

**Maulana Abul Kalam Azad University of Technology, West Bengal**

*(Formerly West Bengal University of Technology)*

**Syllabus for Master of Public Health  
(Effective for Academic Session 2019-2020)**

**THIRD SEMESTER**

**MPH 301: QUALITY MANAGEMENT IN HEALTHCARE**

Unit 1

- Fundamentals of Quality Management - Definition, Objectives, Principle & Constraints, Theories- Deming, Crosby, Juran, Determinants of Quality: Structure – Process – Outcome. Approaches of Quality Improvement- QC, QA, CQI, TQM
- Continuous Process Improvement, Statistical Process Control (SPC), Quality Systems, Benchmarking, Quality Function Deployment (QFD)
- Application of Six Sigma in Health Care

Unit 2

- Organization for Quality Improvement in Public Health - Quality Teams (QT) and Quality Control Circles (QCC), Quality Assurance (QA) and Quality Improvement.
- Organization wide Quality Improvement fundamentals: Designing Quality Improvement models of daily Patient Care.
- Assessing Quality Health Care, Attributes of Quality in Health Care and Relationship between patient satisfaction and utilization of services.

Unit 3:

- Importance of Medical Audit & Accreditation in ensuring Quality Health care: NABH, NABL, BIS, ISO- Documentation and Certification, ISO 14000, ISO 9000 and benefits of ISO certification.

**Suggested Books:**

1. Raandi Schmidt J. Trumbo and R. Jonson, Quality in Health Care Sector – ASQC Quality – Press.
2. Quality Improvement in Health Care, 2<sup>nd</sup> Ed, Nelson Thrones
3. Sridhar Bhat, Total Quality Management, Himalaya House publications, Mumbai, 2002
4. Sundara Raju, S.M., Total Quality Management: A Primer, Tata McGraw Hill, 1995. Srinivasan, N.S. and V. Narayana, Managing Quality- concepts and Tasks, New Age International, 1996.

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**MPH 302: INVENTORY & LOGISTICS MANAGEMENT IN HEALTH SYSTEMS**

Unit 1

- Inventory Control: Meaning, Objectives & Scope of Inventory Control, Classification of Inventory
- Techniques of Inventory Control: ABC, VED, FSN
- Lead-time, Buffer stock, Reorder level, Two Bin System, Periodic Inventory, EOQ models with shortage, without shortage and with price breaks.

Unit 2

- Principles of Materials Management: Definition, Scope & Objectives, Materials Planning with forecasting & Budgeting. Classification of Materials- Consumables & Non consumables

Unit 3:

- Purchase Management: Objectives, Legal aspects of purchasing, Out Sourcing of Services, Purchase system- Centralised, Decentralised, & Local purchase, Selection of Suppliers- Tendering procedures, Analysing bids, Price negotiations, Issue of purchase orders, Rate Contracts, Follow up action, Safety Stock & Lead time, Receipt & Inspection of Materials, Distribution, Standardisation, Codification, Preparation of defect/Discrepancy Reports.

Unit 4

- Store Management: Organisation & layout, Functions of Store Manager, Materials handling, Flow of goods/FIFO, Security of stores, Disposal of scrap/unserviceable materials, Sub-stores in various departments, Physical stock taking, Role of computers in Stores Management
- Medical Stores: Functions, Store Monitoring, Expiry Dates & Action, Cold Chain

**Suggested Books:**

1. Shakti Gupta, Sunilkanth – Hospital Stores Management, Jaypee Brothers
2. Srinivasan A.V. (ed), Managing a modern hospital, Chapters 6, 7, 8, 9, Response Books, New Delhi, 2000.
3. Gopalakrishna, P., Materials Management, Prentice Hall, New Delhi, 1997.

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4. Gopalakrishna, P., Purchasing and Materials Management, Tata MC.Graw Hill, New Delhi, 1995

**MPH 303: RESEARCH METHODOLOGY – II**

Unit 1

- Testing of Hypothesis and Significance – Introduction & Concept of Errors
- Parametric Tests–Small samples & large samples & Quantitative and qualitative data – ANOVA, F test, Multivariate Analysis

Unit 2

- Non-parametric Tests: Correlation – Concept and Computation of Correlation Coefficient  
Regression - Concept and Computation of Regression Coefficient

Unit 3

- Application of statistical software's in data management and analysis – SPSS/ Istat/ Systat etc.

