



RAIPUR | INDIA

# KALINGA UNIVERSITY

SCHEME & SYLLABUS FOR

# Bachelor of Vocational Studies (B.Voc) Hospital Administration & Allied Areas



Kalinga University, Naya Raipur, Chhattisgarh

# B.VOC IN HOSPITAL ADMINISTRATION & ALLIED AREAS

Semester - I							
Subject Code	Subject	L	T / P	Credits	Internal Marks	External Marks	Total
<b>BVHAA101</b>	Communication Skills	3	0	3	30	70	100
<b>BVHAA102</b>	Fundamentals of Information Technology	3	0	3	30	70	100
<b>BVHAA103</b>	Introduction to Hospital Industry	3	0	3	30	70	100
<b>BVHAA104</b>	Basics of Medical Terminology-I	3	0	3	30	70	100
<b>BVHAA105P</b>	Industrial Training/ On Job Training/ Workshop	0	36	18	50	150	200
<b>Total</b>		<b>12</b>	<b>36</b>	<b>30</b>	<b>170</b>	<b>430</b>	<b>600</b>

Semester - II							
Subject Code	Subject	L	T / P	Credits	Internal Marks	External Marks	Total
<b>BVHAA201</b>	Basics of Medical Terminology–II	3	0	3	30	70	100
<b>BVHAA202</b>	Environmental Science	3	0	3	30	70	100
<b>BVHAA203</b>	Front Office Management	3	0	3	30	70	100
<b>BVHAA204</b>	Marketing Management	3	0	3	30	70	100
<b>BVHAA205P</b>	Industrial Training/ On Job Training/ Workshop	0	36	18	50	150	200
<b>Total</b>		<b>12</b>	<b>36</b>	<b>30</b>	<b>170</b>	<b>430</b>	<b>600</b>

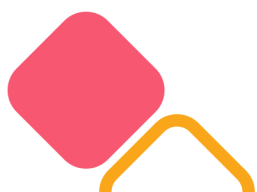
Semester - III							
Subject Code	Subject	L	T / P	Credits	Internal Marks	External Marks	Total
<b>BVHAA301</b>	Fundamental of Management	3	0	3	30	70	100
<b>BVHAA302</b>	Basics of Finance in Health Care	3	0	3	30	70	100
<b>BVHAA303</b>	Patient Behavior and Psychology	3	0	3	30	70	100
<b>BVHAA304</b>	Emerging Trends in Health Care	3	0	3	30	70	100
<b>BVHAA305P</b>	Industrial Training/ On Job Training/ Workshop	0	36	18	50	150	200
<b>Total</b>		<b>12</b>	<b>36</b>	<b>30</b>	<b>170</b>	<b>430</b>	<b>600</b>

Semester - IV							
Subject Code	Subject	L	T / P	Credits	Internal Marks	External Marks	Total
<b>BVHAA401</b>	Fundamentals of Accounting	3	0	3	30	70	100
<b>BVHAA402</b>	Quality Assurance	3	0	3	30	70	100
<b>BVHAA403</b>	Ethical Issues in Health Care	3	0	3	30	70	100
<b>BVHAA404</b>	Nursing Administration-I	3	0	3	30	70	100
<b>BVHAA405P</b>	Industrial Training/ On Job Training/ Workshop	0	36	18	50	150	200
<b>Total</b>		<b>12</b>	<b>36</b>	<b>30</b>	<b>170</b>	<b>430</b>	<b>600</b>

Semester - V							
Subject Code	Subject	L	T / P	Credits	Internal Marks	External Marks	Total
<b>BVHAA501</b>	Human Resource Management	3	0	3	30	70	100
<b>BVHAA502</b>	Hospital Policies	3	0	3	30	70	100
<b>BVHAA503</b>	Biomedical Waste Management and Hospital Hygiene	3	0	3	30	70	100
<b>BVHAA504</b>	Management of Non-Clinical Departments	3	0	3	30	70	100
<b>BVHAA505P</b>	Industrial Training/ On Job Training/ Workshop	0	36	18	50	150	200
<b>Total</b>		<b>12</b>	<b>36</b>	<b>30</b>	<b>170</b>	<b>430</b>	<b>600</b>



Semester - VI							
Subject Code	Subject	L	T / P	Credits	Internal Marks	External Marks	Total
<b>BVHAA601</b>	Disaster Management	3	0	3	30	70	100
<b>BVHAA602</b>	Basics of Operations	3	0	3	30	70	100
<b>BVHAA603</b>	Crisis Management	3	0	3	30	70	100
<b>BVHAA604</b>	Nursing Administration–II	3	0	3	30	70	100
<b>BVHAA605P</b>	Industrial Training/ On Job Training/ Workshop	0	36	18	50	150	200
<b>Total</b>		<b>12</b>	<b>36</b>	<b>30</b>	<b>170</b>	<b>430</b>	<b>600</b>



# SEMESTER – I

## COMMUNICATION SKILLS

### BVHAA101

#### Course Objective

The purpose of this course is to introduce students to the theory, fundamentals and tools of communication and to develop in them vital communication skills which should be integral to personal, social and professional interactions. One of the critical links among human beings and an important thread that binds society together is the ability to share thoughts, emotions and ideas through various means of communication: both verbal and non-verbal. In the context of rapid globalization and increasing recognition of social and cultural pluralities, the significance of clear and effective communication has substantially enhanced.

#### Course outcome:

1. The purpose of this course is to introduce students to the theory, fundamentals and tools of communication
2. To develop vital communication skills which should be integral to personal, social and professional interactions.
3. One of the critical links between human beings.
4. An important thread that binds society together is the ability to share thoughts, emotions and ideas through various means of communication: both verbal and non-verbal.
5. In the context of rapid globalization and increasing recognition of social and cultural pluralities, the significance of clear and effective communication has substantially enhanced.

#### CONTENTS

##### Unit I: Introduction:

Theory of Communication, Types and modes of Communication, Mediums and channels of communication, barriers to communication, English as a Global language, the Lingua Franca, Social influences on English

##### Unit II: Language of Communication:

Verbal and Non-verbal (Spoken and Written) Personal, Social and Business Barriers and Strategies Intra-personal, Inter-personal and Group communication, Varieties of English, Language, Accent, Dialect, Colloquialism, Historical influences on English

### **Unit III: Speaking Skills:**

Monologue Dialogue Group Discussion Effective Communication/ Mis- Communication Interview Public Speech, Regional influences on English, Convergence and divergence, Linguistic Imperialism,

### **Unit IV: Reading and Understanding:**

Close Reading, Reading analysis of a text - Audience and purpose, Content and theme, Tone and Mood, stylistic devices, structure Comprehension- Analysis and Interpretation Translation(from Indian language to English and vice-versa) Literary/Knowledge Texts

### **Unit V: Writing Skills:**

Documenting Report Writing Making notes Letter writing, Writing tabloids, diary entry, open letters, essays, newsletter and magazine articles, skits, short stories, impersonating characters.

