

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

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3rd Cycle-3.64 CGPA)
Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India.
Website: www.drngpasc.ac.in | Email: info@drngpasc.ac.in. | Phone: +91-422-2369100

BoS

15th

MINUTES OF THE FIFTEENTH BOARD OF STUDIES MEETING

Faculty: Management

Board: Hospital Administration

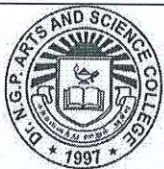
The Meeting of Board of Studies (BoS) was held as given below:

Name of the Body	BoS
Department	M.Sc., Hospital Administration
Meeting No.	15
Date and Time	08/06/2023 @ 10 a.m.
Venue	Board Room
Members Attended	The details are given in the ANNEXURE -I

AGENDA

1	Discussion on syllabi for Core Courses of Third Semester PG : 2022-23 Batch
2	Discussion on syllabi for Discipline Specific Elective (DSE) for the Third Semester PG 2022-23 Batch
3	Discussion on PG Curriculum for AY 2023-24 adopting R5 guidelines
4	Discussion on Diploma in Hospital Records Management for the Academic Year 2023-24 adopting R5 guidelines
5	Any other matters





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

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3rd Cycle-3.64 CGPA)
Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India.
Website: www.drngpasc.ac.in | Email: info@drngpasc.ac.in. | Phone: +91-422-2369100

BoS

15th

MINUTES OF THE FIFTEENTH BOARD OF STUDIES MEETING

Faculty: Management

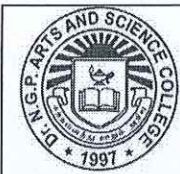
Board: Hospital Administration

The Chairman of BoS welcomed all the Panel members for the meeting. The items listed in the agenda were taken for discussion.

The following are the minutes of the meeting:

Item - 01	Discussion on syllabi for Core Courses of Third Semester PG : 2022-23 Batch
Discussion	226HA2A3CA: Quality Assurance in Healthcare <ul style="list-style-type: none">• Dr. Chitramani suggested to include Patient Retention in Unit -II and Kaizen in Unit-IV.• Mr. Tamilselvan suggested to replace Quality Management Tools with Quality Assessment standards in Unit III.
	226HA2A3CB: Healthcare Laws <ul style="list-style-type: none">• Mr. Senthilkumar suggested to replace Laws related to Hospital Administration and Hospital Finance with Laws related to Medico Legal Aspects in Unit III
	226HA2A3CC: Hospital Information System <ul style="list-style-type: none">• Mr. Tamilselvan suggested to include Medical Transcription in Unit III• Dr. Chitramani suggested to replace Role of Information system to Clinical Information System in Unit III
	226HA2A3CD: Healthcare Marketing And Strategic Management <ul style="list-style-type: none">• Mr. Balachander suggested to include Customer Loyalty and Bonding in Unit II• Mr. Senthilkumar suggested to include Collaborative Marketing and Media relations in Unit III
Resolution	The Board members approved the syllabi for the above courses.
Item - 02	Discussion on syllabus for Discipline Specific Elective (DSE) for the Third Semester PG 2022-23 Batch
Discussion	226HA2A3DA: Quality Accreditations in Health Care <ul style="list-style-type: none">• Mr. Senthilkumar suggested to include ISO 9001 and 14001 in Unit III
	226HA2A3DC - Data Visualization (New Course) <ul style="list-style-type: none">• The Syllabus framed by the Computer with Data Analytics Department was placed for





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

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3rd Cycle-3.64 CGPA)
Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India.
Website: www.drngpasc.ac.in | Email: info@drngpasc.ac.in. | Phone: +91-422-2369100

BoS

15th

	endorsement
Resolution	The Board unanimously approved the DSE syllabus
Item - 03	Discussion on PG Curriculum for AY 2023-24 adopting R5 guidelines
Discussion	<ul style="list-style-type: none">• Under regulation R5, syllabi have been designed for the PG Curriculum for AY 2023-24 was presented for discussion
Resolution	The Board unanimously approved the PG curriculum
Item - 04	Discussion on Diploma in Hospital Records Management for the Academic Year 2023-24 adopting R5 guidelines
Discussion	Diploma in Hospital Records Management <ul style="list-style-type: none">• The courses for Diploma in Hospital Records Management were framed under Regulation 5 and offered from the academic Year 2023-24 onwards.• The Diploma in Hospital Records Management curriculum and syllabus for AY 2023-24 were presented for discussion
Resolution	The Board unanimously approved the curriculum and Syllabus
Item - 05	Any other matters
Discussion	The board members suggested for accreditation related online certification.
Resolution	The suggestion was considered and approved.

