

MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY, WEST BENGAL
(Formerly West Bengal University of Technology)
Syllabus of BBA in HOSPITAL MANAGEMENT
(Effective from 2023-24 Academic Sessions)

Paper Name: QUALITY IN HEALTH CARE

Paper code: BBA(HM) 601:

Mode: Offline

Credits: 5(4L+1T)

Aim of the Course: The objective is to attain a comprehensive understanding of hospital management.

Course Objectives: The course is designed to foster comprehension of the core principles, theories and applications of quality in hospital and healthcare Industry. It also covers operational aspects. Upon finishing this course, students should have a grasp of the foundational tenets of healthcare management.

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Goals:

- CO1: This course equips students with foundational knowledge in Quality Management in Hospital and Healthcare sector.
- CO2: Through this course, students will gain the ability to harmonize practice with theoretical knowledge in quality management.
- CO3: The course will facilitate active learning and the acquisition of knowledge regarding emerging trends in Quality management and Total Quality Management.
- CO4: The course is designed to furnish students with decision-making skills relevant to Quality in Health care sector.
- CO5: Upon completing this course, students will be equipped to detect and assess Quality challenges and possibilities in practical settings.

SI	Course content	Mapped Module	Hours allotted
CO1	Evolution of Quality and quality management	M1	2
CO2	Fundamentals of Quality Management: Introduction - Objectives - Concept of Quality Care and Quality Management, Dimensions of quality in health care Contribution of quality gurus: Joseph M. Juran, W. Edward Deming, Genechi Taguchi, Armand V. Feignbaum, Kauro Ishikawa, Philip B. Crosby, Walter Shewhart	M2	6
CO3	Implementing Quality Management system in a Hospital: Improving Hospital Performance - Conceptual model of potential Contribution in quality in the health care system-Implementation of quality management system in improving health care system, Quality Circle.	M3	4
CO4	Implementing Total Quality Management in an Organization: Introduction-organizing for quality assessment—Quality Assurance and quality improvements	M4	6
CO5	Ways to improve quality of service in Hospitals: Definition, Tools and techniques of quality improvement.: underlying concepts, implementation and measurement of TQM, Role of communication in implementing TQM Six Sigma, Lean Thinking, Kaizen, 5 S (theoretical knowledge only)	M5	3
CO6	Relationship between Patient, Doctor and Hospital: Patient Centric Approach, Patient Participation - Quality Health Care through Patient Satisfaction. Some attributes of a Good Patient Practitioners Relationship - The measurement of Quality.	M6	4
CO7	Assessment of Quality Health care: Some attributes of Quality in Health Care -Procedure for formulating explicit Criteria and standards - Determinants of Quality - Structure - Process - Outcome.	M7	3
CO8	Accreditation in Hospital and Health care Facilities-Improvement of Quality of service through different approaches: Different Approaches to Quality improvement Quality planning, Quality Implementation and Quality Evaluation, Quality Manual, Benchmarking, QCI (functions, structure)	M8	10

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	Fundamentals of ISO 9001:2000 (objectives and components), Accreditation -with special emphasis on NABH, NABL Accreditation and JCI (sequential process of getting certified)		
CO9	Quality and service Management: Service Management and Gaps	M9	2

Learning Outcome/ Skills:

Hospitals are complex organizations with intricate structures. Student will study how different departments and functions within a hospital interact, and how the organizational structure affects decision-making and efficiency.

Module Number	Content	Total Hours	% of questions	Bloom Level (applicable)	Remarks, if any
THEORY					
M1	Evolution of Quality and quality management	2	5	1,2	NA
M2	Fundamentals of Quality Management	6	15	1,2,3	NA
M3	Implementing Quality Management system in a Hospital	4	10	1,2	NA
M4	Implementing Total Quality Management in an Organization:	6	15	1,2,3	NA
M5	Ways to improve quality of service in Hospitals:	3	7	1,2,3	NA
M6	Relationship between Patient, Doctor and Hospital	4	10	1,2,3	NA
M7	Assessment of Quality Health care:	3	8	1,2,3	NA
M8	Accreditation in Hospital and Health care Facilities-Improvement of Quality of service through different approaches:	10	25	1,2,3	NA
M9	Quality and service Management:	2	5	1,2,3	NA
Total Theory		40	100		
TUTORIAL		8			
TOTAL		48			

Books:

1. "Managing Quality in Healthcare Organization"—Abhijeet Sinha—Taurean Publication.
2. "The Healthcare Quality Book: Vision, Strategy, and Tools" by Maulik Joshi, Elizabeth R. Ransom, David B. Nash, Scott B. Ransom.
3. "Quality Management in Health Care: Principles and Methods" by Donald Lighter and Douglas C. Fair.
4. "Health Care Quality Management: Tools and Applications" by Thomas K. Ross.

