

M.Phil. Hospital & Health Systems Management

Course Descriptions

HHSM ZC417 Managerial Communication

4

Written communication: memos. Letters, notices, agenda, minutes, resolutions, (Project) proposals, reports; electronic communication: mail, privacy and workplace monitoring, teleconferencing; oral communication: group communications, presentations, public speaking, media; non-verbal communication, effective listening and feedback; reading skills.

HHSM ZC471 Management Information Systems

3

Introduction to Information Systems; Concepts of management, concepts of information, systems concepts; Information Systems and Organizations; decision making process; database systems; data communications; planning, designing, developing and implementing information systems; quality assurance and evaluation of information systems; future developments and their organizational and social implications; decision support system and expert systems.

HHSM ZG513 Biostatistics & Epidemiology

4

Methods of collection and presentation of statistical data; calculation and interpretation of various measures like mean, median, mode, standard deviation, kurtosis, correlation coefficient; probability distributions; sampling and estimation of parameters; tests of hypothesis; data analysis. Introduction to the principles and methods of epidemiology. Epidemiology of some illustrative infectious diseases (of bacterial, rickettsial and viral origins), sexually transmitted diseases, chronic diseases such as cancer, cardiovascular diseases, neurological disorders etc. Use of biostatistics in epidemiology.

HHSM ZG514 Health Care Marketing & Strategic Management

4

Strategic management function within contemporary health services organization with focus on organizational strategic planning processes including principles and methods of strategic assessment, strategy formulation, evaluation, implementation, and control, as well as the role and function of marketing strategy as part of the strategic implementation process.

HHSM ZG515 Quantitative Methods

3

Basic concepts in Operations Research; Analytical & Mathematical Modeling Techniques; Model Building; Inventory Control, queuing theory; Linear Programming; Transportation and assignment problems, simulation, index numbers, decision theory, etc

HHSM ZG516 Epidemic & Disaster Management

4

Disaster management; impact and response; relief phase; disaster mitigation in health sector; disaster preparedness; policy development; man-made disasters; international agencies providing health based humanitarian assistance; and strategies for disaster management.

HHSM ZG517 Health Care Management

4

Basis of organizational culture and management techniques for efficient administration of health delivery; general principles of HR, materials and operations management; understanding the organizational culture that exists in public, private and non-Govt. sector agencies; management information system.

HHSM ZG518 Total Quality Management

4

TQM principles and practices; leadership; customer satisfaction; employee involvement; continuous process improvement; supplier partnership; performance measures; statistical process control; ISO 9000; benchmarking; quality function deployment; concurrent engineering; experimental design; Taguchi's quality engineering; product liability

HHSM ZG519 Project Management

4

Concepts and techniques of project formulation, evaluation and implementation; Project planning and scheduling; Risk management; Time-cost trade off; Resource leveling and allocation; Project monitoring and control; Contract management.

HHSM ZG531 Health Economics & Financial Management

4

Concepts & methods of economic analysis related to health system; organization and policy; demand and supply of scarce resource for health care; health financing & population coverage; determinants of cost & utilization; health insurance; cost-benefit analysis; costing for decision making; fundamentals of accounting; financial statement analysis; budget process & budgetary control; capital investment decision.

HHSM ZG629T Dissertation

20

A student registered in this course must take a topic in an area of professional interest drawn from the on the job work requirement which is simultaneously of direct relevance to the degree pursued by the student as well as to

the employing / collaborating organization of the student and submit a comprehensive report at the end of the semester working under the overall supervision and guidance of a professional expert who will be deemed as the supervisor for evaluation of all components of the dissertation. Normally the Mentor of the student would be the Dissertation supervisor and in case Mentor is not approved as the supervisor, Mentor may play the role of additional supervisor. The final grades for dissertation are Non-letter grades namely Excellent, Good, Fair and Poor, which do not go into CGPA computation.

HHSM ZG631 Introduction to Health Systems & Environmental Health

4

Introduction to health systems; functions of health systems; managing health systems; problems of health systems management; Major environmental health problems including quality of water, waste disposal, food production and processing, vector control etc. Air pollution and its controlling. Hazards of radiation, municipal and other wastes. Occupational Health hazards

HHSM ZG665 Hospital Operation Management

3

Operation Management aspects connected with outpatient ward, casualty, operation theatres, diagnostic laboratories, pathology laboratories, pharmacy, diet and nutrition, blood bank, laundry, medical records, security, scheduling and deployment of doctors, nurses and other staff, accounts among others. The course will involve on site visits in a hospital, discussions and presentations on the practical aspects of hospital operations management.