

Course Code	HM18306	Course Name	HOSPITAL SUPPORT SERVICES-II	Course Category		Elective course	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 the layout and fuctions of laboratory services and radiological services	1	2	3	1	2	3	4	5	6	7	8	9	10	11	12
CLR-2:	To learn the functions of nutrition and dietary 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 services of pharmacy and medical record department															
CLR-4:	To understand the role of laundry services , house keeping and security services															
CLR-5:	To learn the role and responsibilities of CSSD and ambulance service															
CLR-6:	To understand the functions of engineering department in hospitals															
Course Learning Outcomes (CLO):	<i>At the end of this course, learners will be able to:</i>															
CLO-1:	Understand the functions of laboratory and radiological services	2	60	50	H	M	H	M	L	M	M	M	L	M	H	L
CLO-2:	Functions of nutrition and dietary services	2	80	70	L	H	L	L	M	M	M	L	L	M	H	H
CLO-3:	Functions of pharmacy and medical record department	1	80	75	M	H	L	L	M	M	L	L	L	M	H	M
CLO-4:	Learn the role of laundry, house keeping and security services	2	80	70	M	H	M	L	M	M	L	L	L	M	H	H
CLO-5:	Understand the role of CSSD, ambulance and engineering department	3	90	80	M	H	H	L	M	M	L	L	L	M	H	L
Overall	To analyze the role of Hospital support services	3	90	80	H	L	H	M	H	M	H	M	L	H	M	H

Duration (hour)	6	6	6	6	6	
S-1	SLO-1	Laboratory Services- Radiology Services.	Nutrition and Dietary services – Pharmacy services – Medical Records services.	Laundry services – House keeping services – CSSD	Ambulance services – Mortuary services – Hospital security services.	Facilities Engineering
	SLO-2	Definition - Types	Definition -types	Definition -types	Definition -types	Maintenance of Civil Assets
S-2	SLO-1	Functions-.	Role and functions	Role and functions	Role and functions	Electrical supply
	SLO-2	Planning consideration like location	Planning consideration like location	Planning consideration like location	Planning consideration like location	Water supply
S-3	SLO-1	principles	principles	principles	principles	Medical gas pipeline

	SLO-2	shape	shape	shape	shape	Plumbing
S-4	SLO-1	design, types,	design, types,	design, types,	design, types,	Sanitation
	SLO-2	layout, Special Requirements	layout, Special Requirements	layout, Special Requirements	layout, Special Requirements	Air conditioning system
S-5	SLO-1	Equipment required-	Equipment required-	Equipment required-	Equipment required-	Hot water and Steam supply
	SLO-2	Staffing-	Staffing-	Staffing-	Staffing-	Communication Systems
S-6	SLO-1	Policies and procedures	Policies and procedures	Policies and procedures	Policies and procedures	Need and scope of Biomedical engineering departments in modern hospitals
	SLO-2	Monitoring and Evaluation.	Monitoring and Evaluation.	Monitoring and Evaluation.	Monitoring and Evaluation.	Energy conservation methods .
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	1. Sharma, 'Essentials of hospital support services and Physical Infrastructure, Jaypee Publishers,2010	5. Clinical Engineering Principles and Practices - Webster J.G(editor) and Albert M.Cook(editor)
	2. Hospital and facilities planning and Design – G.D.Kunders, Prism Books Pvt. Ltd., Bangalore, 2010.	6. Antony Kelly,'Maintenance Planning and Control', Butterworths, 1984.
	3. Sangeetha Natarajan, Hospital Supportive services' 1st edition, Excel books,2010	7. Jacob Kline,'Hand Book of Bio-Medical Engineering'elsevier, 1988.

4. Anthony Kelly, 'Strategic Maintenance planning'elseier,2006.

		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 Understand	20	10	25	5	20	10	20	10	25	5	30	0
Level 2	Apply Analyze	30	10	35	5	30	10	30	10	35	5	40	0
Level 3	Evaluate Create	20	10	25	5	20	10	20	10	25	5	30	0
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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