

Course Code	HM18304	Course Name	OPERATIONS MANAGEMENT IN HOSPITALS	Course Category			<i>Elective course</i>	L	T	P	C
								2	0	2	3

Pre-requisite Courses	NA	Co-requisite Courses	NA	Progressive Courses	NA
Course Offering Department	MBA (Hospital Management)	Data Book / Codes/Standards			

Course Learning Rationale (CLR):	<i>The purpose of learning this course is to:</i>	Learning	Program Learning Outcomes (PLO)
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CLR-1:	To understand various functional operations in Hospitals	1	2	3	1	2	3	4	5	6	7	8	9	10	11	12													
CLR-2:	To learn the operations of various supporting services	Level of Thinking (Bloom)	Expected Proficiency (%)	Expected Attainment (%)	Effective communication skills	Initiate critical thinking	Resources analysis for organizations	Familiarize organizations and its stakeholders	Integrate functional knowledge with strategic skills	Comprehend effectively in globalized environment	Practice business ethics with integrity	Enhance careers and commitment	Instigate entrepreneurial drive	Application of multidisciplinary knowledge comprising of finance, operations, system, marketing and human resources management to integrate business projects	Usage of business metrics to evaluate business projects to develop growth strategies	Authorize the students to innovate and execute the business idea during the challenging business situation													
CLR-3:	To understand the procurement management of hospitals																H	M	H	M	L	M	M	M	L	L	M	H	L
CLR-4:	To understand the quality requirements for hospitals																L	H	L	L	M	M	M	L	L	L	M	H	H
CLR-5:	To analyze the quality assurance operations in hospitals																M	H	L	L	M	M	L	L	L	L	M	H	M
CLR-6:	To analyze the inventory management of hospitals																M	H	H	L	M	M	L	L	L	L	M	H	L
Overall	To analyze the operations management in hospitals																H	L	H	M	H	M	H	M	H	M	L	H	M

Course Learning Outcomes (CLO):	<i>At the end of this course, learners will be able to:</i>
CLO-1:	Understand the front office and clinical service operations in hospitals
CLO-2:	Understand the operations of supporting services in Hospitals
CLO-3:	Decide on the purchase decisions of hospitals
CLO-4:	Analyze the quality indicators of hospitals
CLO-5:	Analyze the inventory management of hospitals
Overall	To analyze the operations management in hospitals

Duration (hour)	6	6	6	6	6	
S-1	SLO-1	Admission – Billing – Medical Records	House Keeping role	Basics of the purchasing function	Quality of services in Hospitals	valuation for inventory
	SLO-2	Ambulatory Care- Death in Hospital – Brought-in Dead	House Keeping responsibilities	Purchase requirement	Theory and model in service quality	accounting for inventory
S-2	SLO-1	Maintenance and Repairs Bio Medical Equipment	Linen and Laundry role	Purchase quantity	Certifications of Hospitals	physical location
	SLO-2	Clinical Departments – Out patient department (OPD)	Linen and Laundry responsibilities	Purchase quality	Types of various certifications	control of inventory
S-3	SLO-1	Location – Types of patients in OPD	Bio Medical Waste Management rules	List of suppliers	Accreditations of Hospitals	planning concepts
	SLO-2	– Facilities – Flow pattern of patients	BioMedical Waste management process	Selection of supplier based on supply norms	Procedure for accreditations of hospitals	replenishment concepts

S-4	SLO-1	Training and Radiology	Food Services	Vaule of purchase	Quality Management in Hospitals	protecting inventory
	SLO-2	Location – Layout – X-Ray rooms	Nutritional and supplement concept	financial aspects of purchasing	Methods to maintain quality	Value Management
S-5	SLO-1	Types of X-Ray machines	Central Sterile Supply Department (CSSD)	tactical applications in purchasing,	Quality Indicators	Value management methods
	SLO-2	Staff - USG	Role and responsibility of CSSD	Method of purchase	Method to achieve quality indicators	Value engineering
S-6	SLO-1	CT – MRI	infection control concept	Operations applications of purchasing	Quality Evaluation	value analysis
	SLO-2	ECG	Implementation of infection process	Evaluation of purchasing applications	Quallity performance	HIS in Store Management.
S7	SLO-1	Case study-1	Case study-1	Case study-1	Case study-1	Case study-1
S7	SLO-2					
S8	SLO-1	Case study-2	Case study-2	Case study-2	Case study-2	Case study-2
S8	SLO-2					
S9	SLO-1	Case study-3	Case study-3	Case study-3	Case study-3	Case study-3
S9	SLO-2					

Learning Resources	<ol style="list-style-type: none"> 1. Langabeer, 'Health care operations Management', JB Learning,2015 2. Essentials For Hospital Support Services And Physical Infrastructure by Madhuri Sharma,Jaypee publishers,2010 3. Joshi SK ,'Hospital Administration'jaypee Publishers,2009 4. Opportunities in Hospitals & Healthcare Administrations by Pradeep Bhardwaj,Jaypee publishers,2008. 	<ol style="list-style-type: none"> 5. Dr Girdhar J Gyani ,'Handbook of health care quality and patient safety' , Jaypee Publishers,2014 6. Shakti Gupta and Sunil Kant, Hospital Stores Management: An Integrated Approach Jaypee Publications, New Delhi, India,2010. 7. Hospital Operations Management – Compiled by Mahalingam A. 8. Srinivasan, A.V. (ed.), Managing a Modern Hospital, Response Books, New Delhi, 2009 9. Schoedev, Roger G., Operations Management – Decision Making in Operations Function, McGraw Hill, New Delhi, 2007.

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		Learning Assessment											
	Bloom's Level of Thinking	Continuous Learning Assessment (50% weightage)										Final Examination (50% weightage)	
		CLA -1 (5marks)		CLA -2 (5marks)		CLA-3 (10marks)		CLA -4 (15marks)		CLA -5(15marks)		Marks -100 which will be weighted at 50%	
		Theory	Practice	Theory	Practice	Theory	Practice	Theory	Practice	Theory	Practice	Theory	Practice
Level 1	Remember	20	10	25	5	20	10	20	10	25	5	30	0
	Understand												
Level 2	Apply	30	10	35	5	30	10	30	10	35	5	40	0
	Analyze												
Level 3	Evaluate	20	10	25	5	20	10	20	10	25	5	30	0
	Create												
	Total	100 %		100 %		100 %		100 %		100%		100 %	

CLA – 4 can be from any combination of these: Assignments, Seminars, Tech Talks, Mini-Projects, Case-Studies, Self-Study, MOOCs, Certifications, Conf. Paper etc.,

Course Designers		
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