

Dr. N.G.P. ARTS AND SCIENCE COLLEGE

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)

Approved by Government of Tamil Nadu and Accredited by NAAC A++ Grade (3rd Cycle- 3.64 CGPA)

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16th

BoS

Board of Studies Meeting

Department of Hospital Administration

The minutes of the 16th meeting of Board of Studies held on 14.10.2023 at 10.00 am at the Board Room.

Members Present:

S.No.	Name	Category
1	Dr. V.Uma	Chairman
2	Dr. G.Sridharan	Subject Expert
3	Dr. P. Chitramani	Subject Expert
4	Prof. G.Senthilkumar	Subject Expert
5	Mr. C.Tamilselvan	Industrial Expert
6	Mr. G.Balachander	Alumini
7	Dr.P.R. Muthuswamy	Special Invitee
8	Mrs. U. Suji	Member

The HoD and Chairman of the department of Hospital Administration welcomed and introduced all the members and appreciated them for their continuous support, contribution for the development of academic standard and enrichment of the syllabus.

Further, Chairman informed the inability of the following member to attend the meeting and requested to grant leave of absence.

1. Dr. G.Sridharan - University Nominee

The items of the agenda were taken one by one for discussion and the following resolutions were passed.

Item 16.1

To review and approve the minutes of the previous meeting held on **08.06.2023.**

The chairman of the Board presented the minutes of the previous meeting held on **08.06.2023** and requested the members to approve. After brief discussion the following resolution was passed

Resolution:

Resolved to approve the minutes of the previous meeting held on 08.06.2023.

Item 16.1(a): To consider and approve the syllabi for II semester for the students admitted during the academic year 2023-24.

The chairman presented the detailed scheme and syllabus for the II semester for the students admitted from the academic year 2023-24 onwards. The details of changes made also presented as follows.

Changes Made:

M.Sc. Hospital Administration				
Course	Code	Reason		
Hospital Architecture, Planning,	236HA2A2CA	Unit III: Included Hospital Project		
Design and Maintenance		management and updated reference book were		
		added for recent trends		
Healthcare Economics	236HA2A2CB	Unit III & IV: Included Government		
		Schemes for health and Fiscal & Monetary		
		policy, Problem of Public Sector/ Government		
		Sector for recent updates		
Human Resource Management and 236HA2A2CC		Unit IV & V: Retention, Replacement cost,		
Industrial Relations		payment of Gratuity Act 1972, and Role of		
		HR in Safety Management were included to		
		upgrade the content as per current		
		requirements		
Materials Management	236HA2A2CD	Unit II, IV & V: included surplus and scrap		
		management, e- procurement. Replaced		
		PERT with 5S techniques according to		
		industrial needs.		

New Courses Introduced:

Course	Code	Reason
-	-	-

Courses Removed: NIL

Course	Code	Reason
-	-	-

DSE Offered

Course	Code	Reason
Application of Quality in Healthcare	236HA2A2DA	Unit -II : Replaced the voice of customer
		with patient feedback as per the Hospital
		requirement

After discussion the following resolution was passed with the above changes and modifications.

Resolution:

Resolved to approve the syllabus for the II semester for the students admitted from the academic year 2023-24 onwards.

Item 16.2: To approve the panel of examiners for question paper setting and evaluation of answer scripts for the even semester of the academic year 2023-24.

The Chairman presented the panel of examiners for question paper setting and evaluation of answer scripts for the even semester of the academic year 2023-24.

Resolution:

Resolved to approve the panel of examiners for question paper setting and evaluation of answer scripts for the even semester of the academic year 2023-2024.

Item 16.3:To consider and approve any other item brought forward by the Chairman and the members of the board.

No other item was brought forward.

Finally the Chairman thanked all the members for their cooperation and contribution in enriching the syllabus with active participation in the meeting and sought the same spirit in the future also. The meeting was closed with formal vote of thanks proposed by Dr. V.Uma, Head and Chairman-Hospital Administration BoS.