It will enhance Language of communication, various speaking skills such as personal communication, social interactions and communication in professional situations such as interviews, group discussions and office environments, important reading skills as well as writing skills such as report writing, note taking etc. While, to an extent, the art of communication is natural to all living beings, in today's world of complexities, it has also acquired some elements of science. It is hoped that after studying this course, students will find a difference in their personal and professional interactions.

### **Recommended Readings:**

1. Fluency in English - Part II, Oxford University Press, 2006.
2. Business English, Pearson, 2008.
3. Language, Literature and Creativity, Orient Blackswan, 2013.
4. Language through Literature (forthcoming) ed. Dr. Gauri Mishra, DrRanjanaKaul, DrBrati Biswas

# FUNDAMENTALS OF INFORMATION TECHNOLOGY BVHAA102

## Unit-I

**Computer characteristics:** Speed, storage, accuracy, diligence; Digital signals, Binary System, ASCII; Historic Evolution of Computers; Classification of computers: Microcomputer, Minicomputer, mainframes, Supercomputers; Personal computers: Desktop, Laptops, Palmtop, Tablet; Hardware & Software; Von Neumann model.

## Unit-II

**Hardware:** CPU, Memory, Input devices, output devices. Memory units: RAM (SDRAM, DDR RAM, RDRAM etc. feature wise comparison only); ROM-different types: Flash memory; Auxiliary storage: Magnetic devices, Optical Devices; Floppy, Hard disk, Memory stick, CD, DVD, CD/DVD-Writer; Input devices - keyboard, mouse, scanner, speech input devices, digital camera, Touch screen Voice Input, Joystick, Optical readers, bar code reader; Output devices: Display device, size and resolution; CRT, LCD, LED; Printers: Dot-matrix, Inkjet, Laser; Plotters, Sound cards & speaker.

## Unit-III

**Software:** System software, Application software; concepts of files and folders, Introduction to Operating systems, Different types of operating systems: single user, multitasking, time-sharing multi-user; Booting, POST; Basic features of two GUI operating systems: Windows & Linux (Basic desk top management); Programming Languages, Compiler, Interpreter, Databases; Application software: Generic Features of Word processors, Spread sheets and Presentation software; Generic Introduction to Latex for scientific typesetting; Utilities and their use; Computer Viruses & Protection, Free software, open source.

## Unit-IV

**Computer Networks and Internet:** Connecting computers, Requirements for a network: Server, Workstation, switch, router, network operating systems; Internet: brief history, World Wide Web, Websites, URL, browsers, search engines, search tips; Internet connections: ISP, Dial-up, cable modem, WLL, DSL, leased line Wireless and Wi-Fi connectivity ; email, email software features (send receive, filter, attach, forward, copy, blind copy); characteristics of web-based systems, Web pages, Web Programming Languages.

## Unit-V

**Information Technology And Society:** Indian IT Act, Intellectual Property Rights, issues. Application of information Technology in Railways, Airlines, Banking, Insurance, Inventory Control, Financial systems, Hotel management, Education, Video games, Telephone exchanges, Mobile phones, Information kiosks, special effects in Movies.

**Programming Concepts & Techniques:** Program Concept, Characteristics of Programme, Stages in Program Development, Tips for Program Designing, Programming Aids, Algorithms, Pseudo code, Notations, Design, Flowcharts, Symbols, Rules, compiler & Interpreter. Introduction to programming techniques, Top-down & Bottom-up approach, Unstructured, & Modular programming, Cohesion, Coupling, Debugging, Syntax & Logical Errors, Linking and Loading, Testing and Debugging, Documentation.

### Reference Books:

1. Programming in C, R.S. Salaria, Khanna Publishing House
2. Computer Concepts and Programming in C, R.S. Salaria, Khanna Publishing House
3. Handbook of Computer Fundamentals, N.S. Gill, Khanna Publishing House

# INTRODUCTION TO HOSPITAL INDUSTRY

## BVHAA103

### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION-A

**Concept of health and diseases:** Definition of health, Dimension of health, Spectrum of health, Levels of prevention, and modes of intervention for diseases and condition.

### SECTION-B

**Introduction to Hospitality:** What is Hospital, Etymology, Types of hospitals, Hospital as system, Hospital organization, overview on Healthcare facilities, scale and scope?

### SECTION-C

#### Introduction to hospital Departments:

- Detailed clinical services
- Detailed support services -Detailed utility services

### SECTION-D

#### Current Trends in Healthcare Industry:

- Healthcare Industry- An Overview
- Changing Healthcare- Determinants

#### Current Trends:-

1. Medical Tourism or Medical Value Travel.
2. Public Private Partnership (PPP).
3. Information Technology and Healthcare, Telemedicine, Video Conferencing, Bioformatics, Robotic Surgery
4. Health Insurance and TPA's

**Resource Materials:**

1. Powers Introduction to Management in The Hospital Industry by Wiley Blackwell.
2. Introduction to Hospital and Health System Pharmacy Practice by David A Holford.
3. Pharmacy Management: Essentials for all Practice settings, 4th Edition by Shane P Desselle.
4. Business Journals, Healthcare Status reports.

# **BASICS OF MEDICAL TERMINOLOGY-I**

## **BVHAA104**

### **Instructions for the Paper Setters:-**

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### **SECTION – A**

Building blocks of medical terminologies: Roots  
Prefixes Suffixes  
Pronunciation rules

### **SECTION – B**

General body terminology  
Medical terms related to different organ systems

### **SECTION – C**

Medical terms related to Pharmacology  
Prescriptions and OTC medications

### **SECTION – D**

Medical terms related to Routes of administration  
Medical terms related to Medication actions and effects and their Abbreviation

### **Resource Materials:**

1. Basics of Medical Terminology, 5<sup>th</sup> Edition by J. Fisher
2. Basic Medical Terminology concepts by Marilyn White Wilson
3. Medical Terminology: A Programmed System Approach by Genevieve Love Smith, Phyllis E. Davis

**INDUSTRIAL TRAINING/  
ON JOB TRAINING / WORKSHOP  
BVHAA105P**

# SEMESTER – II

## BASICS OF MEDICAL TERMINOLOGY-II

### BVHAA201

#### **Instructions for the Paper Setters:-**

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

#### **SECTION – A**

Structure, recognition, analysis, definition and combination of medical terms from: Roots

Prefixes

Suffixes and combining forms

#### **SECTION – B**

General terminology (procedures, diseases, treatment) related to the following body systems:-  
circulatory system, digestive system

#### **SECTION – C**

General terminology (procedures, diseases, treatment) related to the following body systems:-  
Respiratory System, Urinary System

#### **SECTION – D**

General terminology (procedures, diseases, treatment) related to the following body systems:-  
obstetrics and gynecology

#### **Resource Materials:**

1. Basics of Medical Terminology, 5<sup>th</sup> Edition by J. Fisher
2. Basic Medical Terminology concepts by Marilyn White Wilson
3. Medical Terminology: A Programmed System Approach by Genevieve Love Smith, Phyllis E. Davis

# ENVIRONMENTAL STUDIES

## BVHAA202

### Objectives and Pre-requisites:

The objective of this course is to make students environment conscious. They will be exposed through the fundamental concepts of environment and ecosystem so that they can appreciate the importance of individual and collective efforts to preserve and protect our environment. This course must raise various questions in student's mind that how our environment is inter dependent on various factors and how human being must care for their natural surroundings.

