



# 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 (3<sup>rd</sup> Cycle- 3.64 CGPA)

Dr. N.G.P.-Kalapatti Road, Coimbatore-641048, Tamil Nadu, India  
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BoS

18<sup>th</sup>

## Department of Hospital Administration

### Board of Studies Meeting

The minutes of the 18<sup>th</sup> meeting of Board of Studies held on 08.11.2024 at 10.00 am at the IQAC Board Room.

#### Members Present:

S.No.	Name	Category
1	Dr. V.Uma Professor & Head Department of Management Studies Dr.N.G.P. Arts and Science College, Coimbatore	Chairman
2	Dr. G.Sridharan Associate Professor BSMED, Bharathiar University Coimbatore	University Representative
3	Dr. P. Chitramani Professor & Dean School of Commerce and Management Avinashilingam Institute for Home Science and Higher Education for Women	Subject Expert
4	Prof. G.Senthilkumar HOD- Management Studies, The Sankara Nethralaya Academy, Chennai	Subject Expert
5	Mr. C.Tamilselvan Vice President- Materials, Kovai Medical Center and Hospital, Coimbatore	Industrial Expert
6	Mr. G.Balachander Manager HR, Cancer Treatment Services Hyderabad Pvt Ltd, Coimbatore	Meritorious Alumni
7	Dr.P.R. Muthuswamy Director -Academics, Dr. NGPEI	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 absence 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 18.1**

To review and approve the minutes of the previous meeting held on **02.04.2024**.

The chairman of the Board presented the minutes of the previous meeting held on **02.04.2024** 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 02.04.2024.**

**Item 18.2:** To review and approve the syllabus for II semester for the students admitted during the academic year 2024-25.

The chairman presented the detailed syllabus for the II semester for the students admitted from the academic year 2024-25 onwards. The details of changes made also presented as follows.

**Changes Made:**

<b>M.Sc. Hospital Administration</b>		
<b>Code</b>	<b>Course</b>	<b>Changes and Reason</b>
<b>24HAP2CA</b>	Hospital Architecture, Planning, Design and Maintenance	Unit I: As suggested Dr. P. Chitramani removed the Definition and History of Hospitals and added Hospital as a system. Unit II: As suggested by Prof. G.Senthilkumar, included Facility planning (NABH), Green Field Vs Brown Field project, Ventilation & Lighting Unit III: As suggested by Mr.Balachander included Environmental consideration as per industrial needs
<b>24HAP2CB</b>	Healthcare Economics	Unit I: As suggested by Dr.P. Chithramani included Theory of Utility, Demand, Concepts of Price-income-Cross Price Elasticities Unit II: As suggested by Mr. C.Tamilselvan, included Theory of Production Unit V: As recommended by Prof. G.Senthilkumar, included Importance of PPP Model, Alternative Models of Hospital Behavior - Utility Maximizing Model, Physician Control Models for practical insights
<b>24HAP2CC</b>	Human Resource Management and Industrial Relations	Unit I: As suggested by Prof. G.Senthilkumar, included HR Policies and procedures. Also replaced Evolution of HRM with Meaning definition and objectives Unit III: As suggested Dr. P. Chitramani included Talent Management to understand recent trends in HR
<b>24HAP2CD</b>	Materials Management	Unit III: As suggested by Mr.Tamilselvan

		included Stock verification - Stock adjustment,- Stock valuation methods As Suggested by Dr. P. Chitramani included Vendor Management for practical exposure
24HAP2CE	Healthcare Marketing and Strategic Management	Unit- V: As suggested by Dr.P.Chithramani replaced the Unit title "Market Analysis" with "Strategic Analysis Tools" and included VRIO Framework, Portfolio Analysis using BCG as per industrial requirements

#### DSE Offered

Code	Course	Changes and Reason
24HAP2DA	Application of Quality in Healthcare	As suggested by Prof. G.Senthilkumar included the Reference Book "Prof. K. Shridhara Bhat.2010, Total Quality Management, Global Media."

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 2024-25 onwards.**

**Item 18.3:** To consider and approve the syllabus for IV semester for the students admitted during the academic year 2023-24.

The chairman presented the syllabus for the IV semester for the students admitted from the academic year 2023-24 onwards. After discussion the following resolution was passed.

#### Resolution:

**Resolved to approve the syllabus for the IV semester for the students admitted from the academic year 2023-24 onwards without any modification.**

**Item 18.4:** To approve the panel of examiners for question paper setting and evaluation of answer scripts for the even semester of the academic year 2024-25.