Date: 14/10/2023 (Dr.V.Uma)

Faculty: Management Board: M.Sc. Hospital Administration

Semester: II Course Code/Name:236HA2A2CA/ Hospital

Architecture, Planning, Design and Maintenance

Unit	Existing	Changes
I	Hospital as a System Definition of hospital – History of hospitals – Various Departments in Hospital- Changing role of hospitals – Hospital as a system - Hospital Administrator – Roles and Functions	-
п	Hospital Planning Process of Hospital planning – Compliance- Expandability- Operational and functional planning - Planning team – Site selection – Master plan – Zonal distribution – Space requirement – construction & commissioning - Equipping a hospital- Budgeting	•
Ш	Hospital Design Role of architect - Designing - Clinical services - Supportive services - Utility services - legal formalities - Contract Administration- Environment regulations - Equipment planning - Installation and Commissioning - Bed distribution - Space requirements and their relationships	Hospital Project management
IV	Hospital Standards General standards for designing hospital facilities – Design parameters – Patient Centered Care, Optimization - Licensing and documentation – Mechanical standards - Electrical standards – Standard for centralized medical gas system – Standards for Biomedical waste - Engineering standards - Safety and Security - Disaster management	-
V	Recent trends in Hospital Planning Green Hospital Design - Healing Architecture - Value added services in hospital - Virtual healthcare - Smart Hospitals	Reference book: "Project Management by S.Choudry, Tata McGrawhill"

Percentage of syllabus revised: 5%

✓	Skill Development	✓	Entrepreneurial Development
✓	Employability	✓	Innovations
	Intellectual Property Rights		Gender Sensitization
✓	Social Awareness/ Environment	√	Constitutional Rights/ Human Values/ Ethics

Faculty: Management Board: M.Sc. Hospital Administration

Semester: II Course Code/Name: 236HA2A2CB / Healthcare Economics

Unit	Existing	Changes
I	Fundamental Concepts Economics and Healthcare Economics, Healthcare: need and importance – Demand and Supply of Healthcare and Determinants – Healthcare: Issues and Challenges - Roles and Responsibilities of a Health Economist.	-
II	Production and Cost Concepts Price determination - Grossman's model of healthcare - Production of Health and Healthcare - Health production function - Investment in Healthcare - Capital Budgeting and Types - Concept of Economic Evaluation - Types.	-
Ш	Healthcare Industry in India - Healthcare System - Public and Private - Corporate Social Responsibility - Market Failure in Healthcare - Need for Government Intervention in Healthcare Services - National Health Policy - Universal Health Coverage (UHC)	Government Schemes
IV	Health Insurance Health Insurance – Importance - Features of Health Insurance Policies – Demand and Supply for Health Insurance - Factors Influencing Demand - Theories of Decision Making in Health Insurance - Medicaid and Medicare – Employer Sponsored Insurance - Cost Sharing - Uninsured - Moral Hazard.	Fiscal & Monetary policy, Problem of Public Sector/ Government Sector
v	Healthcare and Economic Growth Health Indicators – Healthcare Delivery Indicators - Healthcare Financing across Different Countries of the World and in India – Impact of Healthcare on Economic Growth.	-

Percentage of syllabus revised: 10%

✓	Skill Development	✓	Entrepreneurial Development
✓	Employability	✓	Innovations
	Intellectual Property Rights		Gender Sensitization
✓	Social Awareness/ Environment	✓	Constitutional Rights/ Human Values/ Ethics