The chairman of Board of Studies (BoS) thanked all the members for their active participation.

Date: 08/06/23

Uma.V.

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





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

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3rd Cycle-3.64 CGPA)
Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India.
Website: www.drngpasc.ac.in | Email: info@drngpasc.ac.in. | Phone: +91-422-2369100

BoS

15th

Department of Hospital Administration

Syllabus Revision

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : III

Course Code/Name:206HA2A3CA/ Quality Assurance
in Healthcare

Unit	Existing	Changes
I	Aspects of Quality Quality in healthcare – definition- evolution of quality, quality gurus, quality Indian & International scenario, awareness of quality, quality obstacles and benefits in healthcare	-
II	Total Quality Management TQM Definition - Quality council- quality statements - ethics in quality improvement- customer perception of quality- customer feedback- service quality- translating needs into requirements- errors in medication	Patient retention
III	Quality Management Tools Simple seven tools of quality – control charts – check sheet – histogram – scatter diagram – process mapping – cause and effect diagram – Pareto analysis – Acceptance sampling plan – quality planning – quality improvement methods – Application of quality tools in healthcare	Quality Assessment Criteria and standards for evaluation- common criteria - patient care- workload- promptness of service- equipment management- facility management- performance of support services- HR Management- financial performance- safety management- legal compliance
IV	Evaluation of Quality Systems Six sigma (DMAIC, DMADV) - Process mapping- PDCA cycle - Poka yoke- Kanban- FMEA- stages of FMEA- process & types	Kaizen
V	Accreditation / Certification Accreditation- accreditation process -National committee for quality assurance - Organizational Nursing care standards – NABH- NABL - Introduction to ISO standards – Documentation of ISO standards JCI Accreditation, Quality awards	-

Percentage of syllabus revised: 28%

Course focuses on



Skill Development



Entrepreneurial Development



Employability



Innovations



Intellectual Property Rights



Gender Sensitization



Social Awareness/ Environment



Constitutional Rights/ Human Values/ Ethics





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

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3rd Cycle-3.64 CGPA)
Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India.
Website: www.drngpasc.ac.in | Email: info@drngpasc.ac.in. | Phone: +91-422-2369100

BoS

15th

Syllabus Revision

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : III

Course Code/Name:226HA2A3CB/ Healthcare Laws

Unit	Existing	Changes
I	Introduction to Health Law Basic Concepts of Law - Legal System in Hospitals – Concept of Health Law - Duties and Responsibilities of a Doctor and Nurses – Hippocratic Oath, Medical Code of Ethics – Qualities of a Medical Professional – Patients rights and responsibilities.	-
II	Laws related to Medical Practices The Indian Medical Council Act - Indian Nursing Council Act – The Clinical Establishments (Registration and Regulation) ACT, 2010 - Labour contract Act - Transplantation of Human Organs Act, 1994 – Registration of Births and Deaths Act, 1969 – Indian Mental Health Act	-
III	Laws related to Hospital Administration and Hospital Finanee Law of Contract-1872 Patient and Consumer Protection Act, 1986 CENVAT Insurance Regulatory and Development Authority (IRDA) Service Tax Sexual harassment Act 2013	Laws related to Medico legal Aspects Patient and Consumer Protection Act, 1986 - Medical Negligence - Law of TORTS – Indian Evidence Act- Patient consent - Dying declaration - Euthanasia - Medical Termination of pregnancy Act - Pre-Natal Diagnostic Techniques Act - Sexual Harassment Act 2013 Legal Aspects of Medical Records
IV	Laws related to Support Services Prevention of Food and Adulteration Act 1954 – Bio-Medical Waste (Management and Handling) rules 2011 – Pollution Control Acts and Regulations of India 1981 – Indian Boilers Act 1923	-
V	Laws related to Pharmacy Pharmacy Act 1948 – Drugs and Cosmetics Act 1940 – Narcotic Drugs and Psychotropic Substances Act 1985 – Poisons Act and Rules 1919	-