### LEARNINNG OUTCOME

- Students able to learn in-situ and ex-situ conservation of bio-diversity
- Students able to learn the control measures of environmental pollution

### OBJECTIVES:

- To learn the importance in conservation of environment and natural resources.
- To learn causes, effects and control measures of environmental pollution.
- To understand the concepts of disaster management and preparedness to overcome

### Unit 1: Introduction to Environmental Studies:

(6 Lecture)

- Multidisciplinary nature of environmental studies;
- Scope and importance; Concept of sustainability and sustainable development.

### Ecosystems:

- What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession. Case studies of the following ecosystems :
  - a) Forest ecosystem
  - b) Grassland ecosystem
  - c) Desert ecosystem
  - d) Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

### Unit 2: Natural Resources: Renewable and Non--renewable Resources

(6 Lecture)

- Land resources and landuse change; Land degradation, soil erosion and desertification.
- Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations.
- Water : Use and over--exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter--state).
- Energy resources : Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs, case studies.

### **Unit 3: Biodiversity and Conservation**

**(5 Lecture)**

- Levels of biological diversity : genetic, species and ecosystem diversity; Biogeographic zones of India; Biodiversity patterns and global biodiversity hot spots
- India as a mega--biodiversity nation; Endangered and endemic species of India
- Threats to biodiversity : Habitat loss, poaching of wildlife, man--wildlife conflicts, biological invasions; Conservation of biodiversity : In--situ and Ex--situ conservation of biodiversity.
- Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.

### **Unit 4: Environmental Pollution**

**(9 Lecture)**

- Environmental pollution : types, causes, effects and controls; Air, water, soil and noise pollution
- Nuclear hazards and human health risks
- Solid waste management : Control measures of urban and industrial waste.
- Pollution case studies.

### **Environmental Policies & Practices**

- Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture
- Environment Laws: Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act; Forest Conservation Act. International agreements: Montreal and Kyoto protocols and Convention on Biological Diversity (CBD). Nature reserves, tribal populations and rights, and human wildlife conflicts in Indian context.

### **Unit 5: Human Communities and the Environment**

**(4 Lecture)**

- Human population growth: Impacts on environment, human health and welfare.
- Resettlement and rehabilitation of project affected persons; case studies.
- Disaster management : floods, earthquake, cyclones and landslides.
- Environmental movements : Chipko, Silent valley, Bishnois of Rajasthan.
- Environmental ethics: Role of Indian and other religions and cultures in environmental conservation.
- Environmental communication and public awareness, case studies (e.g., CNG vehicles in Delhi).

### **Suggested Readings:**

1. Carson, R. 2002. *Silent Spring*. Houghton Mifflin Harcourt.
2. Gadgil, M., & Guha, R.1993. *This Fissured Land: An Ecological History of India*. Univ. of California Press.
3. Gleeson, B. and Low, N. (eds.) 1999.*Global Ethics and Environment*, London, Routledge.
4. Gleick, P. H. 1993. *Water in Crisis*. Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute, Oxford Univ. Press.

5. Groom, Martha J., Gary K. Meffe, and Carl Ronald Carroll. *Principles of Conservation Biology*. Sunderland: Sinauer Associates, 2006.
6. Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalaya dams. *Science*, 339: 36--37.
7. McCully, P. 1996. *Rivers no more: the environmental effects of dams*(pp. 29--64). Zed Books.
8. McNeill, John R. 2000. *Something New Under the Sun: An Environmental History of the Twentieth Century*.
9. Odum, E.P., Odum, H.T. & Andrews, J. 1971. *Fundamentals of Ecology*. Philadelphia: Saunders.
10. Pepper, I.L., Gerba, C.P. & Brusseau, M.L. 2011. *Environmental and Pollution Science*. Academic Press.
11. Rao, M.N. & Datta, A.K. 1987. *Waste Water Treatment*. Oxford and IBH Publishing Co. Pvt. Ltd.
12. Raven, P.H., Hassenzahl, D.M. & Berg, L.R. 2012. *Environment*. 8th edition. John Wiley & Sons.
13. Rosencranz, A., Divan, S., & Noble, M. L. 2001. *Environmental law and policy in India*. Tripathi 1992.
14. Sengupta, R. 2003. *Ecology and economics: An approach to sustainable development*. OUP.
15. Singh, J.S., Singh, S.P. and Gupta, S.R. 2014. *Ecology, Environmental Science and Conservation*. S. Chand Publishing, New Delhi.
16. Sodhi, N.S., Gibson, L. & Raven, P.H. (eds). 2013. *Conservation Biology: Voices from the Tropics*. John Wiley & Sons.
17. Thapar, V. 1998. *Land of the Tiger: A Natural History of the Indian Subcontinent*.
18. Warren, C. E. 1971. *Biology and Water Pollution Control*. WB Saunders.
19. Wilson, E. O. 2006. *The Creation: An appeal to save life on earth*. New York: Norton.
20. World Commission on Environment and Development. 1987. *Our Common Future*. Oxford University Press.

# FRONT OFFICE MANAGEMENT

## BVHAA203

### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### Section – A

**Front Office:** Functions & Importance of front office, Front Office Staff Organisation Various sections of Front office Department, Staff requirement, Staff organization in the hospital, Functions of a reception, Selection of staff.

### Section - B

**Department Policies and Procedures:** Content of the Module: OPD timings, Schedule, Registration, Billing, Report Delivery Process, Front Office Data Management, Effective Handling various problems of OPD'S

### Section - C

**Managing Front Office:** Patient Problems: Patient Admission, Tele conversation, Telephone etiquettes, Increased Waiting time, Dissatisfaction with Quality of service and amenities, Doctors Complaints: Increased workload, less staff, increased workload

### Section - D

**Team Work in Front Office:** Team Building, Importance of Team Work in Hospitals, Nature of scope in Team Work, Characteristics of Effective Team, Essentials of good team work

### References:

1. Chopra, R. K., Office Management, McGraw Hill, 3rd Edition , 1997
2. Jain J.N. and Singh P.P, Modern Office Management, Deep and Deep Publications, 2007.
3. R.K. Sharma and Shashi K. Gupta, Office Management, Kalyani Publishers, 2003.
4. Michael L. Kasavana and Richard M. Brooks, Managing Front Office Operations, Educational Institute of American Hotel & Motel, 2005.
5. P. Abbott. and S.Lewry, Front Office: Procedures, Social Skills, and Management, Butterworth Heinemann, 1991.

# MARKETING MANAGEMENT

## BVHAA204

### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION–A

**Introduction:** Concept, nature, scope and importance of marketing; Marketing concept and its evolution; Marketing mix; Market segmentation and positioning; Buyer behavior; Consumer decision making process.

### SECTION–B

**Product Decisions:** Concept of a product; Classification of products; Major product decisions; Product line and product mix; Branding; Packaging and labeling; Product life cycle - strategic implications; New product development and consumer adoption process.