Faculty: Management Board: M.Sc. Hospital Administration

Semester: II Course Code/Name: 236HA2A2CC/ Human

Resource Management and Industrial Relations

Unit	Existing	Changes
I	Concept of Human Resource Management Evolution of HRM- Importance- Nature- Characteristics- Functions and Role of HRM – HR systems	-
п	Job Analysis, Career Planning and Development Job design – Job analysis - Job description - Job specification – Manpower requirement Analysis - Job roles – Job Enrichment – Job Enlargement - Reskilling - Up-skilling - Promotion – Transfer- Demotion – Employee engagement - Absenteeism- Labour turn over - Steps in Career Planning and Development	-
ш	Recruitment and Selection, Training Objectives of Recruitment - Recruitment policy - Sources of recruitment - Traditional techniques- Modern techniques - Selection- Selection procedure - Placement - Induction - Training - Process - Need analysis - Training techniques- Training effectiveness.	-
IV	Performance Appraisal and Compensation Management Definition – Purpose- Process - Performance Appraisal Indicators- Methods of appraisal- Traditional Method - Modern Methods- Compensation Management-Planning- Managing Employee Benefits - Fringe benefits- Grievance Procedures, Redressal of Grievances	Retention, Replacement cost, Role of HR in Safety management
v	Employee's Welfare Acts Factories Act, 1948 - Maternity Benefit Act,1961 - Employee State Insurance Act, [ESI] 1948 - Employees' Provident Fund Scheme, 1952 - Payment of Bonus Act, 1965 - Workmen's Compensation Act, 1923 - Contract Labour Act (R&A), 1970 - Introduction to payment of wages act 1936 - KRA / KPA (with recent amendments)	Payment of Gratuity Act 1972

Percentage of syllabus revised: 7%

✓	Skill Development	✓	Entrepreneurial Development
✓	Employability	✓	Innovations
	Intellectual Property Rights		Gender Sensitization
✓	Social Awareness/ Environment	✓	Constitutional Rights/ Human Values/ Ethics

Faculty: Management Board: M.Sc. Hospital Administration

Semester: III Course Code/Name: 236HA2A2CD/

Materials Management

Unit	Existing	Changes
	Integrated Materials Management	
I	Need for Integrated Concept – Definition and scope –Advantages in	-
	Integrated	
	Material Management Concept- Organization Based on Commodities -	
	Functions - Location - Interdepartmental Relationship - Warehousing -	
	Functions- Types- Material Planning and Budgeting	
	Purchasing Management	
	Purchase System - Functions - Price Forecasting - Purchase of Capital	Surplus and Scrap Management
II	Equipment - International Purchasing – EXIM Policy and Procedure- Buyer	
	and Seller Relation and Ethics- Tendering Procedures- Purchase Vs Leasing	
	Decision	
	Stores and Inventory Management	
III	Definition – Concept of Stores- Types of Stores- System and Procedures –	
	Role and Functions of Store Manager- Hygiene Standards in Stores - Stores	
	Accounting-LIFO -FIFO - Space Management	
	Inventory Management and Techniques	
IV	Inventory Management - Different Types of Hospital Inventories -	5S techniques in stores
	Techniques in Inventory Management – EOQ, ABC, VED, FSN Analysis–	management
	PERT- Card System and Use of Bin Cards- Quality Control- Value Analysis,	
	Condemnation & Disposal	
	Information Technologies in Materials Management	e- Procurement
V	Material Resource Planning System –MIS Reports in Material Management -	
	Product Coding and Tracking - Various Purchase and Store Modules -	
	Software in Materials Management	

Percentage of syllabus revised: 11 %

✓	Skill Development	✓	Entrepreneurial Development
✓	Employability	✓	Innovations
	Intellectual Property Rights		Gender Sensitization
√	Social Awareness/ Environment	✓	Constitutional Rights/ Human Values/ Ethics