Percentage of syllabus revised: 38%

Course focuses on



Skill Development



Entrepreneurial Development



Employability



Innovations



Intellectual Property Rights



Gender Sensitization



Social Awareness/ Environment



Constitutional Rights/ Human Values/ Ethics





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

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3rd Cycle-3.64 CGPA)
Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India.
Website: www.drngpasc.ac.in | Email: info@drngpasc.ac.in. | Phone: +91-422-2369100

BoS

15th

Syllabus Revision

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : III

Course Code/Name: 226HA2A3CC / Hospital Information System

Unit	Existing	Changes
I	Hospital Information System Information - Importance of Information - Impact of Information Technology on Healthcare Hospital Information System - Introduction - Functions - Advantages - Types - Need assessment - Role of IT in Enterprise Resource Planning	-
II	Electronic Medical Record Functions- EHR vs EMR - Implementation - Advantages - Disadvantages-Telehealth: Types - Initiatives - Advantages - Barriers - Future Future of Informatics: Globalization of Information in Public Health, Education, Knowledge, Disease Management and Disease Registries - Wireless computing - Barriers	-
III	Change in Information System Clinical Services - Radiology, Laboratory, Pharmacy, Intensive Care Unit, Operation Theatre - Role of IT in Clinical Audit -Non-Clinical Services - Patient Registration & Admission, Billing, Maintenance, Transport Services- Role of Information system	Clinical Information System Medical Transcription - Practice and Professional Issues
IV	Change in Information System Impact of Automation - Costing - Ethical Issues Securing the information: Privacy and confidentiality- Security - Law - HIPAA- Role of HealthCare Professionals in protecting the Information	-
V	Administrative Application of Computers E-Healthcare - Administrative Application of Computer technology - Latest trends in E-Healthcare - Artificial Intelligence in Healthcare - Health cloud	-

Percentage of syllabus revised: 5%

Course focuses on



Skill Development



Entrepreneurial Development



Employability



Innovations



Intellectual Property Rights



Gender Sensitization



Social Awareness/ Environment



Constitutional Rights/ Human Values/ Ethics





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

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3rd Cycle-3.64 CGPA)
Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India.
Website: www.drngpasc.ac.in | Email: info@drngpasc.ac.in. | Phone: +91-422-2369100

BoS

15th

Syllabus Revision

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : III

Course Code/Name: 226HA2A3CD /
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 Satisfaction	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	Collaborative Marketing , Media Relations
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 formulation – Generic Strategies – Functional Strategies –Evaluating Strategic Alternatives – Strategic Implementation – Corporate Social Responsibility	-

Percentage of syllabus revised: 9%

Course focuses on



Skill Development



Entrepreneurial Development



Employability



Innovations



Intellectual Property Rights



Gender Sensitization

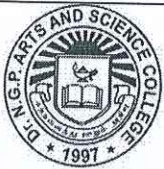


Social Awareness/ Environment



Constitutional Rights/ Human Values/
Ethics





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

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3rd Cycle-3.64 CGPA)
Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India.
Website: www.drngpasc.ac.in | Email: info@drngpasc.ac.in. | Phone: +91-422-2369100

BoS

15th

Syllabus Revision

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : III

Course Code/Name: 226HA2A3DA /
QUALITY ACCREDITATIONS IN HEALTHCARE

Unit	Existing	Changes
I	Introduction to Accreditation Quality Accreditation – Meaning - Need and importance – Evolution of Quality Accreditations – Role of Accreditations in healthcare -Accreditations in Indian and International Scenario - Benefits and challenges	-
II	Accreditation and Standards Hospital Accreditation, Accreditation Models, Patient centered standards, Health care organization management standards - QCI - ISO Certification- NABH – NABL - JCI- an overview	-
III	Quality Certification systems ISO– Concepts and Elements of ISO – Areas of ISO – Environment Management Systems- Stages of Environmental Management Standards – Evaluation and Compliance.	ISO 9001 , ISO 14001
IV	NABH QCI - Overview of NABH accreditations – Importance and Benefits of NABH to Hospitals - Process – Standards – Documentations – Requirements	-
V	JCI ISQua - JCI accreditations – overview – Objectives of JCI - Need and importance of JCI – Standards – Procedure – Documentations – JCI accredited hospitals in India	-

Percentage of syllabus revised: 8%

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 |





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

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3rd Cycle-3.64 CGPA)
Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India.
Website: www.drngpasc.ac.in | Email: info@drngpasc.ac.in. | Phone: +91-422-2369100

