PR GOVERNMENT COLLEGE (AUTONOMOUS), KAKINADA						
HCM 201	Hospital Operations Management	I BBA (HCM) - I Sem 2022-23				
Hours	75 (60 + 15)	L	T	P	С	
Focus	Employability	4	1	-	4	

Course Objective

To make the learners understand and perform hospital operational activities. The learner will understand the process of purchase and inventory management in a health care establishment, apart from productivity aspects.

Course Outcomes and mapping with Blooms taxonomy				
Outcome	Description	Level		
CO1	Understand and perform the front office operations	1, 2 and 3		
CO2	Understand the clinical services and their setup and apply the principles	1, 2 and 3		
CO3	Understand the support services and their setup and apply the principles	1, 2 and 3		
CO4	Understand the facility planning and productivity measures	1 and 2		
CO5	Understand the purchasing strategies and processes and inventory management	1 and 2		

	Syllabus				
Unit	Content	Weightage			
Unit I	Front Office-Admission – Billing – Medical Records –	25%			
	Ambulatory Care- Death in Hospital – Brought-in Dead.				
	Maintenance and Repairs Bio Medical Equipment-				
Unit II	Clinical Services- Clinical Departments – Out patient	20%			
	department (OPD) - Introduction - Location - Types of				
	patients in OPD - Facilities - Flow pattern of patients -				
	Training and Co-ordination.; Radiology – Location – Layout				
	- X-Ray rooms - Types of X- Ray machines - Staff - USG -				
	CT – MRI – ECG.				
Unit	Supporting Services – House Keeping – Linen and Laundry -	15%			
III	Food Services -Central Sterile Supply Department (CSSD)-				
Unit	Facility Location and Layout importance of location, factors,	20%			
IV	general steps in location and selection decision process, types				
	of lay outs - product, process, service facility layout;				
	Introduction, setting work standards, techniques of work				
	measurement, time and motion study, standard time, PMT,				
	work sampling, calibration of hospital equipments.				
	Productivity measures, value addition, capacity utilization, productivity – capital operations, HR,				
	incentives calculation, applications in hospital.				
Unit V	Purchasing strategy process – organizing the purchasing	20%			
Omit v	function – financial aspects of purchasing – tactical and	2070			
	operational applications in purchasing management Inventory				
	Management: valuation and accounting for inventory –				
	physical location and control of inventory – planning and				
	replenishment concepts – protecting inventory; Value				
	Management, Value engineering, value analysis.				
	References				

Books and Resources	 Madhuri Sharma, Essentials for hospital support services and physical infrastructure, Jaypee Brothers Publications. Sakharkar BM, Principles of hospitals administration and planning, Jaypee Brothers publications. S.L.GOEL, Healthcare Management and Administration, Deep & Deep Publications Pvt. Ltd., New Delhi. Srinivasan, A.V.(ed), Managing a Modern Hospital, Chapters 12, Response Books, New Delhi Schroedev, Roger G., Operations Management – Decision Making in Operations Function, McGrawHill, New Delhi.
Online Courses	Online resources by the HSSC

Activities		
Measurable	• Assignments	
	Online Quizzes	
	 Online games – Jeopardy, Crosswords and Word scramble 	
	 Presentations 	
Group	Demonstration of Front Office and hospital environment	
	• Role Plays	
	Field visits to industry	
	• Guest lectures	
	 Interaction with industry professionals 	