

**POST-GRADUATE DIPLOMA**  
**COURSE IN WARD ADMINISTRATION**

## **REGULATIONS FOR THE P.G. DIPLOMA COURSE IN WARD ADMINISTRATION**

- 1. SHORT TITLE AND COMMENCEMENT :** These regulations shall be called “THE REGULATIONS FOR THE POST-GRADUATE DIPLOMA COURSE IN WARD ADMINISTRATION
- 2. REGISTRATION:** A candidate admitted into Post-Graduate diploma courses in any of the affiliated Institutions of the Tamil Nadu Dr. M.G.R. Medical University, Chennai shall register with the University by remitting the prescribed fees along with the application form for registration duly filled in and forwarded to the Controller of Examinations of this University through the Head of the affiliated institution within the stipulated date. The candidate’s name must be registered in the University within 3 months from the date of his/her admission.
- 3. ELIGIBILITY:** Candidates for admission to the One year Post-Graduate Diploma course shall be required to possess the following qualifications.
  - ✓ Bachelors with any stream
- 4. RECOGNITION FEE:** Candidates who have passed the Bachelors in University shall remit a recognition fee as prescribed along with the stipulated registration fees.
- 5. DURATION OF THE COURSE**
  - ✓ The period of certified study and training for the Post-Graduate Diploma course shall be for 1 year.
- 6. COMMENCEMENT OF THE COURSE:** The academic year for Post-Graduate Diploma in Ward Administration course will commence from April 1st of every academic year.
- 7. CUT-OFF DATE OF THE COURSE:** Last date of Admission to Post-Graduate Diploma in Ward Administration course 31<sup>st</sup> May of every academic year.
- 8. COMMENCEMENT OF THE EXAMINATION:** There shall be one University examinations in an academic year i.e. June 1<sup>st</sup>. If the date of commencement of the examination falls on Saturdays, Sundays or declared Public Holidays, the examination shall begin on the next working day.
- 9. WORKING DAYS IN AN ACADEMIC YEAR. :** Each academic year shall consist of not less than 270 working days.
- 10. ATTENDANCE REQUIREMENTS FOR ADMISSION TO EXAMINATIONS:** No candidate shall be permitted to appear for the Examination unless he/she put in 85% attendance during his/her period of study and training in the affiliated institution recognized by this University and produces the necessary certificate of study, attendance and progress from the Head of the Institution by maintaining log book.
- 11. MAINTAINENCE OF LOG BOOK**
  - ✓ Every Post-graduate Diploma candidate shall maintain a record of skills he has acquired during the one year training period certified by the various Heads of Departments he has undergone training.
  - ✓ The candidates should also be required to participate in the teaching and training programme of the institute.
  - ✓ In addition, the Head of the Department shall involve their post-graduate candidates in Seminars, Journal Clubs, Group discussions and conferences.
  - ✓ The Head of the Department shall scrutinize the Log Book once in every three months.
  - ✓ At the end of the course, the candidate should summarise the contents and get the Log Book certified by the Head of the Department.
  - ✓ The Log Book should be submitted at the time of practical examination for the scrutiny of the Board of Examiners.
- 12. MIGRATION/TRANSFER OF CANDIDATES**
  - ✓ A student studying in **POST-GRADUATE DIPLOMA COURSE IN WARD ADMINISTRATION** can be allowed to migrate/transfer to another institution of Allied Health Science under the same or another University.

- ✓ Under extraordinary circumstances, the Vice Chancellor shall have the powers to place any migration/transfer he/she deems fit before the Governing Council and get its approval for grant of permission/ratification for Migration/Transfer to the candidates undergoing the course of study in affiliated institutions of this University.

**13.RE-ADMISSION AFTER BREAK OF STUDY:** The regulations for re-admission are as per the University Common Regulation for Re-admission after break of study for all courses.