### SECTION–C

**Pricing Decisions:** Factors affecting price determination; Pricing policies and strategies  
**Distribution Channels and Physical Distribution Decisions:** Nature, functions, and types of distribution channels; Distribution channel intermediaries;

### SECTION–D

**Promotion Decisions:** Communication Process; Promotion mix - advertising, personal selling, sales promotion, publicity and public relations; Determining advertising budget; Media selection  
**Issues and Developments in Marketing:** Social, ethical and legal aspects of marketing; Marketing of services

### References:

1. Kotler, Philip, Marketing Management, Prentice Hall, New Delhi.
2. Stanton, Etzel, Walker, Fundamentals of Marketing, Tata-McGraw Hill, New Delhi.
3. Saxena, Rajan, Marketing Management, Tata-McGraw Hill, New Delhi.
4. McCarthy, E.J., Basic Marketing: A managerial approach, Irwin, New York.

**INDUSTRIAL TRAINING/  
ON JOB TRAINING / WORKSHOP  
BVHAA205P**

# SEMESTER – III

## FUNDAMENTAL OF MANAGEMENT

### BVHAA301

#### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

#### SECTION-A

**Management: Introduction** – Meaning, nature and characteristics of Management – Scope and functional areas of management – Management as a science, art or profession. Functions of Management.

#### SECTION-B

**Management & Administration** – Principles of management – **Social responsibility** of management and Ethics

#### SECTION-C

**Human Resource Management:** Acquisition of Human Resource – Human Resource Planning and Job Analysis: An Overview; **Recruitment** – Concept and Sources

#### SECTION-D

**Selection** – Concept and Process; Placement, Induction, **Training and Development:** Concept and Importance.

#### REFERENCE:

1. Koontz, H., “Principles of Management (Ascent Series)”, 2004, Tata McGraw Hill Publishing.
2. Robbins S.P. & Decenzo D., “Fundamentals of Management: Essential Concepts and Applications”, Third Edition, 2000, Pearson Education.
3. Gomez, Meja, Balkin, Cardy, “Managing Human Resources”, Pearson Education, New Delhi.
4. Aswathappa, K., “Human Resource Management Text and Cases”, Tata McGraw – Hill, New Delhi.

# **BASICS OF FINANCE IN HEALTH CARE**

## **BVHAA302**

### **Instructions for the Paper Setters:-**

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### **SECTION-A**

**Financial Accounting-** nature and scope, accounting principles, journal, ledger and trial balance. Preparation of final accounts and balance sheets.

Receipts & payments account. Income and expenditure account

### **SECTION-B**

Cost accounting- Nature and scope.

Cost classification & their concepts. Cost control and cost reduction

### **SECTION-C**

Management and Accounting-nature and scope, cost-volume-profit (CVP) Analysis, cash flow analysis, fund flow analysis, ratio analysis, budgeting and budgetary control

### **SECTION-D**

Concepts of business plan and project plan. Productivity, resource mobilization.

Hospital rate setting-managerial cost and break-even analysis.

### **REFERENCES**

1. Barton, P. L. 2009. Understanding the U.S. Health Services System. Chicago: Health Administration Press.
2. Lee P. R, and C. L. Estes. 2003. The Nation's Health. Sudbury, MA: Jones and Bartlett Learning.
3. Williams, S. J, and P. R. Torrens. 2008. Introduction to Health Services. Albany, NY: Delmar Publishers

# PATIENT BEHAVIOR AND PSYCHOLOGY

## BVHAA303

### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION-A

**Introduction-** History and origin of science of psychology, definitions and scope of psychology, relevance to healthcare managers, methods of psychology.

Biology of behavior-body mind relationship modulation process in health and illness, genetics and behavior: heredity and environment

Brain and behavior: nervous system, neurons and synapse, association cortex, RT and LT Hemisphere.

Psychology of sensations. Muscular and glandular control of behavior. Response mechanisms.

### SECTION-B

Cognitive process-Attention: types, determinants duration and degree, alterations. Perception: meaning principles, factors affecting errors.

Learning: nature, type's nature factors influencing development theories and methods of memorizing and forgetting.

Memory: meaning, types, nature, factors influencing, development theories and methods of memorizing and forgetting.

Thinking: types & levels, stages Intelligence: meaning classification, uses, theories .Aptitude: concept, types, individual differences and variability.

Psychometric assessment of cognitive processes.

### SECTION-C

Motivation: Meaning, concepts, types, theories, motives and behavior, conflict resolution. Emotions and stress: definition components, changes in emotions, theories, emotional adjustments, emotions in health and illness.

Stress: stressors, cycle, effect, adaptation & coping. Attitude: meaning, nature, development, factors affecting. Behavior and attitudes, Attitudinal change, Psychometric assessments of emotions and attitudes, Personality definitions, topography, types, theories, Psychometric assessments of personality.

## **SECTION-D**

Developmental psychology: psychology of people at different ages from infancy to old age. Psychology of vulnerable individuals- challenged, women, sick, etc. Psychology of groups. Mental hygiene and mental health: Concepts, Characteristic of mentally healthy person. Warning signs of poor mental health.

Primitive and preventive mental health strategies & services. Ego, defense mechanisms and implications. Personal and social adjustments. Guidance and counseling.

### **References**

1. Organization Behavior – S. P. Robbins
2. Prentice Hall Organizational Behavior – Fred Luthans – McGraw Hill
3. 3.Organizational Behavior – M. L. Prasad – S. Chand

# EMERGING TRENDS IN HEALTH CARE

## BVHAA304

### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION-A

**AMBIENT WELLNESS & VIRTUAL ACTUALIZATION:** Virtual realities, real (physical, cognitive, emotional) improvements

Assessment of one's personal health. Introduction to population health and national and global health goals. Find out the Health boosting features – embedded into the environment .Assessing health information. Improving personal fitness

### SECTION-B

Healthy Food Choices .Weight and Body Composition

Dietary choices for lifelong health. Achieving and maintaining a healthy weight

### SECTION-C

Managing stress. Sleep hygiene, The Importance of Sleep .Lowering risk of infectious diseases. Chronic disease risk reduction. Telemedicine.

### SECTION-D

Incredible Technological Advancements Smart technology in hospitals. Biosimilars

New, innovative and seamless ways to access health services. Revolution in care.

Effects of Globalization in Health care. Functioning of modern hospitals & changing need of patients.

Care offered in Specialty and Super specialty Hospitals.

### REFERENCES:

1. Alfred, T., Ben-Shlomo, Y., et al. (2012). A Multi-cohort Study of Polymorphisms in The GH/IGF Axis and Physical Capability: The HALCyon Programme
2. Alwin, D. F. (2012). Integrating Varieties of Life Course Concepts. The Journals of Gerontology. Series B, Psychological Sciences and Social Sciences, 67(2), 206–220.
3. Antony, P. M., Balling, R., et al. (2012). From Systems Biology to Systems Biomedicine. Current Opinion in Biotechnology, 23(4), 604–608.
4. Arnesen, E., & Forsdahl, A. (1985). The Tromsø Heart Study: Coronary Risk Factors and Their Association with Living Conditions During Childhood. Journal of Epidemiology and Community Health, 39(3), 210–214.

