PROFESSIONAL CERTIFICATE IN HOSPITAL ADMINISTRATION

Duration: 300 hrs.

Total Credits: 10

COURSE SYLLABUS

Objective

The course aims to provide students with an in-depth understanding of healthcare systems, including

the structure, functions, and components of hospitals. The student will learn Human Resources

Development with this course. This course also helps to know how an interview can face and how

would develop our language and to become a professional hospital administration executive.

Exit Profile

- Professional knowledge in Hospital Administration
- Able to do Computer Operation smoothly
- Get a thorough knowledge in accounting software – & SAP MM.
- Become a Tally direct certified holder.

Career Path

- Become a Professional Hospital Administration Executive
- Senior Hospital Administration Executive
- Manager Patient Care and Business Development Executive
- Medical Record Supervisor
- Hospital Administration Faculty

Course Outline

Course Name:	PROFESSIONAL CERTIFICATE IN HOSPITAL ADMINISTRATION	Duration:	300 Hours
Module	Topic	Dur.	Total Dur.
MODULE – I	BASIC CONCEPT OF HOSPITAL ADMINISTRATION	6	100
	GENERAL MANAGEMENT & HOSPITAL ADMINISTRATION	6	
	SUPPORTIVE DEPARTMENTS IN HOSPITAL ADMINISTRATION	6	
	BIO-MEDICAL WASTE MANAGEMENT	6	
	HEALTH MANAGEMENT INFORMATION SYSTEM	6	
	HR AND MARKETING	6	
	MATERIAL MANAGEMENT	6	
	DRUGS & PHARMACEUTICALS	6	
	HEALTH INSURANCE	6	
	DISASTER MANAGEMENT	6	
	QUALITY MANAGEMENT & INFECTION	5	
	CONTROL OPERATION & MAINTENANCE	5	
	GENERAL TERMS & FORMALITY	10	
	BASIC CONCEPT OF HOSPITAL ADMINISTRATION	10	
	GENERAL MANAGEMENT & HOSPITAL ADMINISTRATION	10	
MODULE – II	EPIDEMIOLOGY: PRINCIPLES, METHODS AND LIMITATIONS	12	100
	RESEARCH METHODOLOGY	12	
	MANAGERIAL ECONOMICS	12	
	HOSPITAL POLICIES, REGULATION AND MEDICO-LEGAL ISSUES	12	

	HOSPITAL RECORD MANAGEMENT	12	
	CUSTOMER MANAGEMENT	12	
	DISASTER AND RISK MANAGEMENT	14	
	INVENTORY CONTROL IN HOSPITALS	14	
MODULE - III	HRD – LEVEL 1	25	50
	HRD – LEVEL 2	25	
MODULE - IV	INTERVIEW & GROOMING	25	50
	LANGUAGE TRAINING	25	

Course Outline

MODULE:1

FUNDAMENTALS OF HOSPITAL MANAGEMENT

BASIC CONCEPT OF HOSPITAL ADMINISTRATION
- Concept of health & disease and well-being.
- Natural history of disease and role of hospitals in offering various levels of care
- Prevention aspect of diseases
- Dynamics of disease transmission
- Changing pattern of diseases
- Concept of health indicators

GENERAL MANAGEMENT & HOSPITAL ADMINISTRATION
- History and growth of management science
- Traditional management & modern health care management
- Evolution of management theory
- Healthcare management as a profession
- Evaluation of management concepts
- Management components i.e. planning, organizing, staffing, motivating, leading, coordination and controlling.
- Modern management concept and its implication in health sector

SUPPORTIVE DEPARTMENTS IN HOSPITAL ADMINISTRATION
- Methods of sterilization CSSD
- Nosocomial infection and hospital acquired infection control committee
- Laundry services
- Security services (general & others like fire, gas etc.)
- Transportation services (external & internal)
- Ambulatory care hospital stores
- Mortuary (preservation, transportation & religious formalities)
- Kitchen services
- House keeping
- Maintenance

BIO-MEDICAL WASTE MANAGEMENT
- Definition of biomedical waste
- BMW – segregation, collection, transportation, disposal
- Liquid BMW, radioactive waste, metals / chemicals / drug waste

HEALTH MANAGEMENT INFORMATION SYSTEM

- Why to have HMIS in hospital set up
- Health information system
- Hospital information system
- Management information system
- MIS as a tool to managerial control

HR AND MARKETING

- Rules & regulation as applicable to hospital employees
- Hospital need assessment: creation of new post & abolition of existing post
- Job description and full utilization of manpower. Cost effectiveness
- Selection & recruitment procedure
- Wage & salary. Qualification, experience, pay fixation, E.B.
- Manpower need assessment and performance indicator tools
- Manpower audit in hospital care industry.
- Training need assessment & in-service training
- Code of conduct and disciplinary proceeding.