## POST GRADUATE DIPLOMA IN WARD ADMINISTRATION

### Overview of Subjects

S.No	Subjects
1.	<b>Paper I-</b> Ward administration
2.	<b>Paper II-</b> Information management and Human resource
3.	<b>Paper III-</b> Principles and procedures of ward management

### Paper I- Introduction to ward administration

#### PRINCIPLES AND PRACTICES OF MANAGEMENT & ORGANIZATIONAL BEHAVIOUR

##### **Module 1 Basic concepts of Management**

Definition - Evolution of Management Thought - Functions of Management - F.W. Taylor and Henry Fayol's contribution. Principles of Management

##### **Module 2: Planning**

Nature and Purpose - Setting Objectives - Management by Objectives - Steps and Hierarchy of Plans

##### **Module 3: Organizing**

Definition - Nature and Purpose - Organogram - Types - Advantages & Disadvantages of various organograms - Departmentation - Line and Staff Authority - Decentralization - Centralization - Authority - Responsibility - Accountability and Power.

##### **Module 4: Directing**

Definition of the concept - Communication - Process of Communication Hierarchy

Maslow's Need of Hierarchy and Herzberg two factor theory - Leading - Trait Theory, Blake and Montain's Managerial Grid, - Hersey Blanchard's Situational Leadership.

##### **Module 5: Controlling and Coordinating**

Definition - need for Control - Controls exercised in the hospital and ward - Process of Controlling - PERT - CPM - Work Study - Operations Research - Quality Circles - Kaizen

##### **Module 6: Decision making**

Definition - need for decision making - The decision making Process - Nature & purpose - Principles

##### **Module 7: Organizational Behavior**

Definition - Importance - Historical Background - Fundamental Concepts of OB -

21st Century Corporates - Different models of OB i.e. autocratic, custodial, supportive, Collegial & SOBC

##### **Module 8: Personality & Attitudes**

Meaning of Personality - Development of Personality - Nature & dimensions of attitude - Job Satisfaction - Organizational Commitment

## **Module 9: Motivation**

Definition of Motivation - Motives - Characteristics - Classification of Motives - Primary Motives - Secondary Motives - Morale - Definition & relationship with productivity - Morale Indicators - Theories of Work motivation - Maslow's Theory of Need Hierarchy - Herzberg's Theory of Job Loading

## **Module 10: Group Dynamics & Teams**

Theories of Group Formation - Formal Organization & Informal Groups & their interaction - Importance of teams - Formation of teams - Team Work - Application of teamwork and group dynamics in the hospital

## **Module 11: Routine Admission/Discharge Procedures/Discharge Summary**

Definition of admission - Policies and procedures for admission process - policies and procedures for discharge process - Role of a ward manager in the maintenance of patient satisfaction. Ward procedures - Daily Ward Routines - Ward Procedures - Admissions - Discharge - Insured Patients - Transfers & Transport - Death Procedures - Maintaining Records

## **Module 12: Hospital Utilisation Statistics.**

Average Length of Stay (ALS) - Bed Occupancy Rate - Turn over Interval - Application of hospital utilization statistics - Strategies to improve bed occupancy rates - case discussions and case scenarios

## **Module 13: Daily Reports / Returns.**

Hospital Census - Nurse's Report - Medical Officer's Report - Casualty Report, Medico-Legal Cases - Report from ICU / ICCU - Security Report - Maintenance Department Report - OT List - Importance of Records and Reports - Legal issues

## **Module 14: Patient's Complaints & Patient Satisfaction Survey.**

Patient satisfaction - Importance of patient satisfaction - factors that affect patient satisfaction - factors that improve patient satisfaction - handling a patient who is unhappy with services - communication techniques - application of conflict management - Patient satisfaction survey - Interviews, Questionnaires, Observations, Group Discussions, Patient Opinion Polls, - Report Writing

## **Module 15: Comprehending Medical Terms & Diagnosis**

Medical Terminology - Medical Conditions, Tests and Surgical Procedures - Definitions of Medical Specialties - Information on Important Aspects of Laboratory Tests - Anatomic Pathology - Clinical Pathology - Clinical Microbiology - Clinical Chemistry - Hematology - Genetics - Specimen processing and work flow