BoS

15th

Syllabus – New Course

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : III

Course Code/Name:226HA2A3DC/ Data Visualisation

Unit	Content
I	Communication Data Introduction- A Step in the process - A Model of Communication - Three Types of Communication Problems - Six Principles of Communicating Data - Handling Data - Gathering data : Finding sources- Data scraping- Formatting Data: Data formats- Formatting tools - Formatting with code
II	Ratios and Proportions Ratios – Rates: Blending Data Source - Visualizing Rates - Proportions and Percentages: Introduction Filters and Quick Filters - Introducing Table Calculations - Proportions as waterfall charts using Gantt - Current-to-Historical - Actual-to- Target - Mean and Median: The Normal Distribution
III	Variations and Multiple Quantities Respecting Variation: Visualizing Variation over Time: Control Charts – Anatomy of a control Chart – Creating a control chart - Understanding Uncertainty – Multiple Quantities: Scatterplots - Stacked Bars - Regression and Trend Lines - The Quadrant Charts
IV	Time charts and Map Location The Origin of Time charts - The Line charts - The Dual Axis Line chart – The Connected Scatterplots - The Date Filed Type - The Timeline - The Slope graph - Maps and Locations: Special Map - Circle Maps - Filled Maps - Dual Encoded Maps - A Dual Encoded Circle Maps
V	Dashboards Dashboards - Types of Dashboards - Building and Exploratory Dashboards - Advanced Dashboards Features: Animating Dashboards - Showing Multiple Tabs - Adding Navigation with Filters - Custom Header Images - Adding Google Maps to Dashboards

Percentage of syllabus (New course): 100%

Course focuses on



Skill Development



Entrepreneurial Development



Employability



Innovations



Intellectual Property Rights



Gender Sensitization



Social Awareness/ Environment



Constitutional Rights/ Human Values/ Ethics





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

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3rd Cycle-3.64 CGPA)
Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India.
Website: www.drnpgasc.ac.in | Email: info@drnpgasc.ac.in | Phone: +91-422-2369100

BoS

15th

	Dr. N.G.P. ARTS AND SCIENCE COLLEGE (An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore) Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3 rd Cycle-3.64 CGPA) Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India. Website: www.drnpgasc.ac.in Email: info@drnpgasc.ac.in Phone: +91-422-2369100	BoS
		15 th

ATTENDANCE OF THE FIFTEENTH BOARD OF STUDIES MEETING

Faculty: Management
Board: Hospital Administration
VENUE: Board Room
DATE: 08/05/2023
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	
2.	Dr. G. Sridharan Associate Professor BSMED Bharathiar University Coimbatore	Member (Subject Expert) (Nominated by Vice Chancellor)	Absent
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)	
4.	Prof. G. Senthilkumar HOD- Management Studies, The Sankara Nethalaya Academy, Chennai	Member (Subject Expert) (Nominated by Academic Council)	
5.	Mr. Tamilselvan C Vice President- Materials, Kovai Medical Center and Hospital, Coimbatore	Member (Industrial Expert)	
6.	Mr. G. Balachander, Manager HR, Cancer Treatment Services Hyderabad Pvt Ltd, Coimbatore	Alumni	



Dr. N.G.P. ARTS AND SCIENCE COLLEGE
COIMBATORE | INDIA



Dr. N.G.P. ARTS AND SCIENCE COLLEGE
COIMBATORE | INDIA




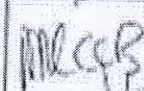

Dr. N.G.P. ARTS AND SCIENCE COLLEGE

(An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore)
Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3rd Cycle-3.64 CGPA)
Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India.
Website: www.drngpasc.ac.in | Email: info@drngpasc.ac.in. | Phone: +91-422-2369100

BoS

15th

	Dr. N.G.P. ARTS AND SCIENCE COLLEGE (An Autonomous Institution, Affiliated to Bharathiar University, Coimbatore) Approved by Government of Tamil Nadu & Accredited by NAAC with 'A++' Grade (3 rd Cycle-3.64 CGPA) Dr. N.G.P.-Kalapatti Road, Coimbatore-641 048, Tamil Nadu, India. Website: www.drngpasc.ac.in Email: info@drngpasc.ac.in Phone: +91-422-2369100	BoS
		15 th

7.	Dr. P.R. Muthuswamy Director -Academics, Dr. NGPEI	Special Invitee	
8.	Ms.U. Suj Assistant Professor	Member	

Date: 08/06/23

Uma V 8/6/23.

(Dr.V.Uma)

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