Faculty: Management Board: M.Sc. Hospital Administration

Semester: II Course Code/Name: 236HA2A2DA /

APPLICATION OF QUALITY IN

HEALTHCARE

Unit	Existing	Changes
Cint	Benchmarking Process	Changes
I	Benchmarking – Introduction – Process of Benchmarking – Benefits	
•	- Pitfalls - Success Indicators - Gap Analysis process -	
	Benchmarking template – Initiating the process of Benchmarking -	
	Application	
	Quality Function Deployment Concept	patient feedback
	Quality Function deployment –QFD Concept – QFD process – QFD	patient rectoack
II	Team – Benefit of QFD – Voice of the customer – House of Quality	
11		
TTT	Business Process Reengineering	
III	Organizational Reengineering – Conceptual framework process –	
	Process Re-engineering- BPR Philosophy – Possibilities and pitfalls	
	- Opportunity assessment - Impact Assessment - Planning	
	Implementation of the transition	
	Statistical Process Control	
IV	History, Development, Statistical fundamentals, Pareto diagram,	-
	Process flow diagram, Cause and effect diagram, Check sheets,	
	Histogram –Various Control charts – Different Control charts for	
	Variable state of Control – Scatter Diagrams –Problems &	
	Application	
	Quality Management System in Healthcare	
\mathbf{V}	Essentials of Quality Improvement in Healthcare - Implementation of	-
	Quality Management System in a Hospital - Evaluation of the	
	success of QMS – Statistical approach - Medical Audit - Nursing	
	Audit - Equipment Audit - Patient Satisfaction	

Percentage of syllabus revised: 3%

✓	Skill Development	✓	Entrepreneurial Development
✓	Employability	✓	Innovations
	Intellectual Property Rights		Gender Sensitization
✓	Social Awareness/ Environment	✓	Constitutional Rights/ Human Values/ Ethics

Item 16.4: To consider and approve the syllabi for II semester for the students admitted during the academic year 2023-24.

The chairman presented the detailed scheme and syllabus for the II semester for the students admitted from the academic year 2023-24 onwards. The details of changes made also presented as follows.

Changes Made:

Master of Social Work (MSW)				
Course	Code	Reason		
Community Organization & Social Action	236SW2A2CB	Unit II: Included community based research		
Social Work Research & Statistics	236SW2A2ED	Unit V: Included ANOVA		

New Courses Introduced:

Course	Code	Reason
-	-	-

Courses Removed: NIL

Course	Code	Reason
-	-	-

DSE Offered

Course	Code	Reason
Human Resource Management	236SW2A2DA	Unit III: Included retention and talent
Tranian Resource Management	2505 W 2A2DA	management
Rural Community Development	236SW2A2DC	Unit III, IV & V: Included amendments of Panchayat Raj system, role of corporate societies in Rural community development, programmes and schemes of rural development at national, state and district level.

After discussion the following resolution was passed with the above changes and modifications.

Resolution:

Resolved to approve the syllabus for the II semester for the students admitted from the academic year 2023-24 onwards.

Faculty: Management Board: Hospital Administration

Programme: MSW Semester: II
Course Code/ Name: 236SW2A2CB - Community Organization & Social Action

Unit	Existing	Changes
I	Community Organization - Definition, Objectives, Scope, Philosophy, Goals, models and historical background. Community Organization as a method of social work. Community Organization in UK and USA. Concept of community development. Similarities and differences between Community Organization and community development	-
п	Methods of Community Organization: Planning, Education, Communication, Community participation, Collective decision-making, leadership development. Resource mobilization, Community action, Promotion, Co-ordination. Community based research. Phases of Community Organization: Study, Analysis, Assessment, Discussion, Organization of Action, Evaluation, Modification, and Continuation	Community based research
Ш	Models of Community Organisation: Locality Development, Social planning, Social action, Approaches-specific content, General content and Process content .Role and Skills in Community Organization: Organizing Conferences, Committee Meetings, Training, Communication, Consultation, Negotiation, Conflict Resolution, Networking and Use of Relationship.	-
IV	Application of Community Organization in different fields - Health, Correctional, Educational, Natural resource management, Sustainable development, Industrial, Working with rural, urban and tribal population, Disability, Working with rural and urban vulnerable communities, Community Organization as a social work process; Role and Skills of Community Organizer. Community Welfare Councils and Community Chest.	-
V	Social Action: Definition, Objectives, Principles, Methods and Strategies. Social action approach: Paulo Freire (Conscientisation approach) and Saul Alinsky (Individual and Community approach), Social action and Social movement, Social action for social development. Scope of social action in India. Enforcement of social legislation through Social action. Role and skills of Social Worker in Social Action	-

PERCENTAGE OF SYLLABUS REVISED: 2.3% COURSE FOCUSES ON:

✓ Skill Development	Entrepreneurial Development
Employability	✓ Innovations
Intellectual Property Rights	✓ Gender Sensitization
Social Awareness/ Environment	Constitutional Rights/ Human Values/ Ethics

Faculty: Management Programme: MSW **Board: Hospital Administration**

Semester: II

Course Code/ Name: 236SW2A2ED - Social Work Research & Statistics

Unit	Existing	Changes
I	Research: meaning, scope, objective, Characteristics, and functions. Social Work Research: meaning & definition, difference between social research and social work research. Basic Elements: Data, Variable, Hypothesis, Theory and Facts. Steps in Research Process.	-
п	Research Designs: Need and Concept. Types of Research designs: Exploratory, Explanatory, Descriptive, Diagnostic, Experimental, Evaluative, Case Study, Participatory Research and Mixed Method Designs. Difference between qualitative and quantitative design.	-
Ш	Sampling: Importance, Purpose and Techniques: Probability and Non probability sampling, sampling and non sampling errors. Sources of Data: Primary and Secondary; Methods and Tools of Data Collection: Observation, Case study, Interview schedule and Questionnaire. Pilot study and Pre-test.	-
IV	Data Processing: Coding, Editing, Tabulation, Analysis and Interpretation. Levels of Measurement: Nominal, Ordinal, Ration and Interval. Report writing: purpose, structure, styles and evaluation of report writing. Importance of Documentation. Use of computer and statistical software in documentation.	-
V	Statistical Analysis: Need, purpose and types. Measures of central tendency: mean, median and Mode. Concept of Standard Deviation. Concept of hypothesis testing: Chi-Square, Correlation, t-test, ANOVA. Uses of Statistics and its limitations in social work Research	

PERCENTAGE OF SYLLABUS REVISED: 3.7% **COURSE FOCUSES ON:**

✓	Skill Development	✓	Entrepreneurial Development
✓	Employability	✓	Innovations
	Intellectual Property Rights		Gender Sensitization
✓	Social Awareness/ Environment		Constitutional Rights/ Human Values/ Ethics

Faculty: Management Board: Hospital Administration

Programme: MSW Semester: II

Course Code/ Name: 236SW2A2DA - Human Resource Management

Unit	Existing	Changes
I	Management: Concept, Principle Functions. Human Resource Management: Concept, Definitions, Scope and objectives. Organization Structure and Function – Line and staff relations of Human Resource Management. HR Business Partnering, Qualities and Role of HR Manager.	-
п	Human resource management and human resource HRD – concept, meaning, philosophy, components, functions-HRD scene in India-Current trends-TEITQM-TBM-ISO. Roles and responsibilities and challenges of HR manager.	-
ш	Human resource planning – meaning, need, process, forecasting human resource requirement need for HR policies. Recruitment-meaning source-methods. Selection – meaning – steps-use of psychological test. Placement and Induction. Training and development-meaning need – importance-objectives-methodology. Concept of lean management and outsourcing. Retention and talent management. Promotion and transfer-redeployment-retirement.	Retention and Talent management
IV	Training and Development – meaning, need and importance; types of training – methods and techniques of training – Training need assessment - organizing training programmes – Training evaluation - Career planning and Development; employee counseling	-
V	Wage and salary administration –New concepts-profit sharing – performance linked compensation- career development strategies-importance –objectives-principles compensation packages-succession planning –registers and records-HR audit-HR research-HR score card employees satisfaction and measures for improvement employees counseling.	-

PERCENTAGE OF SYLLABUS REVISED: 5.2%

COURSE FOCUSES ON:

✓ Skill Development	Entrepreneurial Development
✓ Employability	✓ Innovations
Intellectual Property Rights	✓ Gender Sensitization
Social Awareness/ Environment	Constitutional Rights/ Human Values/ Ethics