**INDUSTRIAL TRAINING/  
ON JOB TRAINING / WORKSHOP  
BVHAA305P**

# SEMESTER – IV

## FUNDAMENTALS OF ACCOUNTING

### BVHAA401

#### **Instructions for the Paper Setters:-**

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

#### **SECTION-A**

**Introduction:** Financial Accounting-Definition and Scope, Objectives of Financial Accounting, Accounting v/s Book Keeping, Terms used in accounting, Users of Accounting Information and Limitations of Financial Accounting.

**Conceptual Frame work:** Accounting Concepts, Principles and Conventions, Accounting Standards-Concept, Objectives, Benefits, Brief review of Accounting Standards in India, Accounting Policies, Accounting as a measurement discipline.

#### **SECTION B**

Recording of Transactions: Accounting Process/Cycle, Journal-Recording of transactions Ledger with practical

#### **SECTION C**

Subsidiary Books-Types and practical application Cash Book-Types and recording process

#### **SECTION D**

Trial Balance-Methods and errors to be rectified and not rectified

Final Accounts: Meaning of Financial Statements, Usefulness of Financial Statements, Elements of Financial Statements, Preparation of Trading and Profit & Loss Account and Balance Sheet without Adjustments.

#### **REFERENCES:**

1. Gupta, Ambrish, "Financial Accounting for Management: An Analytical Perspective", Pearson Education, New Delhi.
2. Khatri, Dhanesh, "Financial Accounting" Tata McGraw-Hill, New Delhi.
3. Horngren, Charles T., Sundem, Gart I, Elliot, John A. Philbrick, Donna R., "Introduction to Financial Accounting", Prentice Hall, New Delhi.
4. Ramachandran, N and Kakani, Ram, "Financial Accounting for Management", Tata McGraw-Hill, New Delhi.
5. Shukla, M.C., Grewal T.S. and Gupta, S.C., "Advance Accounts", Sultan Chand & Sons, New Delhi.

Note: The latest editions of the books should be followed

**Note:** The latest editions of the books should be followed.

# QUALITY ASSURANCE

## BVHAA402

### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION-A

#### Aspects of Quality

Quality mission, policy and objectives; concepts, evolution and determinants of quality; Interpretation and process of quality audits; cost of quality and economics of quality.  
Concepts of quality improvement, quality assurance, business score card.

### SECTION B

#### Quality Management Concepts

Definition, underlying concepts, implementation and measurement of Quality Management, internal customer- supplier relationship, Quality Circles, Quality improvement teams, team work and motivation in Quality management implementation, training and education, role of communication in implementing quality management, policy deployment.

### SECTION C

#### Quality Management Processes

Processes in service organization and their control, simple seven tools of quality control; check sheet, Histogram, Scatter diagram, Process Mapping, Cause and Effect diagram, Pareto analysis, control charts and Advanced tools of quality

### SECTION D

#### Approaches to Quality Management

Facets of quality, quality planning, quality improvement methods, Kaizen, quality audits, dicmeal audit, accreditation, nursing care standards, Six Sigma, JIT and NABL

### References:

1. Bester field H.Dale, Total Quality Management, Pearson New Delhi, 2005.
2. Sridhar Bhat, Total Quality Management, Himalaya House publications, Mumbai, 2002
3. Sundara Raju, S.M., Total Quality Management: A Primer, Tata McGraw Hill, 1995.
4. Srinivasan, N.S. and V. Narayana, Managing Quality- concepts and Tasks, New Age International, 1996.
5. Kume, H., Management of Quality, Productivity Press, 1996
6. Dennis, Lock., Handbook of Quality Management, 1992 Hammer, M. and Spect. Business Process Reengineering, 1995 .ISQUA Journal

# ETHICAL ISSUES IN HEALTH CARE

## BVHAA403

### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION – A

Law and establishment of hospitals-private/public hospitals, legal requirements under medical council Acts. Punjab clinical establishment act and rules (as amended till date). Basics concepts of labor laws in India. Hospitals as an industry”- application of labor enactments-discipline in hospitals”-disciplinary action-a study of valid requirements of domestic enquiry-Trade union act

### SECTION – B

Essentials of contract Act Contractual obligations in hospital services-requisites of a valid contract – hospital as “bailer”-sale and purchase of goods-duties towards patients-code of ethics- violation legal consequences.

### SECTION – C

Legal aspects relating to organ transplantation, MTP Act, 1971, basics of drugs and cosmetics act, anesthesia.ESI Act, PNMT Act, human experimentation, clinical trials, industrial dispute Act.

### SECTION – D

Legal liability of hospitals-criminal, civil and tortuous, liability for negligence, consumer protection law, absolute liability and vicarious liability, legal remedies available to patients: remedies under contract law, tort, criminal law and consumer protection act. Medical jurisprudence. Medical ethics-basic issues, importance, process of developing and implementing ethics and values in institution-codes of conduct: Hippocrates oath and declaration of Geneva- MCI regulation-professional conduct, etiquette and ethics.

### REFERENCES:

1. Chan BTB. What Happened to Canada’s Physician Workforce in the 1990’s? Canadian Institute for Health Information: 2002.
2. Bonnell G. Family Docs Won’t Back Temporary Deal. National Post. March 17 2005.
3. Ferguson R. Town’s Last Six Doctors Quitting. Toronto Star. Feb 18 2005.
4. Kohn LT, Corrigan JM, Donaldson MS, Editors to Err is Human: Building a Better Health System. Institute of Medicine, Committee on Quality of Health Care in America; 1999.
5. Flory J, Emanuel E. Interventions to Improve Research Participants’ Understanding in Informed Consent for Research: A Systematic Review. JAMA. 2004;292:1593–1601. doi: 10.1001/jama.292.13.1593.
6. Ersek M, Scanlon C, Glass E, Ferrell BR, Steeves R. Priority Ethical Issues in Oncology Nursing: Current Approaches and Future Directions. Oncology Nursing Forum. 1995;22:803–7.

# NURSING ADMINISTRATION-I

## BVHAA404

### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION – A

Principles and functions of management- Introduction to Management in Nursing .History, Definition, concepts and theories.

Functions of management. Principles of management. Role of nurse as a manager and her qualities.

### SECTION – B

Management Process: Planning, mission, philosophy, objectives, operational plan.

Staffing: Philosophy, staffing study, norms, activities, patient classification system, scheduling, human resource management, recruiting, selecting, deployment, retaining, promoting, Budgeting: Concept, principles, types, cost benefit analysis audit.

Material management: equipment and supplies. Directing process (Leading). Controlling: Quality management.

Program Evaluation Review Technique (PERT).

### SECTION – C

Hospital Organization: Definition, types and functions of hospital. Governing body Hospital administration . Control & line of authority . Hospital statistics including hospital utilization indices. Role of hospital in comprehensive health care.

Development of new management practices: Marketing of Hospitals, Specialty Hospitals

### SECTION – D

Management of nursing services in the hospital: Planning & Hospital & patient care units including ward management & Emergency and disaster management Human resource management & Recruiting, selecting, deployment, retaining, promoting, superannuation & Categories of nursing personnel including job description of all levels & Patients/ population classification system & Patients/ population assignment and nursing care responsibilities & Staff development and welfare programmes .

