Marks	External Marks	Total Marks	Credits	Total Teaching Hours
DHM 04	04	Hospital Administration	30	70	100	04	15 Wks x 4 hrs = 60
DHM 05	05	Hospital & Human Resource Management	30	70	100	04	15 Wks x 4 hrs = 60
DHM 06	06	Laws Related to Hospital Services	30	70	100	04	15 Wks x 4 hrs = 60

**DIPLOMA IN HOSPITAL MANAGEMENT(DHM)
SEMESTER – I**

**Paper No-01: Principles and Practices of Management and Organizational Behavior
Subject Code: DHM 01 Course credit: 04**

Teaching Hours: 60

Marks: 70

Unit	Content
1	Basic concepts of Management: Definition - Evolution of Management Thought - Functions of Management - Planning - Nature and Purpose - Setting Objectives - Management by Objectives - Organizing - Nature and Purpose - Departmentation - Line and Staff Authority -Decentralization - Centralization - Authority Responsibility - Accountability and Power.
2	Directing - Communication – Process of Communication Hierarchy - Maslow’s Need of Hierarchy and Herzberg two factor theory - Leading – Trait Theory, Blake and Montain’s Managerial Grid, Hersey Blanchard’s Situational Leadership. - Process of Controlling - PERT - CPM - Work Study - Quality Circles
3	Decision making - Nature & purpose - Principles Decision Making Definition - Step Of Decision Making - Group Decision Making - Advantage & Dis Advantage - Guideline of Effective Decision Making - Decision Tree -Buries Of Decision Making - Meaning of Personality - Development of Personality - Nature & dimensions of attitude - Organizational Commitment
4	Motives - Characteristics - Classification of Motives - Primary Motives – Secondary Motives - Morale - Definition & relationship with productivity - Morale Indicators:Theories of Work motivation - Maslow’s Theory of Need Hierarchy - Herzberg’s Theory of Job Loading
5	Group Dynamics & Teams - Theories of Group Formation - Formal Organization & Informal Groups & their interaction - Importance of teams - Formation of teams -Team Work

Suggested Readings and Reference Books:

References Book:-:

1. Essentials of Management – By Harold Koontz & Heinz Wehrich – 7th Ed. – Tata McGraw Hill.
2. Essentials of Management – By Joseph L. Massie – Prentice Hall India.
3. Management of OrganisationBehaviour –By Paul Hersey & Blanchard – Prentice Hall India.
4. OrganisationalBehaviour – By John W. Newstrom – Tata McGraw Hill.

5. Organisational Behaviour – By Fred Luthans – McGraw Hill Intl.
 6. Management Information System – By Dr. P.C. Pardeshi & Others.

Paper No-02: Managerial Accounting & Computer basics
Subject Code: DHM 02

Course credit: 04
 Teaching Hours: 60
 Marks: 70

Unit	Content
1	Introduction - Origin of Accounting & its importance Taxation, Audit, etc. . Double Entry System of Accounts - Transactions – Debit & Credit - Classification of Accounts .Journal - Types of Journals/Subsidiary Books - Passing of Journal Entries, writing of narrations.
2	Ledger - Posting in Ledger - Balancing of Ledger Accounts, Preparation of Trial Balance, Depreciation, Preparation of Final Accounts, Working Capital Management - Needs of Working Capital Changes in Financial Statements, Budgetary Control, Elements of Cost of a Product/Service
3	Computer basics: Definition of a Computer, Computer generations, Types of computers, Memory, CPU, I-O devices, Secondary storages, Magnetic Tape, Disk, CD-ROM. Other recent developments-Scanners, Digitizer, Plotters, Printers Representation of Data: Information Software Concepts: Introduction to Programming, Flowcharts and Algorithms. Types of Softwares System software's, Application software's, Firmware software's Operating System-Introduction: Definition of an Operating System, Functions of an OS, Types of an OS, concept of I-O port. File management-FAT, file handling functions. Software and hardware interrupts. File Management: Types of computer MS-DOS, UNIX, MS-WINDOWS, Difference between two OS (Single & multi-user os) Operating system applications. . Office Automation Software (MS-Office 2000/MS-Office 2003: Word processing Software MS-Word.) Spreadsheet Software MS-Excel, Database Management Software MS-Access, Presentation Software MS-Powerpoint and other applications.. Introduction to Virus and Vaccines, Various types of Viruses & Vaccines
4	Basic Concept of Networking and Data Communications: Introduction to Networking & types of Networking. Basic communication concepts, Topologies, Protocols, Ethernet, TCP/IP etc. Introduction to Internet Technology: Explanation of Internet and its applications like Emailing, Chatting Browsing Data Uploading/Downloading etc.