The Chairman presented the panel of examination for question paper setting, question paper scrutiny and conduct of practical and theory examinations are submitted to COE for exam related work.

#### Resolution:

**Resolved to approve the panel of examination for question paper setting, question paper scrutiny and conduct of practical and theory examinations.**

**Item 18.5:** To Consider and approve the courses offered by NPTEL that are equivalent to courses offered in our curriculum.



The Board discussed the courses offered by NPTEL that are equivalent to the courses offered in our curriculum.

**Resolution:**

**Resolved to examine and approve the NPTEL courses that are equivalent to the courses in our curriculum.**

**Item 18.6:** To consider and approve the Self-study courses to earn extra credit for III semester for the students admitted during the academic year 2024-2025.

The Chairman presented the Self- study courses to earn extra credit for III semester for the students admitted during the academic year 2024 -2025.

Course Code	Course Name	Theory/ Practical
24HAPSSA	Innovation, IPR and Entrepreneurship	Theory
24HAPSSB	Brand Management	Theory
24HAPSSC	Hospital Hazards Management	Theory

**Resolution:**

**Resolved to approve the Self- study courses to earn extra credit for III semester for the students admitted during the academic year 2024-2025.**

**Item 18.7:** To consider and approve the Interdisciplinary Research work in the final semester student projects

The board discussed the importance of offering interdisciplinary research to address clinical and non-clinical administration issues to align with both academic and practical outcomes in the field of Hospital Administration

**Resolution:**

**Resolved to approve the inter-disciplinary research projects in Hospital Administration**

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: 08.11.2024**

  
**(Dr.V.Uma)**

BoS Chairman/HoD  
Department of Hospital Administration  
Dr. N. G. P. Arts and Science College  
Coimbatore – 641 048

## Syllabus Revision

**Faculty: Management**

**Semester : II**

**Board: M.Sc. Hospital Administration**

**Course Code/Name:24HAP2CA/ Hospital**

**Architecture, Planning, Design and Maintenance**

Unit	Existing	Changes
I	Evolving Role of Hospitals Definition of hospital—History of hospitals – Various Departments in Hospital- Changing role of hospitals – Hospital Administrator – Roles and Functions	Hospital as a system
II	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.	Facility Planning (NABH), Green Field Vs Brown Field project, Ventilation & Lighting
III	Hospital Design Hospital Project management - 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 - relationships	Environmental Consideration
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.	-

**Percentage of syllabus revised: 9.6%**

**Course focuses on**

<input checked="" type="checkbox"/>	Skill Development	<input checked="" type="checkbox"/>	Entrepreneurial Development
<input checked="" type="checkbox"/>	Employability	<input checked="" type="checkbox"/>	Innovations
<input type="checkbox"/>	Intellectual Property Rights	<input type="checkbox"/>	Gender Sensitization
<input checked="" type="checkbox"/>	Social Awareness/ Environment	<input type="checkbox"/>	Constitutional Rights/ Human Values/ Ethics

## Syllabus Revision

**Faculty: Management**

**Board: M.Sc. Hospital Administration**

**Semester : II**

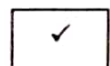
**Course Code/Name: 24HAP2CB / Healthcare**

**Economics**

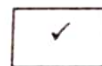
Unit	Existing	Changes
I	Fundamental Concepts Economics and Healthcare Economics- Healthcare: need and importance – Demand and Supply of Healthcare and Determinants – Healthcare: Issues and Challenges - Roles and Responsibilities of a Health Economist.	Theory of Utility- Theory of Demand- Concepts of Price-income-Cross Price Elasticities
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	Theory of Production
III	Healthcare Services 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 - Fiscal & Monetary policy- Challenges of Public Sector/ Government Sector -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.	-
V	Healthcare and Economic Growth Health Indicators – Healthcare Financing across Different Countries of the World and in India -Impact of Healthcare on Economic Growth	Importance of PPP Model- Alternative Models of Hospital Behaviour- Utility Maximizing Model- Physician Control Models