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Paper Name: Public Health & Healthcare Policy

Paper code: BBA(HM) 602

Mode: Offline

Credits: 5(4L+1T)

COURSE OVERVIEW: This course will equip the students with:

- the skills and knowledge to apply to public health concerns at local, national and international level;
- the ability to apply relevant theory and scientific principles to practical situations;
- the capability of understanding various public health policies.

LEARNING OBJECTIVES:

By the end of this course students will develop the ability to:

1. Identify the core components and functions of public health systems at local, national, and global levels.
2. Describe the roles and responsibilities of various stakeholders, including government agencies, non-governmental organizations, and community groups.
3. Assess the values and perspectives of diverse individuals, communities, and cultures, and describe how these factors influence health behaviors, choices, and practices.
4. Engage in collaborative, team-based, and interdisciplinary approaches for improving population health.
5. Identify public health tools and evidence-based strategies to respond to public health issues in a global world.

Sl.	Topic/Module	Hour
1.	Module 1: Introduction- Definition, Significance, Evolution & Development of Public & Community Health, Scope of Public health Epidemiological basis for healthcare management, Right to health, Responsibilities of Health, Community Participation. Epidemiological methods, Levels of prevention and Concept of screening	10
2.	Module 2: Globalization and Health, Role of Public Healthcare Institutions in Global Health System, Emergency, Disaster Preparedness and Response activities, Strengthening Healthcare Systems to Improve Health Outcomes: Reference to High, Low and Middle Income Countries	10

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3.	<p>Module 3:</p> <p>Introduction to health systems in India, Organization & Management of Public Healthcare Delivery system in India: National, State, District and Block Level Health Sector Reforms in India: Development Partners in Public health, Public-Private partnership, M-Health/ E-Health</p>	10
4.	<p>Module 4:</p> <p>Health Education and Communication- Principles & Objectives, Levels of Health Education, Educational Methods, Evaluation & Practice of Health Education in India, Health Counseling: Introduction, Theories, Process & Techniques Health Communication: Basic Concept & Principles of Communication, Definition, Purpose, Types of Communication</p>	10
5.	<p>Module 5:</p> <p>Sustainable Development Goals, Healthcare through Five Year Plans and National Health Policies, National Health Policy 1983, NHP 2002, NHP 2017, National Population Policy, Ayushman Bharat Yojana, National Iron Plus Initiative for Anaemia Control, National Vector Borne Disease Control Programme (NVBDCP), Pulse Polio Programme, National Programme for the Health Care for the Elderly (NPHCE) National Programme for Prevention & Management of Burn Injuries (NPPMBI), National Oral Health programme, International organizations- WHO, UNICEF, World Health Assembly (WHA), Global Health Initiatives</p>	10

Suggested Readings:

- Health Education and Health Communication, Anindita Sarkar, Taurean Publishers
- Public Health and Healthcare Policy – Dr. Madhurima Kundu – Taurean Publications
- Community Medicine, AH Suryakantha - JAYPEE
- Preventive and Social Medicine, K.Park
- The Hospital Administrator, MA George-JAYPEE
- Management of Hospitals— Goel & Kumar-Deep & D

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Course Name: Occupational health and hazards
BBA(HM)603

Mode: Offline

Credits: 4(3L+1T)

Aim of the Course: The aim of this course is to provide an in-depth understanding of occupational health and safety, with a focus on identifying, assessing, and managing workplace hazards. The course seeks to equip students with the knowledge and skills necessary to promote and maintain a healthy work environment, prevent work-related illnesses and injuries, and ensure compliance with occupational safety regulations. Through this course, students will learn to develop effective health and safety strategies that protect workers and enhance overall workplace well-being.

Course Objectives: The objective of this course is to equip students with a comprehensive understanding of occupational health and safety, focusing on the identification, assessment, and management of workplace hazards. Students will learn to ensure compliance with relevant health and safety regulations, prevent occupational diseases, and promote a culture of safety within organizations. The course aims to develop the skills necessary for effective risk assessment, emergency preparedness, and the implementation of health and safety management systems, while also emphasizing the ethical responsibilities and continuous improvement in workplace safety practices.

Goals:

CO1: Enhance Workplace Safety: Develop strategies to identify, assess, and mitigate workplace hazards, ensuring a safer working environment for all employees.