5	Introduction to the software's related to the Hospital Management: 8 Hospital Management System, Payroll system, Accounting System, Inventory Control System & other computer applications in Hospitals
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Suggested Readings and Reference Books:

1. Useful Reading for Hospital Management – By Col. Khare& Others.
2. Basic Accounts & Finance for Non-Accounts – By Prof. D.K.Chatterjee- Himalaya Publishing House
3. Handbook on Accounting for Hospital Management– By Prof. D. K.Chatterjee - Himalaya Publishing House
4. Operating System Concept: by Peterson Biberachaty.
5. Operating System: by Millan Milenkoric.
6. Fundamentals of Computers: by Rajaraman.
7. Know your PC: by Peter Norton.
8. Computer Networks: by Andrew S. Tenenbaum.
9. Computer Network and Distributed Processing: by James martin.

Paper No-03:Hospital Planning and Marketing

Subject Code: DHM 03

Course credit: 04

Teaching Hours: 60

Marks: 70

Unit	Content
1	Types of Hospital Organization& Statutory Requirements for Planning, Steps in Hospital Planning: Need Assessment - Appointment of Planning Teams/Consultants - Appointment of Architect - Size of the Hospital - Design of the Hospital - Selection of the Contractor - Preparation of Architect's Brief. - Selection of the Size, Preparation of the Master plan. - Preparation of Schedule of Accommodation. - Layout, Grouping, Zoning & Phasing of Activities.
2	Circulation & Movements of Patients, Staff, Visitors of certain departments such as ICU, OT, Pediatric, Maternity ward. Planning for Water supply, Electricity, Drainage & Sewage disposal, Planning for Equipments& Purchase, Planning for various categories of Staff, Administrative action for Appointment, Training
3	Marketing Concepts, Need, principles, Significance, Customer Satisfaction, Market research, Marketing planning, Marketing Strategies, Profiles, Control and growth in marketing, Market Analysis, Segmentation

4	Targets, Product Mix, Pricing Mix. Marketing of hospital and Healthcare services: The Market mix, market plans, pricing decisions, etc Role of marketing in health care organizations, Strategic Marketing management- Concepts, planning & implementation methods
5	Concepts of Donor marketing - attracting funds, Planning and its promotion in a competitive market Corporate Health Services & Corporate health tie-ups

Suggested Readings and Reference Books:

1. Hospital Planning & Administration – WHO Monograph Series 54 – By R. Llewelyn, Davis & H.M.C. Macaulay – Indian Edition – Jaypee Brothers, New Delhi.
2. Hospital & Nursing Homes : Planning, Organisation, & Management – By Syed Amin Tabish – Jaypee Brothers, New Delhi
3. Principles of Hospital Administration & Planning – By B.M. Sakharkar – Jaypee Brothers
4. Hospital Administration – By C.M. Francis & MariocDesouza – Jaypee Brothers, New Delhi
5. Hospital Administration & Planning – By A.G. Chandorkar – Paras Medical Publisher.
06. Hospitals Planning, Design & Management – By Kunders & Gopinath.
6. Healthcare System & Management – By S.L. Goel – Deep & Deep Publisher
7. Management of Hospital – By S.L. Goel & R. Kumar – Deep & Deep Publisher

Paper No-04: Hospital Administration

Subject Code: DHM 04

Course credit: 04

Teaching Hours: 60

Marks: 70

Unit	Content
1	Routine Admission/Discharge Procedures/Discharge Summary, Hospital Utilisation Statistics - Average Length of Stay (ALS) - Bed Occupancy Rate - Turn Over Interval Daily Reports / Returns. - Hospital Census - Matron's Report - Medical Officer's Report - Casualty Report, Medico-Legal Cases - Report from ICU / ICCU – Security Report - Maintenance Department Report - OT List

2	Patient's Complaints. Medical Certificates, Hospital Committees - Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow up Actions, Patient Satisfaction Survey. • Interviews, Questionnaires, Observations, Group Discussions, Patient Opinion Polls, Report Writing.
3	Duty Roster of various categories of Staff, Availability of Materials - Critical Items, Stock Level, Procurement Methods. Administration of Patient Related Schemes - Medical Insurance (Cashless Benefit), CGHS, ECHS, CSMA, TPA, ESI.
4	Front Office: Duties & Responsibilities, Duties & Responsibilities of the Hospital Administrator/CEO. - In Profit Making Hospitals - In Non-Profit Making Hospitals Disaster Management/Disaster Plan, Hospital Security - Staff, Patients, New born babies, Female staff/Patients, Stores, Application of Hospital Information System (HIS) & Management Information System (MIS), Negotiation Skills - Purchase of Stores / Equipment, Union Matters, Collective Bargaining, Hospital Waste Management, Methods of Infection Control
5	Fire Fighting, Dealing with Crisis Situation, - Mob violence, Bomb threat, Terrorist strike, Mass casualties, Political agitation, Prisoners Standard Operating Procedures (SOPs).