MATERIAL MANAGEMENT

- Importance of material management
- Principles of material management, material forecasting
- Inventory management and analysis
- Import formalities relating to medical equipments
- Letter of credit, service contracts.
- Purchase style, need assessment
- Tender system
- Condemnation and disposal
- Economic order quantity, safety stock, lead time

DRUGS & PHARMACEUTICALS

- Drug management; present scenario
- Hospital pharmacy licenses, drug licenses, narcotics drugs
- Purchase of drugs and other consumable materials. Drug storage
- Pharmacy billing. Computerized drug management system
- Rational use of drugs and prescription audit
- Spurious drugs, banned drugs
- Procedure of drug indenting, on time drug dispensing
- Inventory control – ABC, VED, SDE, FSN analysis
- Methods of ordering
- Two bin system (lead time, buffer stock, reorder level)
- Cyclic system

HEALTH INSURANCE

- What is health insurance
- Medical insurance (cashless benefit),
- CGHS, ECHS, CSMA, TPA, ESI.
- Medical establishment, professional negligence, errors 2 & commission, insurance policy.
- general claims procedure.
- Billing, calming, insurance companies/employers.

DISASTER MANAGEMENT

- Emergency medical services & disaster management
- Disaster plan
- Introduction to disaster management geographical information system and it in disaster management
- risk assessment and vulnerability analysis
- Disaster preparedness and response recovery,
- Rehabilitation and reconstruction
- Reporting, information and documentation in disasters
- quality management & infection

CONTROL OPERATION & MAINTENANCE

- OR techniques and applications in hospital
- Linear programming
- Decision tree analysis
- Queuing theory, part, CPM, assignment model
- Management by objective
- Management by result

GENERAL TERMS & FORMALITY

- Admission requirements:
- Tuition fees:
- Course duration and schedule
- Curriculum and course content
- Attendance and participation
- Withdrawal and refund policy
- Code of conduct
- Changes to program

MODULE:2

PRINCIPLE AND JUDICIAL HOSPITAL ADMINISTRATION

EPIDEMIOLOGY: PRINCIPLES, METHODS AND LIMITATIONS
- Epidemiology — definition, functions, and characteristics
- Studying populations - basic demography
- The phenomenon of disease
- Measuring disease and exposure
- Standardization of rates and ratios
- Relating risk factors
- Analytic study designs
- Causal inference

RESEARCH METHODOLOGY
- Introduction to research methods
- Research design
- Design of sample survey
- Measurement of scaling concepts
- Data collection & analysis
- Report writing
- Computer applications

MANAGERIAL ECONOMICS
- Definition of economics
- Microeconomics
- Macroeconomics:
- Nature of managerial economics:
- Scope of managerial economics
- Demand analysis
- Demand definition:
- Law of demand:
- Exceptions to the law of demand:
- Factors effecting the demand:
- Elasticity of demand

HOSPITAL POLICIES, REGULATION AND MEDICO-LEGAL ISSUES
- MLCS in medical practice
- Labelling a case as MLC.
- General guidelines for dealing with medico legal cases
- Precautions to be taken in MLCS
- Guidelines for preservation of medico legal evidence
- Guidelines for preservation of medico legal documents

- Guidelines for handling of death in unit lines
- Guidelines to be followed in case of death in hospital
- Special precautions in cases of death in the hospital
- General guidelines for sudden death / found dead cases
- Special precautions for sudden death / found dead cases
- Death of individual while on sick transfer. A patient, who is proceeding
- Death of patient not accompanied by sick attendant
- Guidelines in case of death of patient accompanied by sick attendant

HOSPITAL RECORD MANAGEMENT

- The context of hospital records management
- Management of patient case notes
- Management of other hospital records
- Appraisal, storage and access issues

