



## 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

17<sup>th</sup>

### Department of Hospital Administration

#### Board of Studies Meeting

The minutes of the 17<sup>th</sup> meeting of Board of Studies held on 02.04.2024 at 10.30 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 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 17.1**

*To review and approve the minutes of the previous meeting held on 14.10.2023.*

The chairman of the Board presented the minutes of the previous meeting held on 14.10.2023 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 14.10.2023.**

**Item 17.2: To review and approve the scheme, regulations and syllabus for I semester for the students admitted during the academic year 2024-25.**

The chairman presented the detailed scheme and syllabus for the I 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>24HAPICA</b>	Management and Organisational Behaviour	Unit I: As suggested by Dr. P. Chitramani, included Industry 4.0 and beyond for recent trends and development
<b>24HAPICC</b>	Hospital Non- Clinical Operations Management	Unit II: As suggested by Mr. C.Tamilselvan, replaced Guest relations with patient relations and replaced Insurance with Health Insurance in to be exclusive  Unit III: As recommended by Prof. G.Senthilkumar, included Bio Medical Waste Management to emphasize the importance of waste management.
<b>24HAPICD</b>	Hospital Clinical Operations Management	Unit III: As suggested by Prof. G.Senthilkumar, included Ethics Committee and Ambulatory care as per industrial needs.  Also added reference book- Syed Amin Tabish,- Hospital and Health Services Administration: Principles and Practice, Oxford University

**DSE Offered**

<b>Code</b>	<b>Course</b>	<b>Changes and Reason</b>
<b>24HAPIDA</b>	Total Quality Management-Tools and Techniques	Unit III: As suggested by Mr. G.Balachander, included Zero Defects for better quality service

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

**Resolution:**

**Resolved to approve the syllabus for the I semester for the students admitted from the academic year 2024-25 onwards.**

**Item 17.3: To review and approve the scheme, regulations and syllabus for III semester for the students admitted during the academic year 2023-24.**

The chairman presented the detailed scheme and syllabus for the III semester for the students admitted from the academic year 2023-24 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>
236HA2A3CC	Hospital Information System	Unit I: As suggested by Prof. G.Senthilkumar, included Rudimentary HIS and HIS Modules. Unit II: Introduction to E-Healthcare, Paperless Hospitals, Filmless Hospitals, Digital Convergence, Data warehousing, Data mining, Wireless devices Unit V: Healthcare Trends, Recent trends in Healthcare, Healthcare AI, Personalized Medicine, Healthcare Analytics, Cloud Computing in Healthcare. Also added reference book Kelkar S., 2010, Hospital Information System - A concise study, PHI Learning Pvt Ltd, New Delhi for recent updation in Healthcare Technology
236HA2A3CD	Research Methods for Management	Unit V: As recommended by Dr. P. Chitramani, included Publication Ethics and referencing style for quality article publication

**DSE Offered**

<b>Code</b>	<b>Course</b>	<b>Changes and Reason</b>
236HA2A3DA	Quality Accreditations in Healthcare	Unit I: As recommended by Mr. C.Tamilselvan, included Mission, Vision Unit IV: NABH Accreditation Levels is included as per recent requirements

**New Courses Introduced:**

Code	Course	Changes and Reason
-	-	-
-	-	-

**Courses Removed: NIL**

Code	Course	Changes and Reason
-	-	-
-	-	-

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

**Resolution:**

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

**Item 17.4: To review and approve the Diploma, Certificate, Skill oriented courses to be offered during the academic year 2024-25.**

The board members recommended include skill-oriented certificate courses like Healthcare Quality Management, Hospital Information System modules etc.,

**Resolution:**

**Resolved to conduct skill-oriented certificate courses like Healthcare Quality Management, Hospital Information System modules during the academic year 2024-2025.**

**Item 17.5: 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 17.6:** 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: 02.04.2024**

*Drma V 2/4/2024*  
**(Dr.V.Uma)**

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



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BoS

17<sup>th</sup>

### ATTENDANCE OF THE SEVENTEENTH BOARD OF STUDIES MEETING

**Faculty: Management**

**Board: Hospital Administration**

**VENUE: IQAC Board Room**

**DATE: 02/04/2024**

**TIME: 10.30 A.M**

The following members were present for the Board of Studies meeting

S.NO	NAME	POSITION	SIGNATURE
1.	Dr.V.Uma Head	Chairman	<i>g1-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>✓</i>
4.	Prof. G. Senthilkumar HOD- Management Studies, The Sankara Nethralaya Academy, Chennai	Member (Subject Expert) (Nominated by Academic Council)	<i>Stoglement</i>
5.	Mr. Tamilselvan C Vice President- Materials, Koval Medical Center and Hospital, Coimbatore	Member (Industrial Expert)	<i>C. Tamilselvan C</i>
6.	Mr. G. Balachander, Manager HR, Cancer Treatment Services Hyderabad Pvt Ltd, Coimbatore	Alumni	<i>G. Balachander</i>