## **Module 16: Hospital Committees.**

Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow up Actions

## **Module 17: Conflict Resolution in Hospitals**

Types of conflict - Intra individual - Inter-personal - Inter- group - Organizational - Client Hospital - Outcome of Conflict - Functional - Dysfunctional - Conflict Stages - Latent Conflict - Emergence - Escalation - Stalemate - De-Escalation - Resolution - Peace-building And Reconciliation - Conflict Resolution - Thomas' contingency approach - Avoidance-lose and lose - Competing-win and lose - Collaboration-win and win - Accommodation-Lose and Win - Compromising - Steps to Resolution - Disengage - Untangle - Clarify - Constrain. - Engage. - Accommodate - Implement - Steps to effectively managing conflict in your life - Conflict Management in Hospitals

## **Module 18: Duty Roster of various categories of Staff.**

Definition - types of scheduling - Principles to be kept in mind during the scheduling process

## **Module 19: Front Office: Duties & Responsibilities.**

Need for front office staff - Importance of public relations - duties and responsibilities of front office staff - supervision of front office staff.

## **Module 20: Duties & Responsibilities of the ward administrator**

In Profit Making Hospitals - In Non-Profit Making Hospitals - Duties and Functions of a ward administrator - Job description of a ward administrator

**Module 21: Disaster Management/Disaster Plan.**

Definition of a disaster - types of disaster - Disaster preparedness - Disaster planning phases and management.

**Module 22: Marketing of Hospital.**

Telephone Courtesy, Guest Lectures, Organisation of Camps, Seminars, Workshops, Continuous Medical Education, Public Participation.

**Module 23: Hospital Security**

Staff, Patients, New born babies, Female - staff/Patients, Stores.

**Module 24: Maintaining Confidentiality**

Patient Information - Hospital information - Acting responsibly - Implications - Maintaining confidentiality - At work - At home

**Module 25: Negotiation Skills.**

Purchase of Stores / Equipment, Union Matters, Collective Bargaining

**Module 26: Hospital Waste Management.**

Need for waste management - salient features of biomedical waste management and segregation

**Module 27: Methods of Infection Control**

Infection Control - Objective - Epidemiology of nosocomial infections - The Sources of Infection - The Routes of Transmission - The Prevention of Nosocomial Infection - The spread of nosocomial infections - Isolation of infected patients and standard precautions - Cleaning - Sterilization - Standard Precautions: Hand washing - Gloves - Mask, eye protection, face shield -Gown - Patient-care equipment - Environmental control - Linen - Occupational health and blood borne pathogens - Place of care of the patient - Disinfection

**Module 28: Safety measures for prevention of accidents & post-accident plan of action**

Safety in Hospitals - Fire Safety - Early Discovery - Restricting Fire Spread and Evacuation - At the Scene of Fire - Combating fire - General rule - Electrical Fires - Liquid fires - Organic fires - Gas fires - Kitchen Fires - Operating a Fire Extinguisher - Child Abduction - Earthquake - Theft/Suspicious Behaviour/Objects

**Module 29: Dealing with Crisis Situation.**

Mob violence, Bomb threat, Terrorist strike, Mass casualties, Political agitation, Prisoners

**Module 30: Accreditation**

Introduction - Benefits of Accreditation - Benefits for Patients - Benefits for Hospitals - Benefits for Hospital Staff - Benefits to paying and regulatory bodies -National Accreditation Board For Hospitals And Healthcare - Joint Commission International - About JCI - JCI Accreditation Process - What is JCI Accreditation? - International Standards for Hospitals - Coverage from Patient Entry to Discharge - Assessment for All Aspects of Management - Two Levels of Compliance - Creates a Culture of Patient Safety Assessment and Improvement for These Key Functions - Benefits of Accreditation - International Organization For Standardization - How to recognize an ISO Standard - What makes ISO 9000 and ISO 14000 so special?