CUSTOMER MANAGEMENT

- Introduction to customer relationship management
- Customer value
- Analyzing profitability of customers
- Customer retention, acquisition and expectation
- Closed loop marketing
- Technology for customer relations
- Electronic-CRM
- Managing customer relations
- Segmentation, targeting and positioning
- Delivering customer offer
- CRM measurements
- Customer privacy
- Emerging trends in CRM
- Sales force automation

DISASTER AND RISK MANAGEMENT

- Introduction to disaster
- Interaction of hazards, vulnerability and disaster risk
- Understanding hazards
- The evolution of the study of disasters and risk
- A framework for disaster risk reduction
- Disasters and development
- Transdisciplinary nature of disaster risk reduction
- Disaster risk governance
- Climate change and adaptation

INVENTORY CONTROL IN HOSPITALS

- Hospital's inventory management
- General inventory management
- Inventory management levels
- Material management
- Administrative management
- Economic management
- Inventory management standard models
- ABC analysis
- ABC for inventory economic management and inventory storage
- Other inventory management and control approaches
- Inventory centralization of advanced warehouses
- Consignment stock/vendor managed inventory (VMI).

MODULE: 3

HUMAN RESOURCE DEVELOPMENT

LEVEL 1

INTRODUCTION TO HUMAN RESOURCE DEVELOPMENT:

- Overview of HRD and its importance
- Evolution of HRD as a field
- Roles and responsibilities of HRD professionals

TRAINING AND DEVELOPMENT:

- Training needs analysis
- Designing and developing training programs
- Delivery methods and techniques
- Evaluating training effectiveness

PERFORMANCE MANAGEMENT:

- Performance appraisal systems
- Goal setting and performance metrics
- Providing feedback and coaching
- Performance improvement strategies

TALENT MANAGEMENT:

- Recruitment and selection processes

- Succession planning
- Employee retention strategies
- Career development and employee engagement

EMPLOYEE ON BOARDING AND ORIENTATION:

- Importance of effective on boarding
- On boarding process and best practices
- Orientation programs and resources

ORGANIZATIONAL DEVELOPMENT:

- Change management
- Team building and team development
- Organizational culture and climate
- Employee engagement and motivation

HR POLICIES AND PROCEDURES:

- Employment laws and regulations
- HR policies and their implementation
- Employee handbook development

HRD ETHICS AND PROFESSIONALISM:

- Ethical considerations in HRD
- Professional standards and conduct
- Confidentiality and privacy issues

COMMUNICATION AND INTERPERSONAL SKILLS:

- Effective communication in HRD
- Active listening and questioning techniques.
- Conflict resolution and negotiation skills

TECHNOLOGY IN HRD:

- HRIS (human resource information system)
- E-learning and online training platforms
- HR analytics and data-driven decision making

LEVEL 2

STRATEGIC HUMAN RESOURCE DEVELOPMENT:

- Aligning HRD with organizational goals and strategies
- Developing HRD plans and strategies

- HRD metrics and measurement
- ROI (return on investment) in HRD

LEADERSHIP DEVELOPMENT:

- Leadership theories and styles
- Leadership competencies
- Leadership development programs
- Succession planning and talent pipeline development

COACHING AND MENTORING:

- Coaching and mentoring concepts and techniques
- Coaching for performance improvement
- Mentoring for career development
- Establishing coaching and mentoring programs.

LEARNING AND DEVELOPMENT:

- Adult learning principles and theories
- Designing and delivering effective learning programs
- Learning technologies and blended learning approaches
- Evaluating learning outcomes and impact.

TALENT ACQUISITION AND MANAGEMENT:

- Recruitment strategies and techniques
- Selection methods and assessments
- On boarding and integration of new employees
- Talent retention and engagement strategies.

PERFORMANCE MANAGEMENT AND APPRAISAL:

- Performance management systems and processes
- Performance appraisal methods and tools
- Performance feedback and coaching
- Performance improvement planning.

DIVERSITY AND INCLUSION IN HRD:

- Understanding diversity and inclusion in the workplace
- Creating inclusive HRD practices and programs
- Managing diversity challenges and fostering inclusion
- Building cultural competence

EMPLOYEE ENGAGEMENT AND MOTIVATION:

- Employee engagement theories and models
- Strategies for improving employee engagement
- Motivation theories and techniques
- Recognition and rewards programs.