DR. N.G.P.  
COIMBATORE, INDIA



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17<sup>th</sup>

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

Date: 02/04/2024

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. N.G.P.A.S.C.  
COIMBATORE | INDIA

## Syllabus Revision

**Faculty: Management**

**Semester : I**

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

**Course Code/Name:24HAPICA/ Management  
and Organisational Behaviour**

<b>Unit</b>	<b>Existing</b>	<b>Changes</b>
<b>I</b>	Introduction to Management Evolution of Management science: Definition- nature- principle and process of management -management as science or art – management as profession -Managerial Roles –Management Theories: Classical-Behavioral- Modern theory	Industry 4.0 and beyond
<b>II</b>	Planning and Organising Planning: Basics of planning- steps- types of plans – Strategic Management process. Organization: Meaning and definition - organization structure - delegation of authority- Decision making- Centralization - Decentralization.	-
<b>III</b>	Directing and Controlling Staffing: Manpower planning and resourcing - Direction: Principles- Motivation techniques - Hierarchy of needs theory – McClelland's theory – ERG theory –McGregor's Theory X and Theory Y - Control: process- quality- control techniques.	-
<b>IV</b>	Organisational Behaviour Definition- Key elements - Need - Scope of Organisational Behaviour - models –Personality- Perception – Learning and Behaviour - Group dynamics- Leadership –Leader Vs Manager- styles- Theories	-
<b>V</b>	Organisational Dynamics Organisational Climate – Power and Politics-Conflict- Organisational change -Resistance to change- Management of change- Organisational development- Organisational Communication- Principles- Channels- Barriers.	-

**Percentage of syllabus revised: 2%**

**Course focuses on**

<input checked="" type="checkbox"/>	Skill Development	<input checked="" type="checkbox"/>	Entrepreneurial Development
<input checked="" type="checkbox"/>	Employability	<input 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 : I**

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

**Course Code/Name: 24HAP1CC / Hospital Non**

**Clinical Operations Management**

<b>Unit</b>	<b>Existing</b>	<b>Changes</b>
<b>I</b>	Introduction to Hospital Meaning of hospital - Classification of Hospital - Functions of hospital - Modern Hospital – Hospital Organization and Structure –Hospital administration as a career - Changing system of hospital services.	-
<b>II</b>	Administrative Services Human resources - Marketing - Guest-Relations - Medical Value Tourism - Finance - Information Technology - Purchase - Stores	patient relations
<b>III</b>	Supportive Services Front Office - Housekeeping - Linen & Laundry - Transport - Security - Medical Records - Patient Counselling - Insurance	Health Insurance, Bio Medical Waste Management
<b>IV</b>	Utility Services Engineering – Civil, Electrical, Plumbing - Bio-Medical - Medical Gas supply -HVAC System – Communication system	-
<b>V</b>	Crisis Management Fire safety – Disaster Risks – Mock drills - Maintenance - Safety - Hazard Identification and Risk Assessment	-

**Percentage of syllabus revised: 8 %**

**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 : I**

**Course Code/Name: 24HAP1CD/**

**Hospital Clinical Operations Management**

<b>Unit</b>	<b>Existing</b>	<b>Changes</b>
<b>I</b>	Overview of a Hospital Hospital - Specialties and sub-specialties of a Healthcare Industry - AYUSH Healthcare Services - Outpatient and Inpatient Department of a Hospital	-
<b>II</b>	Hospital Facilities Laboratory- Blood Bank- Radiology and Imaging- Pharmacy- Nutrition and Dietary Services - Rehabilitative Services	-
<b>III</b>	Clinical Services Ward Services- Operation Theatre- Intensive Care Unit - Nursing Services- Accident and Emergency- Quality Department - Clinical Trial	Ethics Committee, Ambulatory care
<b>IV</b>	Special Services Central Sterile Supply Department - Nuclear Medicine - Dialysis - Mortuary - Tele Medicine - Committees in Hospitals- functions - Safety codes followed in Hospitals	-
<b>V</b>	Health Policy Health Planning in India - National Health Policy - Overview of health policy (NHP-1986-2015-HFA2000) - National Housing Policy - National Nutritional Policy- National Population Policy and five-year plans - Health Committees and recommendations - National Health Budget	Reference book-Syed Amin Tabish- Hospital and Health Services Administration: Principles and Practice, Hospital Administration

**Percentage of syllabus revised: 9 %**

**Course focuses on**

<input checked="" type="checkbox"/>	Skill Development	<input checked="" type="checkbox"/>	Entrepreneurial Development
<input checked="" type="checkbox"/>	Employability	<input 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 : III**