**Suggested Books:**

1. Business Statistics - G.C. Beri- TMH
2. Aczel – Complete Business Statistics (6th Edition); TMH
3. Anderson, Sweeny, and Williams- Statistics for Business and Economics, (9th Edition); Thomas Learning
4. Research Methodology, Pannneerselvan, PHI Publications,
5. Kothari C R. Research Methodology Methods & Techniques. New Age International Private Ltd., New Delhi:2000
6. Beri G C. Marketing Research. 3<sup>rd</sup> Ed. Tata McGraw Hill Publishing Company Ltd. New Delhi: 2000
7. Statistical Methods in the Biological & Health Science: J.Susan Milton (McGraw- Hill)

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**MPH 304: HEALTH INSURANCE & MANAGED CARE**

Unit 1

- Introduction to insurance: History and Evolution of Insurance in India, Principles of insurance, Insurance documentation.
- Health Insurance: Concept of Asset, Risk & Pooling. Insurance for the Patient, Premium and factors influencing premium for various policies. Managed Care: The Key “Ingredients” of Managed Care, Health insurance products, Professional Indemnity Schemes for doctors
- Medical Care system & Health Insurance System in different countries (USA, UK, India) Role of Insurance in Economic Development of a country

Unit 2

- Evolution of Health Insurance in India, Social security Schemes in India– CGHS, ESI,
- Insurance schemes: RSBY, JSY, Pradhan Mantri Suraksha Bima Yojana

Unit 3

- Insurance Regulatory Authority of India (IRDA): Role, function and Control
- Third Party Administration- Function, Importance & Challenges,
- TPA: Intermediary between provider & Patient, Role of Health Insurance companies

**Suggested Books:**

1. IRDA Regulations on Health Insurance, GOI, New Delhi
2. U. Jawaharlal (editor), Insurance Industry, the current scenario, the ICFAI University Press, Hyderabad, 2005.
3. Commercial Laws: N. D. Kapoor
4. Commercial Laws: Sen & Mitra

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**MPH 305: MANAGING HUMAN RESOURCES FOR HEALTH**

Unit 1

- Human Resource Management in Health Care Organization: Definition & Importance, The role of Human Resources in healthcare organizations.
- HR as a strategic tool: Staffing & Manpower planning in Healthcare Institutions, Systems Approach to Staffing, Staff Recruitment & Selection, Training and Development, Training Needs, Types of Training. Case presentation and discussion with reference to Health Sector

Unit 2

- Job analysis, Job description, Job evaluation, Job enrichment
- Workforce productivity, Measuring Performance, Providing feedback & Performance Appraisal

Unit 3

- Leadership, Leadership Styles, Motivation, Motivational Theories, Motivational Techniques
- Controlling Functions, Steps in Controlling, Types of Controlling, Control Techniques
- Globalization and the health care workforce, Managing Workforce Diversity in Healthcare

**Suggested Books:**

1. Aswathappa, Human Resource & Personal Management, TMH
2. Gomez –Mezia, Managing Human Resources, Pearson Education
3. Fried BJ, Fottler MD, ed. Human resources management in healthcare: managing for success. 3<sup>rd</sup> ed. Chicago, IL: Health Administration Press; 2008
4. Ellis L, Morrow D, Bradley A. Case 3: Performance feedback now and then. In: Fried BJ, Fottler MD, ed. Human resources management in healthcare: managing for success. 3<sup>rd</sup> ed. Chicago, IL: Health Administration Press; 2008: 523- 528
5. Case Study 10: Too much diversity? In: Nkomo S, Fottler M, McAfee RB. Applications in Human Resource Management. 5<sup>th</sup> ed. US: Thompson/South-Western; 2005: 37-39

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**MPH 306: HEALTH POLICIES & RESEARCH IN PUBLIC HEALTH**

Unit 1:

- Introduction to Health Policies: Key Characteristics of Health Policy and Systems Research, Elements of HPSR- Health systems • Health policy • Health system development or strengthening • Health policy analysis
- Health Planning in India (Committees, Planning commission, Five year plans, National Health Policies) Health for all,

Unit 2:

- Policy making: Foundations of health policy making, Theories of policy process
- Equity, Access and Quality, Policy Analysis & Policy Brief, Writing a Policy Brief & Implementation
- Policy and Strategy, Formulation of Strategy, Overview of Health Policies and Five Year Plans.

Unit 3

- Overview of Health Systems: Comparative Health Systems, National Health Policies and Programmes
- Health Sector Reforms: Public-Pvt Partnerships, Role of health services research in health policy

**Suggested Books:**

1. Park K: 2005. Text Book of Preventive and Social Medicine. Banarsidas Bhanot Publishers: Jabalpur. 18<sup>th</sup> Ed.
2. Goel S L. 2001. Health Care System and Management: Primary Health Care management. Deep & Deep Publications: New Delhi. Vol 4
3. Essentials of Public Health - BJ Turnock. Jones & Bartlett, 2007
4. Oxford Textbook of Public Health, 4th edn