**Module 31: Risk Management**

What is Risk? - What is Risk Management? - Objectives of Risk Management: - Appropriateness of risk assessment framework and escalation of complaints - Critical - Major - Minor - Preventive Maintenance

**Module 32: Essentials In Health Records Management**

Introduction to Medical Records - Importance of Medical Records - Functions of Medical Records Department - Central Admission and Enquiry Office - Outpatient Section - Central Record Department (Assembling) - Basic Records - Admission Record Card - Special Records - Numbering and Filing - Serial Numbering - Unit System - Serial Unit Numbering - Filing System - De-Centralized System - Centralized system - Electronic Medical Records - Benefits - Availability, transfer and retrieval - Linkage - Storage - Data views - Abstraction, reporting - Data quality and standards - Decision support

### **Module 33: Health Insurance**

Introduction to Health Insurance - Subject Matter of Insurance - Function of Insurance - Contract of Insurance - Basic Principles or Essential Characteristics of Contract of Insurance - Insurable interest - Utmost good faith - Indemnity - Subrogation and contribution - Proximate cause - Classification of Insurance: - Health Insurance in India - Mediclaim - Current Trends - Claims Management in Health Insurance - Claim - Claims Procedure - Claims Settlement Procedures in General Insurance policies - Preliminary - Investigation - Settlement. - General procedure followed in settlement of insurance claims - Notice of Loss - Procedure - Claim Forms - Assessment of Loss - Surveyors and Loss Assessors - Claims Documents - Final Settlement - Discharge Voucher - Settlement of Claims - Intimation of Claim - Processing of Claims - Hospitalization Claims - Domiciliary Hospitalization Claims - Personal Accident Insurance - Third Party Administration - Definition - Functions of TPA - The criteria and modus operandi of TPA

### **Module 34: Time Management**

Introduction - The 80:20 Rule - Time Management Tools - Deciding Your Work Priorities- Finding out What to Spend Your Time On - Doing what you enjoy - Concentrating on your strengths - Understanding how to be excellent at your job - The Ti-Mandi Window: Time Management Tool - Priority for action - Neglected essentials - Trivial hot potatoes - Goofing off - Activity Logs - Keeping an Activity Log - Learning from Your Log - Action Plans - Small Scale Planning - To Do Lists - Preparing a To Do List - Using Your To Do Lists - Personal Goal Setting - Setting Goals Effectively - Achieving Goals - Effective Scheduling

### **WARD ADMINISTRATION (Practical)**

1. Admission & Discharge of Patients
2. Fire safety techniques
3. Disaster management - Planning & Drill
4. Filing of Reports and Records
5. Duty Roster management
6. Basic Accounting problems and Insurance claims processing

### **REFERENCES**

1. Harold Koontz & Heinz W. Essentials of Management, 7th Ed. Tata McGraw Hill.
2. Joseph L. Massie Essentials of Management, Prentice Hall India.
3. Paul Hersey & Blanchard, Management of Organisation Behaviour, Prentice Hall India.
4. John W. Newstrom, Organisational Behaviour, Tata McGraw Hill.
5. Fred Luthans, Organisational Behaviour, McGraw Hill Intl.

## **PAPER II- Information management and Human resource**

### **Hospital Information System & Communication Process, Conflict Management**

#### **Module 1: Functions of Human Resource Management**

The Managerial Perspective - Management, Administration and Leadership- Objectives of Personnel Department - Human Resource Development (HRD)

#### **Module 2: Manpower Planning, Development and Training**

Manpower Needs. - Calculating man power needs. Attrition rate - Continuing Development programs - Counselling - In service Training, - On job Training, - Higher Courses, - Specialised Training

#### **Module 3: Job Analysis, Job Description & Specifications for Hospital Staff**

Developing key positions -Job Analysis - Determining Job descriptions- General principles - Job descriptions and Specifications for Hospital staff

#### **Module 4: Selection & Recruitment.**

Interview - Functions of an interview - The selection committee - The functions of the selection committee - The selection Process- Orientation.

### **Module 5: Employee Benefits & Social Security.**

Definition of employee benefits - need for employee benefits - Definition of social security - various social security schemes and ESI

### **Module 6: Performance Appraisals: Techniques & Practices.**

Definition of performance appraisal - Need for appraisal - Types of performance appraisal - Techniques of performance appraisal.

