	<p align="center">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 (3rd Cycle- 3.64 CGPA) Dr. N.G.P.-Kalapatti Road, Coimbatore-641048, Tamil Nadu, India Web: www.dnmgpasc.ac.in Email: info@dnmgpasc.ac.in Phone: +91-422-2369100</p>	<p align="center">BoS</p> <p align="center">17th</p>
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Department of Hospital Administration

Board of Studies Meeting

The minutes of the 17th 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:

M.Sc. Hospital Administration		
Code	Course	Changes and Reason
24HAPICA	Management and Organisational Behaviour	Unit I: As suggested by Dr. P. Chitramani, included Industry 4.0 and beyond for recent trends and development
24HAPICC	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.
24HAPICD	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

Code	Course	Changes and Reason
24HAPIDA	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:

M.Sc. Hospital Administration		
Code	Course	Changes and Reason
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

Code	Course	Changes and Reason
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

Uma 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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ATTENDANCE OF THE SEVENTEENTH BOARD OF STUDIES MEETING

Faculty: Management

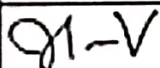
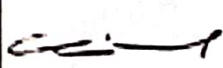
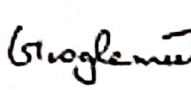
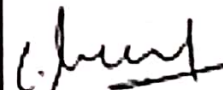

Board: Hospital Administration

VENUE: IQAC Board Room

DATE: 02/04/2024


TIME: 10.30 A.M

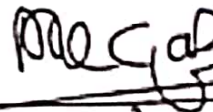

The following members were present for the Board of Studies meeting

S.NO	NAME	POSITION	SIGNATURE
1.	Dr.V.Uma Head	Chairman	
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 IIOD- Management Studies, The Sankara Nethralaya 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	

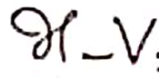


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COIMBATORE INDIA

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			17 th

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

Date: 02/04/2024

 - V 2/4/2024.
(Dr.V.Uma)

BoS Chairman/MoD
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

Board: M.Sc. Hospital Administration

Semester : I

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

Unit	Existing	Changes
I	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
II	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.	-
III	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.	-
IV	Organisational Behaviour Definition- Key elements - Need - Scope of Organisational Behaviour - models –Personality- Perception – Learning and Behaviour - Group dynamics- Leadership –Leader Vs Manager- styles- Theories	-
V	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

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Skill Development

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Entrepreneurial Development

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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: 24HAP1CC / Hospital Non

Clinical Operations Management

Unit	Existing	Changes
I	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.	-
II	Administrative Services Human resources - Marketing - Guest-Relations - Medical Value Tourism - Finance - Information Technology - Purchase - Stores	patient relations
III	Supportive Services Front Office - Housekeeping - Linen & Laundry - Transport - Security - Medical Records - Patient Counselling - Insurance	Health Insurance, Bio Medical Waste Management
IV	Utility Services Engineering – Civil, Electrical, Plumbing - Bio-Medical - Medical Gas supply –HVAC System – Communication system	-
V	Crisis Management Fire safety – Disaster Risks – Mock drills - Maintenance - Safety - Hazard Identification and Risk Assessment	-

Percentage of syllabus revised: 8 %

Course focuses on

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Skill Development

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Entrepreneurial Development

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Employability

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Innovations

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Intellectual Property Rights

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Gender Sensitization

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Social Awareness/ Environment

☐

Constitutional Rights/ Human Values/ Ethics

Syllabus Revision

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : I

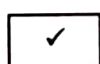
Course Code/Name: 24HAP1CD/

Hospital Clinical Operations Management

Unit	Existing	Changes
I	Overview of a Hospital Hospital - Specialties and sub-specialties of a Healthcare Industry - AYUSH Healthcare Services - Outpatient and Inpatient Department of a Hospital	-
II	Hospital Facilities Laboratory- Blood Bank- Radiology and Imaging- Pharmacy- Nutrition and Dietary Services - Rehabilitative Services	-
III	Clinical Services Ward Services- Operation Theatre- Intensive Care Unit - Nursing Services- Accident and Emergency- Quality Department - Clinical Trial	Ethics Committee, Ambulatory care
IV	Special Services Central Sterile Supply Department - Nuclear Medicine - Dialysis - Mortuary - Tele Medicine - Committees in Hospitals- functions - Safety codes followed in Hospitals	-
V	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 %

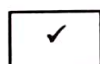
Course focuses on



Skill Development



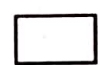
Entrepreneurial Development



Employability



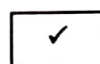
Innovations



Intellectual Property Rights



Gender Sensitization



Social Awareness/ Environment



Constitutional Rights/ Human Values/ Ethics

Syllabus Revision

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : III

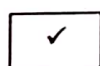
Course Code/Name: 236HA2A3CC /

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	Rudimentary Hospital Information System and HIS Modules
II	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
III	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
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	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 %

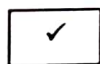
Course focuses on



Skill Development



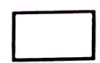
Entrepreneurial Development



Employability



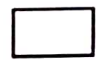
Innovations



Intellectual Property Rights



Gender Sensitization



Social Awareness/ Environment



Constitutional Rights/ Human Values/ Ethics

Syllabus Revision

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : III

Course Code/Name: 236HA2A3CD /

Research Methods for Management

Unit	Existing	Changes
I	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	-
II	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	-
III	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	-
IV	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)	-
V	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

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Skill Development

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Entrepreneurial Development

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Employability

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Innovations

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Intellectual Property Rights

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Gender Sensitization

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Social Awareness/ Environment

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Constitutional Rights/ Human Values/
Ethics

Syllabus Revision

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : I

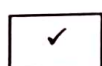
Course Code/Name: 246HAP1DA /

Total Quality Management-Tools and Techniques

Unit	Existing	Changes
I	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	-
II	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)	-
III	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
IV	Documentation Apex (Quality System) Manual / Procedure and Departmental manuals and work Instructions preparations- Policy amendment and documentation	-
V	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%

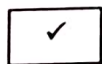
Course focuses on



Skill Development



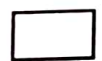
Entrepreneurial Development



Employability



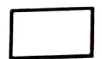
Innovations



Intellectual Property Rights



Gender Sensitization



Social Awareness/ Environment



Constitutional Rights/ Human Values/
Ethics

Syllabus Revision

Faculty: Management

Board: M.Sc. Hospital Administration

Semester : III

Course Code/Name: 236HA2A3DA /

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	Mission, Vision
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 – ISO 9001 - ISO 14001 - Environment Management Systems- Stages of Environmental Management Standards – Evaluation and Compliance.	-
IV	NABH QCI - Overview of NABH accreditations – Importance and Benefits of NABH to Hospitals - Process – Standards – Documentations – Requirements	NABH Accreditation Levels
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 checked="" type="checkbox"/> Social Awareness/ Environment	<input type="checkbox"/> Constitutional Rights/ Human Values/ Ethics