Budgeting: Proposal, projecting requirements for staff, equipments and supplies for & Hospital and patient care units & Emergency and disaster management. Material management: Procurement, inventory control, auditing and maintenance in & Hospital and patient care units & Emergency and disaster management.

## REFERENCES

1. Nursing Administration and Management, 1st edn, Academic Press: New Delhi, 2000.
2. Shakharkar, B M. Principles of Hospital Administration and Planning, Jaypee Brothers: Bangalore, 1998. 3. Pai, Pragna. Effective Hospital Management, 1st edn, The National Book Depot: Mumbai, 2002.
3. Srinivasan, A V. Managing a Modern Hospital, 1st edn, Sage Publications: New Delhi, 2002.
4. Basavanthappa, B T. Nursing Administration, 1st edn, J P Brothers Medical Publishers: New Delhi.

# **INDUSTRIAL TRAINING/ ON JOB TRAINING / WORKSHOP BVHAA405P**

# SEMESTER – V

## HUMAN RESOURCE MANAGEMENT

### BVHAA501

#### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

#### SECTION – A

**Introduction to HRM:** Managing human resources. The cutting edge of HRM and strategies. Linkages between HR planning, management policies, strategic HR, Qualities and competencies requirement of HR managers.

#### SECTION – B

**Designing Human Resources:** HR planning - understanding the healthcare context, definition of future requirements, establishing future commitments. Human Resource Information Systems

#### SECTION – C

**Human Resource Development (HRD):** Performance appraisal- the purpose and importance, essentials of a good performance appraisal system, the benefits of a successful appraisal system. Appraisal process and methods, performance management cycle: Evaluating HR interventions, HRD instruments and interventions, potential appraisal, People development, Training for activity Vs training for impact, a diagnostic model of the training process.

#### SECTION – D

**Disputes & grievance handling:** Framework for employer-employee relations, grievance procedure, principles and guidelines for grievance handling-impact of healthcare unions. Causes of healthcare disputes, remedial measures– collective bargaining, and settlement.

### References:-

1. S.Sadri, S.Jayashree, M.Ajgaonkar, Geometry of HR, Himalaya Publishing house, Mumbai,
2. Anthony P.William Strategic Human Resource Management, Dryden publishers, 1993
3. Robbins, P.Stephen, David A.Decemzo, Personnel/Human Resource Management, Prentice hall, New Delhi, 1996.
4. Subba Rao, P., Essentials of Human Resource Management and Industrial Relations, Himalaya Publishing House, 1997.
5. Dessler Gary, Human Resource Management, Prentice Hall, New Delhi, 2000.
6. Debi S.Saini, Human Resources Management perspectives for the New era, Response books, New Delhi, 2000.
7. Bohlander, shell, Sherman, managing Human resources, Thomson -south western publishing Syed Amin Tabish, Hospital and Health Services administration- principles and practice, Oxford University press, New Delhi, 2001

# HOSPITAL POLICIES

## BVHAA502

### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION–A

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, 2 CRPC, Civil PC, Evidence Act. Introduction to Indian Constitution: Preamble, Fundamental Rights.

### SECTION–B

Rights & Responsibilities of Medical Person. Hippocratic Oath, Declaration of Geneva.

List of Offences & Professional Misconduct of Doctors as per Medical Council of India. Organizational & Procedural Laws: Indian Contract Act, Nursing Home-Registration Act, Birth- Death Registration Act. Labor Laws Applicable to a Hospital: Indian Trade Union Act 1926/Industrial Dispute Act 1947. The Bombay Shops & Establishment Act, The Workmen's Compensations Act, The Industrial Employment (Standing Orders) Act 1946, Payment of Wages Act, Employee Provident Fund Act, Maternity Benefit Act.

### SECTION–C

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); Transplantation of human organs Act 1994.

Consumer Protection Act 1986.

Medical Negligence & Compensation. Medical Ethics/Doctor Patient Relationship.

## **SECTION D**

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/Anesthesia

Legal Requirements of License/ Certificates for a Hospital.

## **REFERENCES:-**

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
5. Preconception & Prenatal Diagnostic Techniques (Prohibition of sex selection) Act 1994
6. The Consumer Protection Act 1986
7. Indian Trade Union Act 1926
8. Industrial Dispute Act 1946.

# BIOMEDICAL WASTE MANAGEMENT AND HOSPITAL HYGIENE BVHAA503

## Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION–A

Source, Composition and characteristics of medical waste; Amendments and guidelines; segregation, packaging, storage, transport of infectious waste; Techniques of Biomedical waste management; Health and safety rules; Protocols, issues and challenges in transportation of Biomedical waste.

### SECTION–B

**Treatment method-** Autoclave, Hydroclave, Microwave, Chemical Disinfection, Solidification and stabilization, Bioremediation, Thermal Conversion Technologies, accumulation and storage of hazardous waste, land disposal of hazardous waste, other treatment and disposal method. Common Hazardous Waste Treatment facilities (TSDF).

### SECTION–C

**SANITATION-** Supervising Sanitation of the Hospital Environment. a) Basic Cleaning, Dusting, Sweeping, Polishing, Washing b) Special Cleaning of Different types of floors, Wall & Ceiling, Doors & Windows, Furniture & Fixtures, Venetian Blinds c) Maintenance of Toilet. d) Water treatment, Filtering & Purification.

**ODOUR CONTROL-** Identifying and determining the types and sources of unwanted odors in hospital premises. Control and removal of bad odors.

**HOSPITAL LINEN SERVICES-** Procure linen from stores and Laundry. Ensure proper storage of linen. To supervise washing, sterilization in the Laundry. Maintain linen properly. Issuing linen in Wards/ Departments. Keep proper accounting and sorting of linen.

## SECTION-D

**PEST, RODENT & ANIMAL CONTROL-** Identifying pests, Rodents & Animal Nuisance in hospital Organizing and Supervising the precaution, control and eradication of the Pest, Rodent and Animal nuisance.

**ENVIRONMENTAL HYGIENE-** Supervising both internal and external environmental hygiene of hospital premises. Regular surveillance of overhead and underground tank, proper cover , regular chlorination and cleaning

**INFECTION CONTROL-** Carry out infection control measures: Disinfections practices. Sterilization practices. Aseptic procedures.

### References:-

1. Krishnamoorthy B., "Environmental Management, Text Book and Cases",
2. Hospital Hygiene by Isobel M. Maurer
3. Infection Control in Healthcare by Judith Sedgwick, Madeleine McPherson, and P. D. Meers
4. Hand Hygiene: A Handbook for Medical Professionals Didier Pittet, John M. Boyce, Benedetta Allegrangi
5. BIO- MEDICAL WASTE. MGT. by sahai sushma
6. Legal Perspective on Biomedical Waste Management by Sujata Sanjay Pawar

# MANAGEMENT OF NON-CLINICAL DEPARTMENTS BVHAA504

## Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION–A

Health Administration in India. Health Care Delivery System. National Health Policy.  
National Health Programmes: Tuberculosis's control Programme, Dots, Programme for control of Blindness; Family welfare programme; AIDS control programme, role & functions of National AIDS Control Organisation (NACO).