HRD IN A GLOBAL CONTEXT:

- Global HRD trends and challenges
- Cross-cultural training and global leadership development
- Expatriate management and repatriation
- Diversity management in global organizations

HRD EVALUATION AND ROI:

- Evaluating HRD programs and interventions
- Kirkpatrick's four levels of evaluation
- Collecting and analyzing HRD data • Demonstrating the ROI of HRD initiatives.

MODULE: 4

INTERVIEW GROOMING

INTRODUCTION TO INTERVIEW GROOMING

- Importance of interview grooming
- The impact of appearance and first impressions
- Understanding the interview process

PERSONAL PRESENTATION AND GROOMING

- Dressing for success: appropriate attire for different industries and job levels
- Grooming tips for hair, makeup, and personal hygiene
- Body language and non-verbal communication during interviews

BUILDING AN EFFECTIVE RESUME

- Creating a professional and tailored resume
- Highlighting relevant skills and experiences
- Resume formatting and organization

INTERVIEW PREPARATION

- Researching the company and the role
- Anticipating common interview questions
- Developing compelling answers and examples

EFFECTIVE COMMUNICATION SKILLS
- Verbal and non-verbal communication techniques
- Active listening and responding to interview questions
- Articulating your achievements and strengths

MASTERING BEHAVIOURAL INTERVIEWS
- Understanding behavioral interview questions
- Using the star method (situation, task, action, result)
- Providing concise and impactful responses

HANDLING CHALLENGING INTERVIEW SITUATIONS
- Addressing gaps in employment or weaknesses
- Responding to difficult or unexpected questions
- Handling salary negotiations and discussing compensation

MOCK INTERVIEWS AND FEEDBACK
- Conducting mock interviews to practice skills
- Receiving constructive feedback on performance
- Identifying areas for improvement and refinement

POST-INTERVIEW ETIQUETTE
- Sending thank-you notes and follow-up communication
- Evaluating and reflecting on interview experiences
- Learning from rejections and leveraging feedback for future interviews

BUILDING CONFIDENCE AND MANAGING NERVOUSNESS
- Strategies for boosting confidence before and during interviews
- Techniques for managing interview anxiety and nervousness
- Building a positive mind-set and maintaining composure

LANGUAGE TRAINING
INTRODUCTION TO THE LANGUAGE
- Basic Introduction to The Target Language
- Overview of The Language's Origins and Cultural Context
- Introduction to The Language's Alphabet, Pronunciation, And Basic Grammar Rules

VOCABULARY BUILDING
- Everyday Vocabulary and Expressions
- Key Phrases and Useful Expressions for Various Situations
- Building Vocabulary Through Exercises, Games, And Interactive Activities

GRAMMAR FUNDAMENTALS
- Basic Sentence Structure and Word Order
- Verb Conjugation and Tenses

- Noun and Adjective Agreement
- Introduction to Essential Grammar Rules and Concepts

LISTENING AND SPEAKING SKILLS
- Listening Comprehension Exercises
- Practice in Understanding Spoken Language and Accents
- Oral Communication Activities, Such as Role-Plays, Discussions, And Presentations

READING COMPREHENSION
- Reading Exercises and Comprehension Passages
- Building Reading Skills, Including Skimming, Scanning, And Inference
- Vocabulary Expansion Through Reading Authentic Texts

WRITING SKILLS
- Developing Writing Skills, Including Sentence Structure, Paragraph Formation, And Cohesion
- Writing Exercises, Such as Emails, Letters, And Short Essays
- Proofreading and Editing Techniques

CULTURAL AWARENESS
- Exploring The Culture Associated with The Target Language
- Customs, Traditions, And Etiquette
- Cultural Nuances in Communication and Behavior

LANGUAGE FOR SPECIFIC PURPOSES
- Language Skills Tailored to Specific Contexts, Such as Business, Travel, Or Academic Settings
- Vocabulary and Expressions Relevant to The Chosen Purpose
- Role-Plays and Simulations Related to Real-Life Situations

IDIOMS, COLLOQUIALISMS, AND SLANG
- Understanding Idiomatic Expressions, Colloquial Language, And Slang
- Using Idioms and Expressions in Appropriate Contexts
- Developing Fluency and Understanding Cultural Nuances Through Idiomatic Language

TEST PREPARATION AND REVIEW
- Reviewing Key Concepts, Vocabulary, And Grammar Rules
- Practice Tests and Exercises to Prepare for Language Proficiency Exams

Tips and Strategies for Effective Test-Taking.