CO2: Promote Health and Well-being: Implement programs and practices that support the physical and mental health of workers, reducing the risk of occupational diseases and injuries.

CO3: Ensure Regulatory Compliance: Ensure adherence to occupational health and safety regulations, maintaining legal and ethical standards within the workplace.

Co4: Foster a Safety Culture: Cultivate a workplace culture that prioritizes health and safety, encouraging proactive risk management and continuous improvement in safety practices.

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SI	Course Content	Mapped Module	Hours allotted
CO1	<p>Introduction and Scope</p> <p>WHO/ILO Definition of Occupational Health, Fundamentals and Practices of Occupational Health and Environmental Safety Management</p> <p>Typical Occupational Illnesses: Common occupational illness, Workplace Health Management Services, Pre-Employment and Routine Medical Examinations, Disease Prevention through Medical Surveillance, and Maintenance of Health Records</p>	M1	10
CO2	<p>Environment Hazards and control system:</p> <p>Occupational Health and Environment Safety Management System, ILO and EPA Standards.</p> <p>Industrial Hygiene: Definition of Industrial Hygiene, Control Methods, waste disposal, control measures.</p> <p>Chemical Hazard: Introduction to chemical hazards, dangerous properties of chemical, dust, gases, fumes, mist, Vapours, Smoke and aerosols. Route of entry to human system, recognition, evaluation and control of basic hazards.</p> <p>Environmental Hazards: Introduction to Air pollution. Its impact on health, Water pollution and its impact on health, soil and land pollution its impact on health. Control procedures.</p>	M2	10
CO3	<p>Occupational Health and Environmental Safety Education:</p> <p>Occupational Health Hazards: Hazards related to healthcare institutions. Recommended safety measures, Fire hazards and safety measures.</p> <p>Disaster management, pre-disaster and post disaster preparation, Triage.</p> <p>Ergonomics-Introduction, Definition, Objectives, Advantages. Ergonomics Hazards.</p>	M3	10
CO4	<p>Safety standards:</p> <p>Bureau of Indian standards on safety and health 14489 - 1998 and 15001 – 2000, OSHA, Process Safety Management (PSM) as per OSHA, PSM principles, OHSAS – 18001, Performance</p>	M4	10

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	measurements to determine effectiveness of PSM, Importance of Industrial safety, role of safety department, Safety committee and function, Role and responsibilities of safety officer		
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Learning Outcomes / Skills for Occupational Health and Hazards

By the end of this course, students will be able to:

1. **Hazard Identification and Assessment:** Skilfully identify potential workplace hazards and assess their impact on worker health and safety.
2. **Risk Management:** Develop and implement effective risk management strategies to minimize or eliminate workplace hazards.
3. **Regulatory Knowledge:** Demonstrate a thorough understanding of occupational health and safety regulations and apply them to ensure workplace compliance.
4. **Occupational Disease Prevention:** Design and manage programs aimed at preventing common occupational diseases and maintaining employee health.
5. **Safety Management Systems:** Implement and manage comprehensive occupational health and safety management systems within various organizational contexts.
6. **Emergency Response Planning:** Create and execute emergency response plans to handle workplace incidents and health emergencies effectively.
7. **Health Surveillance:** Conduct and interpret pre-employment and periodic medical examinations, and manage ongoing medical surveillance to monitor worker health.
8. **Communication and Training:** Effectively communicate occupational health and safety information and conduct training programs to educate workers and management.
9. **Ethical Decision-Making:** Apply ethical principles in making decisions related to occupational health and safety, ensuring fair and just treatment of workers.
10. **Continuous Improvement:** Foster a culture of continuous improvement by regularly reviewing and updating health and safety policies, procedures, and practices based on new information and changing workplace conditions.

Module Number	Content	Total Hours	% of questions	Bloom Level (applicable)	Remarks, if any
M1	Introduction and Scope	10	30%	1,2	NA
M2	Environment Hazards and control system	10	30%	1,2,3	NA
M3	Occupational Health and Environmental Safety Education	10	20%	1,2,3	NA
M4	Safety standards	10	20%	1,2,3	NA
Total Theory		40	100		
Tutorial		00			
Total		40			

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Suggested reading:

1. Occupational Health and Hazards- Anindita Sarkar – Taurean Publications

2. Handbook of Occupational Safety and Health

Editor(s):

S. Z. Mansdorf

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2. Fundamentals of Occupational Safety and Health by Mark A. Friend and James P. Kohn

3. Occupational Safety and Health in the Emergency Services includes Navigate Advantage
Access by James S. Angle