Faculty: Management Programme: MSW **Board: Hospital Administration**

Semester: II

Course Code/ Name: 236SW2A2DC - Rural Community Development

Unit	Existing	Changes
I	Rural Community: Definition, Characteristics, Rural Community Development: Definition, meaning, Objectives, Scope, Theories and Approaches. Extension: concept, objectives, methods, techniques and limitations. Rural problems in India - Poverty, Community Health, Unemployment and Untouchability.	-
п	Origin and Development: Rural Community Development in India and Asia, Early Experiments: Sriniketan, Marthandom, Gurgaon – Pilot projects: Etawah project, Nilolkheri experiment, Firka scheme – Rural Community development after independence: Constitutional Provisions – overview on Five -year plans in rural development.	-
ш	Panchayati Raj: Local Self Government in ancient India: Mughals Period and British Period – Panchayati Raj after independence: Constitutional Provisions, Balwant Roy Metha Committee Report, Ashok Metha Committee Report, Main features of Panchayati Raj legislation (73 rd Amendment) Act 1992, Amendments of Panchayat Raj system. Structure of panchayat raj system – Zilla Parishad, Panchayat Samiti, & Gram Panchayat, Functions and Problems of Panchayat Raj.	Amendments of Panchayat Raj system.
IV	Community Development Administration: Organizational set- up and administration from National to local level, Role and functions of District Rural Development Agency (DRDA), – Functions of BDO/Commissioner, Extension officers at block level-People's participation in rural community development. Community development Training Institutions: Meaning, Objectives, Scope and importance of training - Training Institutions: NIRD SIRD, Karl Kubel. Role of CAPART and NABARD in rural development. Role of corporate societies in Rural community development.	Role of corporate societies in Rural community development
V	Concepts, approaches and strategies of Rural Development, Philosophy of Rural Development - A.T. Masher, Mahatma Gandhi and Lenin. Experiments in Rural Development. Rural development programmes in India: Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) 2005: Deen Dayal Antyodaya Yojana — National Rural Livelihoods Mission (DAY-NRLM): Pradhan Mantri Gram Sadak Yojana (PMGSY): Pradhan Mantri Awas Yojana — Gramin: Pradhan Mantri Adarsh Gram Yojana (PMAGY): Saansad Adarsh Gram Yojana (SAGY): National Rurban Mission (NRuM): The National Social Assistance Programme (NSAP) Mission Antyodaya. Programmes and schemes of rural development at national, state and district level.	Programmes and schemes of rural development at national, state and district level.

COURSE FOCUSES ON:

Skill Development	Entrepreneurial Development
Employability	✓ Innovations
✓ Intellectual Property Rights	Gender Sensitization
Social Awareness/ Environment	Constitutional Rights/ Human Values/ Ethics



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BoS 16th

ATTENDANCE OF THE SIXTEENTH BOARD OF STUDIES MEETING

Faculty: Management

Board: Hospital Administration

VENUE: Board Room

DATE: 14/10/2023

TIME: 10 A.M

The following members were present for the Board of Studies meeting

S.NO	NAME	POSITION	SIGNATURE
1.	Dr.V.Uma Head	Chairman	H-V 14 lotes
2.	Dr.G.Sridharan Associate Professor BSMED Bharathiar University Coimbatore	Member (Subject Expert) (Nominated by Vice Chancellor)	Abrent'
3.	Dr. P. Chitramani Professor & Dean School of Commerce and Management Avinashilingam Institute for Home Science and Higher Education for Women	Member (Subject Expert) (Nominated by Academic Council)	CC 14/10/23
4.	Prof. G. Senthilkumar HOD- Management Studies, The Sankara Nethralaya Academy, Chennai	Member (Subject Expert) (Nominated by Academic Council)	Google Mat
5.	Mr. Tamilselvan C Vice President- Materials, Kovai Medical Center and Hospital, Coimbatore	Member (Industrial Expert)	chuy
6.	Mr. G. Balachander, Manager HR, Cancer Treatment Services Hyderabad Pvt Ltd, Coimbatore	Alumni	Reclaimed R



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16th

BoS

7.	Dr. P.R. Muthuswamy Director – Academics, Dr. NGPEI	Special Invitee	m Col
8. Ms.U. Suji Assistant Professor		IVICE	
	Assistant Professor	Member	1 A

Date: 14/10/2023

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