**Course Code/Name: 236HA2A3CC /**

**HOSPITAL INFORMATION SYSTEM**

<b>Unit</b>	<b>Existing</b>	<b>Changes</b>
<b>I</b>	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	Rudimentary Hospital Information System and HIS Modules
<b>II</b>	Electronic Medical Record Functions- Electronic Health Record vs Electronic Medical Record - 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	Introduction to E-Healthcare Paperless Hospitals, Film less Hospitals, Digital Convergence, Wireless devices, Data warehousing, Data mining
<b>III</b>	Clinical and Administrative Information System Clinical Services - Radiology, Laboratory, Pharmacy, Intensive Care Unit, Operation Theatre - Role of IT in Clinical Audit - Medical Transcription - Practice and Professional Issues Administrative Services - Patient Registration & Admission, Billing, Maintenance, Transport Services	Administrative Information System
<b>IV</b>	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	
<b>V</b>	Administrative Application of Computers E-Healthcare – Administrative Application of Computer technology – Latest trends in E-Healthcare – Artificial Intelligence in Healthcare – Health cloud	Healthcare Trends, Healthcare AI, Personalized Medicine, Healthcare Analytics, Cloud Computing in Healthcare Kelkar S., 2010, Hospital Information System - A concise study, PHI Learning Pvt Ltd, New Delhi

**Percentage of syllabus revised: 49 %**

**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: 236HIA2A3CD /**  
**Research Methods for Management**

<b>Unit</b>	<b>Existing</b>	<b>Changes</b>
<b>I</b>	Introduction to Research Methodology Meaning of Research - objectives of research -Types - Approaches of research – Research process - , Formulation of Research problem – Techniques involved-Research design – meaning – need for research design – features of a good research design – different research design	-
<b>II</b>	Sampling Design Sample - Steps in sampling design- criteria for selecting sampling procedure – characteristics of good sample design – Types of sample designs- probability -probability sampling - Non probability sampling –Sampling error	-
<b>III</b>	Data Collection Meaning of Data Collection - Types of data – Primary Vs Secondary data - Sources of data – Methods of data collection- Scales - Techniques – Questionnaire construction –Validity –Reliability of Instruments	-
<b>IV</b>	Data Processing and Analysis Data processing – Types of analysis – Qualitative Vs Quantitative data analyses - Hypothesis – concept –procedures – tests- limitations – Application of SPSS – non-parametric – parametric tests – Research Format of the WHO, ICMR and the use of GRIPP (Getting Research into Policy & Planning)	-
<b>V</b>	Interpretation and Report Writing Meaning – Techniques – precautions – Significance- steps – layout of research report- types of reports- Protocol in writing research reports – Plagiarism –Research ethics	Publication Ethics and referencing style for quality article publication

**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

## Syllabus Revision

**Faculty: Management**

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

**Semester : I**

**Course Code/Name: 246HAP1DA /**

**Total Quality Management-Tools and Techniques**

<b>Unit</b>	<b>Existing</b>	<b>Changes</b>
<b>I</b>	Introduction to TQM Concept of Quality in emerging scenario of TQM – Origin and Philosophy of TQM –Factors motivating introduction of TQM –Role of HRD in TQM – Role of Participatory culture in TQM - Importance of TQM	-
<b>II</b>	Role of Quality in Employee Involvement TEI (Total Employee Involvement) Strategy in TQM – Role of TEI – small group activities in TQM – Role of Quality Circles and Work Improvement teams (WITs). Good Laboratory Practices (GLP) and Good Manufacturing Practices (GMP)	-
<b>III</b>	Continuous Improvement in Quality Role of Continuous Improvement in TQM – Benchmarking and Business process reengineering – Quality costs and Planket Burman method – Kaizen – JIT, TAGUCHI, SMED, CEDAC.	Zero Defects
<b>IV</b>	Documentation Apex (Quality System) Manual / Procedure and Departmental manuals and work Instructions preparations- Policy amendment and documentation	-
<b>V</b>	Auditing Auditing – Audit team and responsibilities - Audit protocol - Types of Auditing – Internal Auditing – Second- and Third-party auditing – Role of Internet Auditing in ISO Systems - Patient satisfaction survey	-

**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

## Syllabus Revision

**Faculty: Management**

**Semester : III**

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

**Course Code/Name: 236HA2A3DA /**

**Quality Accreditations in Healthcare**

<b>Unit</b>	<b>Existing</b>	<b>Changes</b>
<b>I</b>	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	Mission, Vision
<b>II</b>	Accreditation and Standards Hospital Accreditation- Accreditation Models- Patient centered standards- Health care organization management standards - QCI - ISO Certification- NABH - NABL- JCI- an overview	-
<b>III</b>	Quality Certification systems ISO- Concepts and Elements of ISO – Areas of ISO – ISO 9001 - ISO 14001 - Environment Management Systems- Stages of Environmental Management Standards – Evaluation and Compliance.	-
<b>IV</b>	NABH QCI - Overview of NABH accreditations – Importance and Benefits of NABH to Hospitals - Process – Standards – Documentations – Requirements	NABH Accreditation Levels
<b>V</b>	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 checked="" type="checkbox"/>	Social Awareness/ Environment	<input type="checkbox"/>	Constitutional Rights/ Human Values/ Ethics