### **Module 7: Dynamics of Behaviour at Individual Level.**

Group Dynamics.- Formal and Informal groups - Organization of a formal group - organization and Role of informal Groups - Peer pressure/ Peer Influence

### **Module 8: Issues Relating to Management of Professionals,**

Consultants, Specialists, Medical Officers, - Nursing Staff, Other Paramedical Staff

### **Module 9: Discipline.**

Punctuality - Dress code - Identification - Behaviours of staff - Disciplinary action - Law of natural justice

### **Module 10: Introduction to the Hospital Information System**

Definition of Hospital Information system, Architecture of a HIS, aim and uses of HIS, types of HIS Benefits of using a hospital information system. Application of the HIS in Ward Management Introduction to software's use in hospital management: - Hospital Management System - Payroll System - Accounting System - Inventory Control Systems - and other applicable systems

### **Module 10: Communication**

Definition of communication, need for communication its classification and purpose. Communication - The Communication Process - Sender Encodes - Verbal Communication - Nonverbal Communication - Eye contact - Facial Expressions - Gestures - Posture and body orientation - Proximity - Vocal - Written Communication - Direction of Communication - Upward Communication - Downward Communication: - Horizontal Communication - Grapevine - Communication serves different purposes. - Communication is a two-way process - Various barriers of communication and major difficulties in communication. The characteristics of successful communication – The seven C's The human needs and communication “Mind mapping”. Information communication

### **Module 11: Working & Communicating in a Medical Setting**

Modes of Communication - Notice Boards - House Magazine - Suggestion scheme - Meetings and Conferences - Hospital and Departmental Letters - Personnel policy manuals - Barriers to Communication in the hospital - External Barriers - Semantic barriers - Different status of the sender and the receiver - Use of jargon - Selective reporting - Poor timing - Conflict - Emotional or Psychological Barriers - External Barriers - Premature Evaluation. - Inattention - Loss by Transmission and Poor Retention - Undue Reliance on the Written Word - Failure to Communicate - Organizational Barriers - Organizational Policy. - Organizational Rules and Regulations.

### **Module 12: Communication & Conflict Resolution In Hospitals**

Types of conflict - Intra individual - Inter-personal - Inter- group - Organizational - Client Hospital - Outcome of Conflict - Functional - Dysfunctional - Conflict Stages - Latent Conflict - Emergence - Escalation - Stalemate - De-Escalation - Resolution - Peace-building And Reconciliation - Conflict Resolution - Thomas' contingency approach - Avoidance-lose and lose - Competing-win and lose - Collaboration-win and win - Accommodation-Lose and Win - Compromising - Steps to Resolution - Disengage - Untangle - Clarify - Constrain. - Engage. - Accommodate - Implement - Steps to effectively managing conflict in your life - Conflict Management in Hospitals

### **Module 13: Comprehension Passage**

Reading purposefully - Understanding what is read - Drawing conclusion - Finding and analysis

### **Module 14: Explaining**

How to explain clearly - Defining and giving reasons - Explaining differences - Explaining procedures - Giving directions



## **Module 15: Writing a letters**

Types of letters – Business letters - How to construct correctly - Formal language – Address – Salutation – Body - Conclusion

## **Module 7: Report writing**

Reporting an accident - Reporting what happened at a session - Reporting what happened at a meeting, typing letter

## **COMMUNICATION PROCESS, CONFLICT MANAGEMENT**

### **Module 1: Communication**

Role play / skit as a practical exercise

### **Module 2: Comprehension Passage**

Comprehension passage as an exercise

### **Module 3 Writing a letter**

Formulate a business letter and a letter to a friend / family

### **Module 4: Report writing**

Write a report on your recent visit to a place of interest.