### SECTION–B

Epidemiological Triad, Levels of Disease Prevention. Research Methodology.  
Radiology Services.  
Pathology & Clinical Laboratory. Central Sterile Supply Department. Laundry & Linen Services.

### SECTION–C

House Keeping Services: Disposal of Biomedical Waste Kitchen Canteen Services.  
Medical Records Department.  
Engineering Services: Maintenance of Building, Campus & Utilities, Biomedical services, Fire safety.

### SECTION–D

Quality Management in Health Care:

- Quality control
- ISO, ISO standards
- Hospital Accreditation (Role of Quality Council of India (QCI) & National Accreditation Board of Hospitals (NABH)

Marketing.

Billing, Claming, Insurance Companies/Employers. Public Relations

**References:-**

1. Park's Text Book of Preventive & Social Medicine –By K. Park - Banarasidas Bhanot, Jabalpur.
2. Essential of Hospital Support Services & Physical Infrastructure – By Madhuri Sharma – Jaypee Brothers, New Delhi.
3. Hospital Services Management – By S.K. Parthsarathi – K.J. Hospital, Madras
4. Medical Records Organisation & Management – By G.P. Mogli – Jaypee Brothers, New Delhi.
5. Management Information System – By Waman s. Javdekar – McGraw Hill.
6. Hotel, Hostel & House Keeping – Joan C. Branson, Margaret & Lennox – Book Power.
7. Total Quality Management – By V.V. Gopal – ICFAI University Press.
8. Marketing – Rogera Kerin & Steven W. Hartcey – McGraw Hill.
9. Methods of Bio-statistics – By Rao.

**INDUSTRIAL TRAINING/  
ON JOB TRAINING / WORKSHOP  
BVHAA505P**

# SEMESTER – VI

## DISASTER MANAGEMENT

### BVHAA601

#### **Instructions for the Paper Setters:-**

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

#### **SECTION–A**

**INTRODUCTION TO DISASTER:** Concepts of Hazard, Vulnerability, Risks, Natural Disasters (earthquake, Cyclone, Floods, Volcanoes), and Man Made Disaster ( Armed conflicts and civil strip, Technological disasters, Human Settlement, Slow Disasters (famine, draught, epidemics) and Rapid Onset Disasters (Air Crash, tidal waves, Tsunami) Risks, Difference between Accidents and Disasters, Simple and Complex Disasters, Refugee problems, Political, Social, Economic impacts of Disasters, Gender and Social issues during disasters, principles of psychosocial issues and recovery during emergency situations, Equity issues in disasters, Relationship between Disasters and Development and vulnerabilities, different stake holders in Disaster Relief. Refugee operations during disasters, Human Resettlement and Rehabilitation issues during and after disasters, Inter-sectoral coordination during disasters, Models in Disasters.

#### **SECTION–B**

**APPROACHES TO DISASTER RISK REDUCTION:** Disaster Risk Reduction Strategies, Disaster Cycle, Phases of Disaster, Preparedness Plans, Action Plans and Procedures, Early warning Systems Models in disaster preparedness, Components of Disaster Relief-(Water, food, sanitation, shelter, Health and Waste Management), Community based DRR, Structural non structural measures in DRR, Factors affecting Vulnerabilities, Mainstreaming disaster risk reduction in development, Undertaking risk and vulnerability assessments, Policies for Disaster Preparedness Programs, Preparedness Planning, Roles and Responsibilities, Public Awareness and Warnings, Conducting a participatory capacity and vulnerability analysis, Sustainable Management, Survey of Activities Before Disasters Strike, Survey of Activities During Disasters. Psychosocial care provision during the different phases of disaster

#### **SECTION–C**

**PRINCIPLES OF DISASTER MEDICAL MANAGEMENT:** Introduction to disaster medicine, Various definitions in disaster medicine, Disaster life cycle, Disaster planning, Disaster preparation, Disaster recovery in relation to disaster medical management, Medical surge, Surge capacity, Medical triage, 275 National Assessing the nature of hazardous material - Types of injuries caused, Self protection contaminated area and decontaminated area – Pre hospital medical management of victims – Triaging medical & psychosocial identification of hospitals and other medical facilities to offer efficient disastrous

medical service – Safe patient transportation – Identification of valuable groups (Pregnancy, pediatric and geriatric other people with associated medical co morbidities) (DM, Systemic Hypertension / Cardiac, Pulmonary, Cerebral and Renal) – knowledge about antidotes, - and Body decontaminations procedures (skin, GI tract, Respiratory tract and from blood) – Poly trauma Care - Specific treatment in emergency and Intensive Care Units – allocation of specialists in Local EMS System including equipments, safe use of equipments

#### **SECTION–D**

DISASTER RISK MANAGEMENT IN INDIA: Hazard and Vulnerability Profile India,, Disaster Management Indian scenario, India's vulnerability profile, Disaster Management Act 2005 and Policy guidelines, National Institute of Disaster Management, National Disaster Response Force (NDRF) National Disaster Management Authority, States Disaster Management Authority, District Disaster Management Authority Cases Studies : Bhopal Gas Disaster, Gujarat Earth Quake, Orissa Super-cyclone, south India Tsunami, Bihar floods, Plague Surat, Landslide in North East, Heat waves of AP& Orissa, 278 Cold waves in UP. Bengal famine, best practices in disaster management, Local Knowledge Appropriate Technology and local Responses, Indigenous Knowledge, Development projects in India (dams, SEZ) and their impacts, Logistics management in specific emergency situation. Rajiv Gandhi Rehabilitation package, Integrated Coastal Zone Management, National Flood Risk Mitigation Project (NFRMP), Mines Safety in India, Indian Meteorological Department, National Crisis Management Committee, Indian NATIONAL Centre for Oceanic Information System (INCOIS)

#### **Reference:-**

1. Disaster Management Guidelines. GOI-UNDP Disaster Risk Reduction Programme (2009- 2012).
2. Disaster Medical Systems Guidelines. Emergency Medical Services Authority, State of California, EMSA no.214, June 2003
3. Guerisse P. 2005 Basic Principles of Disaster Medical Management. Act Anaesth. Belg;56:395-401
4. Aim and Scope of Disaster Management. Study Guide prepared by Sharman and Hansen. UW-DMC, University of Washington.
5. Sphere Project (2011). Humanitarian Charter and Minimum Standards in Disaster Response.
6. Geneva: Sphere Project. <http://www.sphereproject.org/handbook/>
7. Satapathy S. (2009) Psychosocial care in Disaster management, A training of trainers manual (ToT), NIDM publication.
8. Prewitt Diaz, J.O (2004). The cycle of disasters: from Disaster Mental Health to Psychosocial Care. Disaster Mental Health in India, Eds: Prewitt Diaz, Murthy, Lakshmi Narayanan, Indian Red Cross Society Publication.
9. Sekar, K (2006). Psychosocial Support in Tsunami Disaster: NIMHANS responses. Disaster and Development, 1.1, pgs 141-154.
10. Inter Agency Standing Committee (IASC) (Feb. 2007). IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings. Geneva: IASC.