Suggested Readings and Reference Books:

1. Sana's Guidelines for Hospital Infection Control – By Mohd. S. Khan – Jaypee Brothers, New Delhi.
2. Hospital Waste Management & its Monitoring – By Madhuri Sharma – Jaypee Brothers, New Delhi.
3. Medical Stores Management – By Shakti Gupta & Sunil Kant - Jaypee Brothers, New Delhi
4. Medical Records, Organisation & Management – By G.P. Mogli – Jaypee Brothers, New Delhi
5. Emergency Medical Services & Disaster Management – By D.K. Dave & Shakti Gupta – Jaypee Brothers, New Delhi
6. Hospital Waste Management – By A.G. Chandorkar – Paras Medical Publisher.
7. Hospital Infection Control – By S.A. Tabish – Academa, New Delhi.

Paper No-05:Human Resource Management
Subject Code: DHM 05

Course credit: 04
Teaching Hours: 60
Marks: 70

Unit	Content
1	Human Resource Management Functions of Human Resource Management – The Managerial Perspective - Objectives of Personnel Department - Human Resource Development (HRD), Position of the Personnel Department - Organization of the Personnel Department - Line – Staff Relationship - Manpower Planning & Development - Manpower Needs.
2	Job Analysis, Job Description & Specifications for Hospital Staff, Selection & Recruitment, Orientation, Manpower Developing & Training - Counseling
3	Career Planning, Promotion Policies - Separation - Employee Turnover – Wage Administration, Salary Administration, Employee Benefits & Social Security - Performance Appraisals: Techniques & Practices - Industrial Relations - Unions & their role - Settlement of disputes - Industrial Dispute Act - Collective bargaining.
4	Employee Communication, Dynamics of Behaviour at Individual Level – Group Dynamics, Issues Relating to Management of Professionals - Consultants, Specialists, Medical Officers, Nursing Staff, Other Paramedical Staff
5	Development of staff - In service Training, on job Training, Higher Courses, Specialised Training, Discipline - Punctuality - Dress code - Identification Behaviours of staff - Disciplinary action - Law of natural justice.

Suggested Readings and Reference Books: Reference Book

1. Personnel Management & Industrial Relations – By Rustom S. Davar – Vikas Publishing House
2. Human Resource Management – By Garry Dessler – Prentice Hall India
3. Human Resource & Personnel Management – By Aswathappa – Tata McGraw Hill
4. Human Resource Management – By Khan

Paper No-06:Laws related to Hospital Services

Subject Code: DHM 06

Course credit: 04

Teaching Hours: 60

Marks: 70

Unit	Content
1	Introduction & Legal Procedures - Court, Affidavit, Evidence, Complaint, Investigation, Oath, Offence, Warrant, Summons - Medico Legal Aspects of Emergency Services, Inquest - Police Inquest, Magistrate,,s Inquest, Criminal Courts in India & their Powers, General Important Legal Knowledge Pertaining to IPC, CRPC, Civil PC, Evidence Act.
2	Introduction to Indian Constitution - Preamble, Fundamental Rights, Rights & Responsibilities of Medical Person, Hippocratic Oath, Declaration of Geneva, List of Offences & Professional Misconduct of Doctors, as per Medical Council of India, Organisational & Procedural Laws
3	Indian Contract Act - Nursing Home-Registration Act - Birth-Death Registration Act, Labour Laws Applicable to a Hospital - Indian Trade Union Act 1926/Industrial Dispute Act 1947 - The Bombay Shops & Establishment Act - The Workmen"s Compensations Act.
4	The Industrial Employment (Standing Orders) Act 1946 - Payment of Wages Act. - Employee Provident Fund Act - Maternity Benefit Act11. Medical Establishment, Professional Negligence, Errors & Commission, Insurance Policy - General Claims Procedure, Laws Related to Medical Procedures - Medical Termination of Pregnancy Act 1971(MTP Act) - Prenatal Diagnostic Techniques, Regulations &Prevention of Misuse Act 1994 (PNDT Act)
5	Transplantation of human organs Act 1994, Consumer Protection Act 1986, Medical Negligence & Compensation, Medical Ethics/Doctor Patient Relationship, Preventive Steps for Doctors/Hospitals to Avoid Litigation - Consent Form - Life Support - Dying Declaration - Death Certificate - High Risk - Post Mortem - Illustrative Cases of Medical Negligence in India - Surgery - OBST/GYNAEC - Medicine - Pediatrics - Other Disciplines/Anaesthesia, Legal Requirements of Licences/Certificates for a Hospital

Reference Book

1. Parikh"s Text Book of Medical Jurisprudence & Toxicology – By Dr.

C.K. Parikh –CBS Publications

2. Medical Negligence & Compensation – By Jagdish Singh – Bharat Law, Jaipur.

3. Medical Negligence & Legal Remedies – By Anoop K. Kaushal – Universal

4. Medical Termination of Pregnancy Act.

Preconception & Prenatal Diagnostic Techniques (Prohibition of sex selection) Act 1994