

HOSPITAL ADMINISTRATION

BSI

Badger Skills International is a business consulting and business services firm that specializes in a wide of array of services like management consulting, education consulting, event planning, reality, digital marketing and web development. Our management consulting services at Badger provide practical answers to real-world business problems including people, technology, data, and finances. Our business and management consultants give strategic leadership and transformational insights to businesses and organisations, based on years of expertise.

INTRODUCTION

Enrolling in a hospital administration course opens doors to a dynamic career in healthcare management. This course equips you with essential skills in managing hospital operations, finances, and human resources. You'll learn how to enhance patient care quality, streamline processes, and ensure regulatory compliance. The hospital administrator oversees a hospital's day-to-day operations and strategic planning. They monitor the hospital's financial, human resource, patient care, and quality control components. This is where a certificate programme in hospital and healthcare management can play a key role.

BENEFITS OF HOSPITAL ADMINISTRATION

- Comprehensive curriculum: Students gain a thorough understanding of hospital management by covering a wide range of subjects.
- Practical skills: Students learn how to optimize resources, streamline processes, and implement policies and procedures.
- Leadership and communication skills: Students develop skills that help them lead multidisciplinary teams and foster a positive work environment.
- Career opportunities: Students can explore potential career opportunities in hospitals, pharmaceutical companies, and medical firms.
- Flexibility: Healthcare administrators may need to pick up duties that would normally be handled by other staff members, especially in smaller facilities or during times of personnel shortages.
- Understanding legal and ethical aspects: Students learn about the legal and ethical aspects of hospital management.
- Focus on quality assurance: Students learn about quality assurance in hospital management.
- Stress and performance management: Students learn about stress and performance management in hospital management.
- Financial management expertise: Students gain expertise in financial management.

SYLLABUS

Module #1: Introduction to Hospital Management

- Functions of a Hospital
- Intramural Functions
- Extramural Functions

- Classification of Hospitals
- Types of Hospitals
- Healthcare Delivery System in India

Module #2: Administrative and Support Services

- Medical Services Department
- Outpatient Department
- Casualty Department
- Cardiology Department
- Dermatology Department
- ENT Department
- Geriatrics Department
- General Medicine Department
- Gynecology Department
- Oncology Department
- Ophthalmology Department
- Obstetrics Department
- Neurology Department
- Supportive Departments in a Hospital
- Clinical Laboratory
- Radiology
- Central Sterile Supply Department (CSSD)
- Housekeeping
- Medical Records Department
- Use of Medical Records
- Nutrition and Dietary Services
- Policies and Procedures (SOP)
- Functions of Dietary Services
- Hospital Pharmacy
- Requirements of the Hospital Pharmacy
- IT and Communications
- Administrative Services
- Finance in Healthcare
- Financial Management Functions in a Hospital

Module #3: Hospital Housekeeping, F&B Services, and Bio-Medical Waste Management

- Housekeeping Services
- Objectives of Hospital Housekeeping
- Precautions and Hygiene
- Areas within the Purview of Hospital Housekeeping
- Low Risk Areas
- High Risk Areas
- Very High-Risk Areas
- Moderate Risk Areas
- Ethics for Housekeeping Staff
- Food and Beverage (F&B) Services
- Roles and Responsibilities of Staff
- Bio-Medical Waste Management
- Objectives and Health Hazards
- Persons at Risk
- Healthcare Waste and Classification
- BMW Treatment and Disposal
- Monitoring and Record Maintenance for BMW
- Blood Spills Management

Module #4: Public Relations and HR Department in a Hospital

- Hospital Public Relations
- Initial Impression
- Need for Public Relations
- Responsibilities of PR
- How to Improve Public Relations
- Legal Research on Healthcare
- Management of Employees
- Human Resource Issues in Healthcare
- Training Programs
- Impact of Human Resources on Health Sector Reform

Module #5: Risk Management, Healthcare Financing, and Total Quality Management

- Scope of Risk Management
- Risk Management Information System (RIMS)
- Key Concepts in Risk Management
- Analyzing Risks
- Evaluating Risks
- Accepting and Controlling Risks

- Challenges of Risk Management
- Healthcare Financial Management
- Mechanisms of Healthcare Financing
- Community-Based Financing
- Direct Out of Pocket Expenses
- Community Financing
- Other Modes of Financing
- Medical Tourism
- Total Quality Management (TQM) in Healthcare
- TQM Principles
- Proposed Vision for India's Healthcare System with TQM
- Creating a Culture of Continuous Improvement

Module #6: Operations Management and Materials Management in Healthcare

- Operations Management
- Introduction and Importance
- Parts of Operations Management
- Problem Improvement and Implementation
- Role of Operational Management
- Trends Affecting Operations Strategy Decisions
- Best Practices for Patient Care
- Materials Management in Healthcare
- Types of Materials Used
- Supplies and Equipment
- Inventory Control and Forecasting
- Procurement Methods and Procedures
- Receipt and Inspection
- Storage, Issue, and Distribution
- Condemnation and Disposal

Module #7: Laws, Ethics, and Code of Conduct Governing Healthcare

- Certifications for a Good Hospital
- Accreditation Standards
- Laws Applicable to Hospitals and Healthcare
- Laws Governing Environmental Safety
- Law Governing Research
- Ethics and Quality

- Medical Ethics
- Goals and Components of Medical Ethics
- Basic Principles of Medical Ethics
- NABH Accreditation (National Accreditation Body for Hospitals)
- Module #8: Disaster Management in Hospitals
- Disaster Management Overview
- Pre-Disaster Phase
- Disaster Phase
- Post-Disaster Phase