



PROFESSIONAL CERTIFICATE IN HOSPITAL ADMINISTRATION WITH SAP

Duration: 450 hrs.

Total Credits: 15

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 Tally Prime essentials, SAP FICO, & Human Resources Development with this course. This course also helps to know how an interview can face and how we 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 WITH SAP	Duration:	450 Hours
Module	Topic	Dur.	Total Dur.
MODULE – I	BASIC CONCEPT OF HOSPITAL ADMINISTRATION	12	150
	GENERAL MANAGEMENT & HOSPITAL ADMINISTRATION	12	
	SUPPORTIVE DEPARTMENTS IN HOSPITAL ADMINISTRATION	12	
	BIO-MEDICAL WASTE MANAGEMENT	12	
	HEALTH MANAGEMENT INFORMATION SYSTEM	12	
	HR AND MARKETING	12	
	MATERIAL MANAGEMENT	12	
	DRUGS & PHARMACEUTICALS	12	
	HEALTH INSURANCE	12	
	DISASTER MANAGEMENT	12	
	QUALITY MANAGEMENT & INFECTION	10	
	CONTROL OPERATION & MAINTENANCE	10	
GENERAL TERMS & FORMALITY	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	SAP FICO	150	150
MODULE IV	HRD – LEVEL 1	12.5	25
	HRD – LEVEL 2	12.5	
MODULE V	INTERVIEW & GROOMING	12.5	25
	LANGUAGE TRAINING	12.5	

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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

SAP FICO POWER USER (INCLUDING SAP ERP OVERVIEW)

I. INTRODUCTION TO ERP

- (a) Definition
- (b) History and evaluation of ERP
- (c) Major ERP vendors
- (d) ERP merits & de-merits
- (e) ERP implementation method

II. ERP MODULES:

- (a) ERP modules – an overview
- (b) Introduction to finance module
- (c) Sub systems of finance module

III. INTRODUCTION TO FICO – (FINANCE AND CONTROLLING)

MODULE IV. ENTERPRISE STRUCTURE

- (a) Enterprise structure settings
- (b) Company and company code
- (c) Business area
- (d) Functional area
- (e) Credit control area

V. FINANCIAL ACCOUNTING GLOBAL SETTINGS

- (a) Fiscal year
- (b) Posting periods
- (c) Field status variant
- (d) Tolerance group
- (e) Document type
- (f) Number range
- (g) Posting keys
- (h) Account type and line item.

VI. GENERAL LEDGER

- (a) Chart of accounts
- (b) Accounting groups and number ranges
- (c) Retain earning account
- (d) GL master records
- (e) GL document entry

VII. ACCOUNTS PAYABLE

- (a) Vendor account group
- (b) Vendor tolerance group
- (c) Number ranges for vendor account groups (d) Vendor reconciliation account.
- (e) Vendor master records
- (f) Payment terms for vendor (g) Alternative reconciliation account.
- (h) Automatic posting and automatic payment program
- (i) House bank
- (j) Check lots
- (k) Vendor payment posting
- (l) Post purchase activities

VIII. ACCOUNTS RECEIVABLE

- (a) Customer account group
- (b) Customer tolerance group
- (c) Customer reconciliation account (d) Customer master records.
- (e) Dunning procedure
- (f) Bill of exchange

IX. ASSET ACCOUNTING

- (a) Chart of depreciation
- (b) Depreciation area
- (c) Account determination

- (d) Screen layout rule
- (e) Number range interval
- (f) Asset class
- (g) Base method
- (h) Declaiming balance method
- (i) Multi- level method
- (j) Period control method
- (k) Depreciation key
- (l) Asset master

MODULE: 4

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: 5

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

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