## **REFERENCES**

1. English Grammar Collins,(1993) Birmingham University, International Language Data Base, Rupa & Co.
2. Wren and Martin - *Grammar and Composition*, 1989, Chanda & Co, Delhi
3. Aman Chawla (2007) *Basic English Grammar*, Dreamland Publications.
4. Carter R., McCarthy M., (1997) *Exploring Spoken English* Cambridge University Press
5. Sarada (2000) *Spoken English* APH Publishing

## **Paper III- Principles and Procedures of ward management**

### **Hospital Core Services & Material Management**

#### **Module1: History & Classification of Hospitals**

Introduction - **Concept of Health Care - Levels of Healthcare** - Primary care level. - Secondary care level. - Tertiary care level - Nature and Scope of a Hospital - The History of Hospitals and Wards - Modern Hospital - Classification of Hospitals - Classification according to Ownership/Control - Public Hospitals: Voluntary Hospitals: Private nursing homes - Corporate hospitals - **Classification according to Length of Stay of Patients** - Classification according to Clinical Basis - Classification according to the Government - Types of Management - Central Government/Government of India - State Government - Local Bodies - Private - Autonomous Body - Voluntary Organization - Wards - Definition - Introduction

#### **Module 2: Organization of Hospitals**

Hospital Organization Principles - Structure - Types - Pyramidal Organizational Hierarchy - Tall or Flat Pyramid - Matrix Structure - Product-line structure.

#### **Module 3: Hospital Services**

Hospital Services: Meaning – Types – Clinical, Non – Clinical Support services, Nursing and Administrative Services – Functions – Department in the hospital management.

#### **Module 4 Clinical Services**

Clinical Services : Meaning – Importance – Types – Anesthesia – Internal Medicine – Cardiology – Dermatology – Endocrinology – Gastroenterology – Nephrology – Neurology – Oncology – Orthopedics – Plastic surgery – General Pediatrics – Urology – Obstetrics and Gynecology – Neonatology – Physiotherapy – Brief explanation of each services.

### **Module 5: Non - Clinical Services**

Non-Clinical Services: Meaning – Importance – Types - Functions – Blood bank – clinical bio-chemistry – Clinical pathology – Clinical hematology – Histopathology – Microbiology – Immunology – radiology – Nuclear medicine – Radio therapy – Pharmacy – Staff health – Medical staff organization and community health – Brief explanation of each service & includes the Administrator's responsibility.

### **Module 6: Support Services**

Principles and methods of organizing – Clinical and support services for hospitals – Role of supportive services / departments in the hospital - Support Services: Reception and Outpatient – Dietary and catering – House - keeping and environment – Central Sterile Supply department - Dietary - Sanitation- Linen Laundry – Security – Engineering and maintenance – Ambulance – Transport service – Telephone – Electricity and water supply. Dietary services and Hospital Diets: Importance and functions – Equipment – Store – Day store – General Kitchen – Special diet Kitchen food distribution – Maintenance of Physical facilities – Hospital Engineering.

### **Module 7: Nursing Services**

Nursing Services : Objective – Nursing administration – Duty of nursing officers – Nursing and support staff in the ward – Nursing by-laws, rules, policies and procedures – Nursing meetings – Nursing audit – Determining nursing complement in hospital – Health education.

### **Module 8: Administrative Services**

Administrative Services: Hospital administration – Hospital administrator – Duties of hospital administrator – Teaching – Training services (in – service education, attached medical college or paramedical sciences etc.) – General and medical purchase – General Stores – Computer and hospital information system.

### **Module 9: Introduction & Legal Procedures**

Court, Affidavit, Evidence, Complaint, - Investigation, Oath, Offence, Warrant, Summons, Contracts - breach of Contracts - Scope of law

### **Module 10: Medico Legal Aspects of Emergency Services.**

Medico legal cases - Accidents - Road traffic accidents - Fire injuries - Hanging - Suicide - Death of Medico legal cases - Death Report - Autopsy - handing over of the victims' bodies - Police Inquest, Magistrate's Inquest.