# BASICS OF OPERATIONS

## BVHAA602

### **Instructions for the Paper Setters:-**

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### **SECTION–A**

**Introduction to Management:** The evolution of Management, Definition and importance of Management.

Hospital Planning, Organizing, Staffing, directing and controlling.

### **SECTION–B**

**Hospital Operation Management.** Management development-towards development of professional management of Indian Hospitals. challenges & strategies. Modern Techniques of hospital management.

### **SECTION–C**

**Quality control mechanisms.** Management of Quality Assured services of professional service units of hospitals

### **Inventory Control & Purchase Management**

Meaning & significance. Principles of storage & stores accounting- types of storage care & preservation of materials & equipment in inventory control. Purchasing & procurement Principles of sourcing, purchase methods & procedures

### **SECTION–D**

**Supply chain management.** Definition of supply chain in health care. Supply chain management issues for healthcare providers

**Distribution management (logistics Management)** - distribution of materials to various departments & auxiliary services.

**References:-**

1. Francis C.M. (2006), "Hospital Management", Jaypee Publication, New Delhi, 1sted.
2. Spencer J A (1987), Management In Hospitals, Faber & Faber, London, 1st ed.
3. Application of Management Sciences To Hospitals - ISHA
4. Tabish A. (2005), "Hospital Administration", Jaypee, New Delhi, 3rded.
5. Mukhopadhyay S P and Sur Dipika (1984), "Prescription Habit of the Physician & its Economical Implication", Journal of Indian Medical Association, Vol. 21.
6. Principles of Hospital Administration & Planning: B.M. Sakharkar
7. Park's textbook of Preventive & Social medicine
8. Management of Hospitals: S.L.Goel, R.Kumar

# CRISIS MANAGEMENT

## BVHAA603

### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION–A

Disasters Issues and Crisis Management: Definitions and Overview of risks and dangers, Impact of globalization on crisis and mass disasters.

Introduction to risk evaluation; Definition of risk and fundamentals of risk analysis, environmental hazards, exposure and risk assessment, risk evaluation and management, Basic methodology in risk assessment, hazard identification, dose response assessment, exposure assessment, and risk characterization.

### SECTION–B

Identifying Potential Crisis Situations: Discuss selected case studies to analyze the potential impact of disasters, Prepare a foundation of a sound crisis management plan.

Group Dynamics and Controlling: Nature, approach and attitudes required to establish effective, autonomous work groups. Understanding the concept of team-building

### SECTION–C

Crisis Management Preparedness: Preparing the plan, Training and Testing, Crisis communication, Stress management, and Crisis operation guidelines.

### SECTION–D

The Disaster Recovery Planning: Emergency management teams, National and International disaster recovery policies, Managing the economy and essential services in emergencies, Managing the media and popular conscience.

**References:-**

1. Mutchopadhyaya, A.K. , 2005, Crisis and disaster management tuberculane and aftermath”, Newage International Publications, New Delhi.
2. Freeman, H. M. (ed.), 1989, Standard Handbook of Hazardous Waste treatment and Disposal, McGraw H, New York. 2.
3. William, P. L.; and J. L. Burson, 1985, Industrial Toxicology, Safety and Health Applications in the work place, Van Nostrand Reinhold, New York.
4. James A.f. Stoner, R. Edward Freeman and Daniel. R. Gilbert, Jr. Management, 6th edition, Prentice Hall, Inc., 1995.
5. Stephen P. Robbins. David A. Decenzo, Fundamentals of Management, 3rd edition, Pearson Education (Singapore) Pte. Ltd. 2001.

# NURSING ADMINISTRATION-II

## BVHAA604

### Instructions for the Paper Setters:-

Eight questions of equal marks (Specified in the syllabus) are to be set, two in each of the four Sections (A-D). Questions may be subdivided into parts (not exceeding four). Candidates are required to attempt five questions, selecting at least one question from each Section. The fifth question may be attempted from any Section.

### SECTION-A

Describe the concepts, theories and techniques of organizational behavior and human relations: -  
Concepts and theories of organizational behaviors

- Review of channels of communication
- Leadership styles, Power, types
- Review of motivation: concepts and theories
- Group dynamics
- Techniques of: Communication and Interpersonal relationships, Human relations
- Public relations in context of nursing
- Relations with professional associations and employee union
- Collective bargaining

### SECTION-B

- Participate in planning and organizing in service education program:
- Nature & scope of in-service education program
- Organization of in-service education
- Principles of adult learning
- Planning for in-service education program, techniques, methods, and evaluation of staff education program
- Preparation of report

### SECTION-C

- Describe management of nursing educational institutions:
- Establishment of nursing educational institution – INC norms and guidelines
- Co-ordination with: Regulatory bodies, Accreditation, Affiliation – Philosophy/ Objectives, Organization, Structure, Committees, Physical facilities, College / School, Hostel – Students Selection, Admission procedures, Guidance and counseling, Maintaining discipline Faculty and staff Selection, Performance appraisal, Development and welfare
- Budgeting
- Equipments and supplies: audiovisual equipments, laboratory equipments, books, journals etc.
- Curriculum: Planning, Implementation and Evaluation
- Clinical facilities
- Transport facilities

- Institutional Records, and reports – Administrative, Faculty, Staff and Students, Recruitment, Job description, Placement
- Describe the ethical and legal responsibilities of a professional nurse
- Explain the Nursing practice standards
- Nursing as a Profession:- Philosophy; nursing practice, Aims and Objectives,
- Characteristics of a professional nurse, Regulatory bodies; INC, SNC Acts:- Constitution, functions, Current trends and issues in Nursing
- Professional ethics: Code of ethics; INC, ICN, Code of professional conduct; INC, ICN.
- Practice standards for nursing; INC
- Consumer Protection Act
- Legal aspects in Nursing: Legal terms related to practice; Registration and licensing, Legal terms related to Nursing practice; Breach and penalties, Malpractice and Negligence

**References:-**

1. Shakharkar, B M. Principles of Hospital Administration and Planning, Jaypee Brothers: Bangalore, 1998.
2. Srinivasan, A V. Managing a Modern Hospital, 1st edn, Sage Publications: New Delhi, 2002.
3. Basavanthappa, B T. Nursing Administration, 1st edn, J P Brothers Medical Publishers: New Delhi, 2000.
4. Goel, s & Kumar, R. Hospital Administration and Management, 1st edn, Deep and Deep Publications: New Delhi, 2000.
5. Park K. Park's Textbook of Preventive and Social Medicine, 17th edn, M/S Banarsidas Bhanot Publishers: Jabalpur, 2003.

**INDUSTRIAL TRAINING/  
ON JOB TRAINING / WORKSHOP  
BVHAA605P**



RAIPUR | INDIA

# KALINGA UNIVERSITY

KALINGA UNIVERSITY, KOTNI , NEAR MANTRALAYA, NAYA RAIPUR - 492101, CHHATTISGARH

CALL: +91-9907252100