**Percentage of syllabus revised: 15 %**

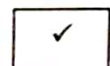
**Course focuses on**



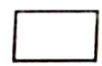
Skill Development



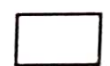
Entrepreneurial Development



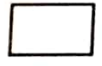
Employability



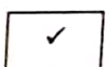
Innovations



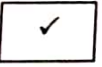
Intellectual Property Rights



Gender Sensitization



Social Awareness/ Environment



Constitutional Rights/ Human Values/ Ethics



## Syllabus Revision

**Faculty: Management**

**Board: M.Sc. Hospital Administration**

**Semester : II**

**Course Code/Name: 24HAP2CC / Human Resource**

**Management and  
Industrial Relations**

Unit	Existing	Changes
I	Concept of Human Resource Management HRM- Evolution of HRM - Importance- Nature- Characteristics- Functions and Role of HRM – HR systems	Meaning and Definition- Objective, HR Policies and procedures
II	Job Analysis, Career Planning and Development Job design – Job analysis - Job description - Job specification – Manpower requirement Analysis - Job roles – Job Enrichment – Job Enlargement - Re-skilling - Up-skilling - Promotion – Transfer- Demotion – Employee engagement - Absenteeism- Labour turn over - Steps in Career Planning and Development	-
III	Recruitment and Selection, Training Objectives of Recruitment - Recruitment policy – Sources of recruitment – Traditional techniques- Modern techniques – Selection- Selection procedure – Placement – Induction - Competency Mapping- Training - Process - Need analysis - Training techniques- Training effectiveness.	Talent Management
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 - Retention, Replacement cost - Grievance Redressal of System- 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 -Payment of Gratuity Act 1972- Introduction to payment of wages act 1936	-

**Percentage of syllabus revised: 4.6 %**

**Course focuses on**

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Skill Development<br><input checked="" type="checkbox"/> Employability<br><input type="checkbox"/> Intellectual Property Rights<br><input checked="" type="checkbox"/> Social Awareness/ Environment | <input checked="" type="checkbox"/> Entrepreneurial Development<br><input type="checkbox"/> Innovations<br><input checked="" type="checkbox"/> Gender Sensitization<br><input checked="" type="checkbox"/> Constitutional Rights/ Human Values/ Ethics |
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## Syllabus Revision

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : II

Course Code/Name: 24HAP2CD /

Materials Management

Unit	Existing	Changes
I	Integrated Materials Management 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	
II	Purchasing Management Purchase System - Functions – Price Forecasting – Purchase of Capital Equipments - International Purchasing – EXIM Policy and Procedure- Buyer and Seller Relation and Ethics- Tendering Procedures- Purchase Vs Leasing Decision- Surplus and Scrap Management	Vendor Management
III	Stores and Inventory Management Definition – Concept of Stores- Types of Stores- System and Procedures – Role and Functions of Store Manager- Hygiene Standards in Stores - Stores Accounting- Space Management	Stock verification- Stock adjustment- Stock valuation methods-
IV	Inventory Management and Techniques Inventory Management – Different Types of Hospital Inventories - Techniques in Inventory Management – LIFO -FIFO - EOQ, ABC, VED, FSN Analysis–5S techniques in stores management - Card System and Use Of Bin Cards- Quality Control- Value Analysis, Condemnation & Disposal	

Percentage of syllabus revised: 9.3 %

### Course focuses on

<input checked="" type="checkbox"/>	Skill Development	<input checked="" type="checkbox"/>	Entrepreneurial Development
<input checked="" type="checkbox"/>	Employability	<input checked="" type="checkbox"/>	Innovations
<input type="checkbox"/>	Intellectual Property Rights	<input type="checkbox"/>	Gender Sensitization
<input type="checkbox"/>	Social Awareness/ Environment	<input type="checkbox"/>	Constitutional Rights/ Human Values/ Ethics



## Syllabus Revision

**Faculty: Management**

**Semester : III**

**Board: M.Sc. Hospital Administration**

**Course Code/Name: 24HAP2CE /**

**Healthcare Marketing and Strategic Management**

Unit	Existing	Changes
I	Marketing Concept Marketing concepts- Need- Principles- Services –Marketing environment- Five I's – Salient features- Classification of services – Dichotomous classification of services – Cross classification of Services – Schmenner's Classification	-
II	Dimensions of Marketing Process – Elements – Service Expectations – Performance – Market Economic Dimensions – Service Style – Segmentation Variables – Market Targeting in Services – Customer loyalty - Customer Bonding	-
III	Marketing Mix & Advertising Elements of Marketing Mix – Service Marketing triangles - 4A's of Marketing- 7P's of Service Marketing - Collaborative Marketing – Media Relations - Branding – Advertisement –Promotion - Free Health Camps - Digital Marketing for Hospital	-
IV	Strategic Management Introduction – Nature of Business Policy and Strategic Management – Strategic Management Process – Strategic Decision Making- Characteristics - Corporate Governance - Business Ethics – Strategic Change – Creative Problem Analysis	-
V	Market Analysis SWOT Analysis – PESTLE Analysis- Porter's five force model- Blue ocean strategy - Strategic management process – Corporate Social Responsibility	Strategic Analysis Tools VRIO Framework- Portfolio Analysis using BCG