### **Module 11: Sources & Classification of Laws**

Statutory law - constitutional laws - Rights of patients - responsibility of health care professionals - Classification of laws - Criminal Laws - civil laws

### **Module 12: Common Legal Issues**

Patient confidentiality - Advanced directives - Do not resuscitate orders - Fraud - False imprisonment - Medication errors. Negligence

### **Module 13: Strategies to prevent Negligence**

Policies of Hospitals - Introduction - Definition - Policies - Hospital Policy - Types of Hospital Policies

### **Module 14: Introduction to Ethics**

Definition of ethics - Concept of Ethics - Principle of bioethics - Ethical dilemmas in the hospital scenario - Ethical decision making

### **Module 15: Principles of Materials Management.**

Definition - Scope & Functions - Objectives - Importance of Materials Management in Hospitals - Planning of Hospital Stores - Surgical Stores - Medical & Drug Stores - General Stores - Linen Stores - Dietary Stores - Stationery Stores

### **Module 16: Materials Planning**

Classification of Materials - Consumable - Non consumable - Working out quantities required, forecasting - Budgeting.

### **Module 17: Purchase Management.**

Objectives - Purchase system - Centralised - Decentralised - Local purchase - Legal aspects of purchasing. - Out Sourcing of Services - Purchase Procedures: - Selection of Suppliers - Tendering procedures -

Analysing bids - Price negotiations - Issue of purchase orders - Rate Contracts - Follow up action - Receipt of Materials: - Inspection of materials - Preparation of defect/Discrepancy Report - Disposal of rejected items - Stocking of accepted items - Accounting of materials.

### **Module 18: Store Management**

Organisation & layout - Functions of Store Manager - Materials handling, Flow of goods/FIFO - Computerisation of inventory transactions - Security of stores - Disposal of scrap/unserviceable materials - Sub-stores in various departments - Physical stock taking.

### **Module 19: Inventory Control**

Aims & objectives - Scope of Inventory Control - Lead-time, Buffer stock, Reorder level, Two Bin System, EOQ. Reducing Inventory - Centralization - Standardization - Interchange ability - Size reduction - Substitution - Periodic review - Wastage and pilferage control

### **Module 20: Tools & Techniques of Inventory Control**

Classification of Inventory - Techniques of Inventory Control - ABC - VED - Others - Right Quantity of Inventory Management - Central Stores - Central Pharmacy - Dietary Stores - Wards and Departments

### **Module 21: Medical Stores**

Functions - Storage condition/Monitoring, Expiry Dates & Action - Cold Chain - Role of drug Review Committee - Hospital formulary - Obsolescence.

## **HOSPITAL CORE SERVICES (Practical)**

1. Visit the various support services of the hospital
2. Visit to the clinical services of the hospital
3. Visit to the non - clinical services of the hospital
4. Visit to the Nursing Service
5. Visit to Administrative services

## **MATERIAL MANAGEMENT (Practical)**

1. Visiting the department of purchase and stores.
2. Indenting for items from stores to the wards
3. Inventory and Stock taking of all equipment in the ward
4. Maintenance of inventory in the ward.
5. Maintenance of stores in the ward.
6. Visiting Pharmacy stores
7. Utilizing software for maintaining store

## **REFERENCES**

- Gopalkrishnan P., *Handbook of Materials Management* Prentice Hall - India.
- Gopalkrishnan P., *Purchasing & Materials Management* Tata McGraw Hill.
- Park K. *Text Book on Hygiene and Preventive Medicine*, Banarsidas Bhanot.
- George, MA, (2003) *The Hospital Administrator*, Jaypee Brothers, N.Delhi,

## Scheme of Examination

Paper	Subject	Internal assessment		Theory exam		Practical exam		viva	
		Max	Min	Max	Min	Max	Min	Max	Min
I	Ward administration	50	25	100	50	100	50	50	25
II	Information management and Human resource	50	25	100	50	-	-	-	-
III	Principles and procedures of ward management	50	25	100	50	-	-	-	-

### Distribution of The theory Marks

Type of Questions	Distribution of marks	Total Marks
Long Essays	2x 20	40
Short Notes	10X6	60
	<b>Total</b>	100