

Course Title:	Hospital and Healthcare Management
Course Code:	BSTA-304
Semester:	VI
Credit Hours:	03

Learning Outcomes

By the end of this course, students will be able to:

1. recognize the significance of the hospital and healthcare management.
2. distinguish between hospital and healthcare management.
3. comprehend the hierarchy for governance of healthcare management system.
4. understand the medical staff, nursing services, clinical support services, and community health functions of healthcare delivery organizations.

Course Outline

Unit – I

1.1 Preliminaries of healthcare management

Models, Systems and the National Perspective, Primary Healthcare

1.2 Hospitals

Historical Background, Types and Categories and Models of the Future

Unit – II

2.1 Facilities Design

Functional Adjacencies in Hospital Buildings, Managing Patient Care Areas: Clinics, Wards, ORs, CSSD, Laboratory, Imaging Services, Delivery suites, ICUs, etc. Managing Support Services: Security, Dietary Services, Housekeeping and Laundry, Transport, Facilities Engineering Services, etc.

Unit – III

3.1 Quality Assurance in Hospitals

Medical Informatics: Hospital Management Information Systems and “the Paperless Hospital”. Procurement, Supplies and Inventory Management in Hospitals

Unit – IV

4.1 Managing Human Resources

Staffing Levels, Training, Assessments, Compensation, etc. Hospital Waste Management

- **Teaching-learning Strategies:**

Class Lecture method, which includes seminars, discussions, assignments and projects. (Audio-visual tools are used where necessary)

- **Assignments-Types and Number with calendar:**

According to the choice of respective teacher.

- **Assessment and Examinations:**

According to the University's Semester Rules.

Sr. No.	Elements	Weightage	Details
1.	Midterm Assessment	35%	It takes place at the mid-point of the semester.
2.	Formative Assessment	25%	It is continuous assessment. It includes: Classroom participation, attendance, assignments, and presentations, homework, attitude and behavior, hands-on-activities, short tests, quizzes etc.
3.	Final Assessment	40%	It takes place at the end of the semester. It is mostly in the form of a test, but owing to the nature of the course the teacher may assess their students based on term paper, research proposal development, field work and report writing etc.

Textbooks:

1. Amelung, V. E. (2019). *Healthcare management*. Springer.
2. NordstrandBerg, L. (2019). *The use of comparative research design in studying hospital management*. SAGE Publications Ltd.

Suggested Readings:

- 1- Burke, D., Godbole, P., & Cash, A. (Eds.). (2019). *Hospital transformation: From failure to success and beyond*. Springer.
- 2- McLaughlin, D. B. (2008). *Healthcare operations management*. AUPHA.
- 3- Pfanstiel, M. A., & Rasche, C. (2017). *Service business model innovation in healthcare and hospital management*. Springer.
- 4- Spath, P., & Kelly, D. L. (2017). *Applying quality management in healthcare: A systems approach*. Chicago: Health Administration Press.
- 5- Walshe, K., & Smith, J. (Eds.). (2011). *Healthcare management*. McGraw-Hill Education.