**Percentage of syllabus revised: 3.77%**

**Course focuses on**

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|---|---|
| <input checked="" type="checkbox"/> Skill Development             | <input checked="" type="checkbox"/> Entrepreneurial Development                 |
| <input checked="" type="checkbox"/> Employability                 | <input checked="" type="checkbox"/> Innovations                                 |
| <input type="checkbox"/> Intellectual Property Rights             | <input type="checkbox"/> Gender Sensitization                                   |
| <input checked="" type="checkbox"/> Social Awareness/ Environment | <input checked="" type="checkbox"/> Constitutional Rights/ Human Values/ Ethics |

## Syllabus Revision

**Faculty: Management**

**Board: M.Sc. Hospital Administration**

**Semester : II**

**Course Code/Name: 24HAP2DA / Application Of  
Quality In Healthcare**

Unit	Existing	Changes
I	Benchmarking Process Benchmarking – Introduction – Process of Benchmarking – Benefits – Pitfalls – Success Indicators – Gap Analysis process – Benchmarking template – Initiating the process of Benchmarking - Application	-
II	Quality Function Deployment Concept Quality Function deployment –QFD Concept – QFD process – QFD Team – Benefit of QFD – Patient feedback – House of Quality	-
III	Business Process Reengineering Organizational Reengineering – Conceptual framework process – Process Re- engineering- BPR Philosophy – Possibilities and pitfalls – Opportunity assessment – Impact Assessment – Planning Implementation of the transition	-
IV	Statistical Process Control 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	-
V	Quality Management System in Healthcare 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	Reference Book “Prof. K. Shridhara Bhat.2010. Total Quality Management, Global Media.”

**Percentage of syllabus revised: 4 %**

**Course focuses on**

<input checked="" type="checkbox"/>	Skill Development	<input checked="" type="checkbox"/>	Entrepreneurial Development
<input checked="" type="checkbox"/>	Employability	<input checked="" type="checkbox"/>	Innovations
<input type="checkbox"/>	Intellectual Property Rights	<input type="checkbox"/>	Gender Sensitization
<input type="checkbox"/>	Social Awareness/ Environment	<input type="checkbox"/>	Constitutional Rights/ Human Values/ Ethics



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BoS

18<sup>th</sup>

## ATTENDANCE OF THE EIGHTEENTH BOARD OF STUDIES MEETING

Faculty: Management

Board: Hospital Administration

VENUE: IQAC Board Room


DATE: 08/11/2024

TIME: 10.00 A.M

S.NO	NAME	POSITION	SIGNATURE
1.	Dr.V.Uma Head	Chairman	<i>Dr. V</i>
2.	Dr.G.Sridharan Associate Professor BSMED Bharathiar University Coimbatore	Member (Subject Expert) (Nominated by Vice Chancellor)	<i>Absent</i>
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)	<i>Chitramani</i>
4.	Prof. G. Senthilkumar HOD- Management Studies, The Sankara Nethralaya Academy, Chennai	Member (Subject Expert) (Nominated by Academic Council)	<i>Google meet</i>
5.	Mr. Tamilselvan C Vice President- Materials, Kovai Medical Center and Hospital, Coimbatore	Member (Industrial Expert)	<i>C. Tamilselvan</i>
6.	Mr. G. Balachander, Manager HR, Cancer Treatment Services Hyderabad Pvt Ltd, Coimbatore	Alumni	<i>Google meet</i>





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		18 <sup>th</sup>

7.	Dr. P.R. Muthuswamy Director -Academics, Dr. NGPEI	Special Invitee	-
8.	Ms.U. Suji Assistant Professor	Member	<i>Hi.</i>

The following members were present for the Board of Studies meeting

Date: 08/11/2024



*Dr. V. Uma*  
(Dr.V.Uma)

BoS Chairman/HoD  
Department of Hospital Administration  
Dr. N. G. P. Arts and Science College  
Coimbatore - 641 048



Dr. NGPASC  
COIMBATORE | INDIA