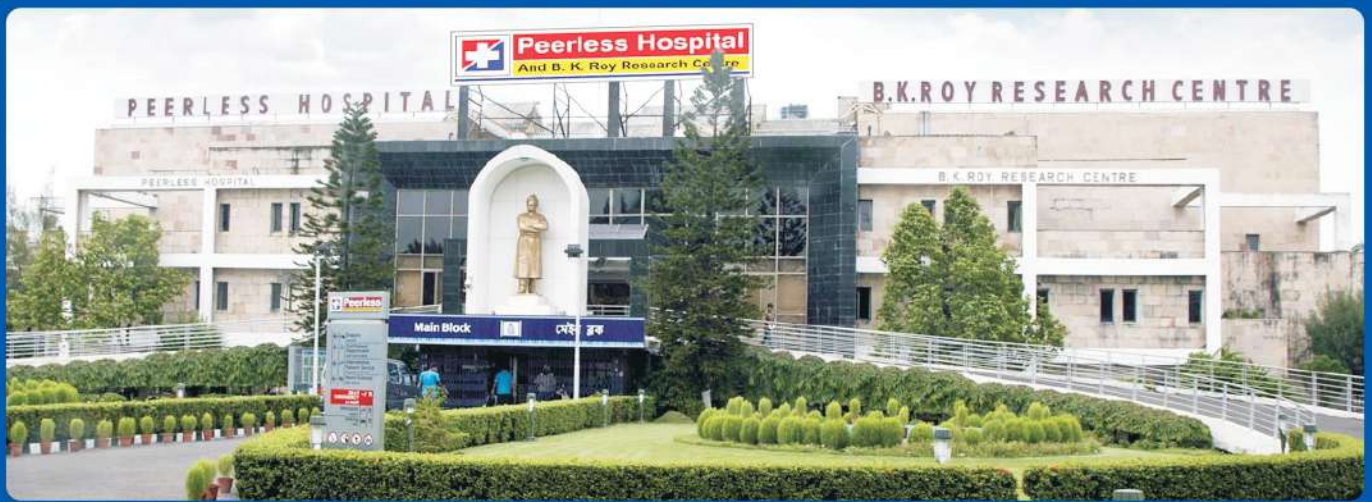




# Master of Hospital Administration (MHA)

Affiliated to Maulana Abul Kalam Azad University of Technology  
WB (Formerly WBUT)



## POST GRADUATE INSTITUTE OF HOSPITAL ADMINISTRATION

(A Venture of B. K. Roy Foundation)

### Institute Campus

360, Panchasayar, Kolkata-700 094,  
Tel:91(33) 24622462 / 4011-1222(ext. 5406),

Website: [www.pgaha.org.in](http://www.pgaha.org.in)

e-mail: [principal211@peerlesshospital.com](mailto:principal211@peerlesshospital.com)

Facebook: PGHA At Peerless Hospital



## The Legacy

Late Radhashyam Roy, an idealist and a visionary with a strong spirit of nationalism, founded The Peerless Insurance Company Ltd in the year 1932 at Narayanganj. Spurred by unflagging determination, unswerving dedication and undaunted courage of conviction Shri Roy led the Company from the front and it emerged as a leading Provident Insurance Company in the country. Since then the Peerless Group has come a long way to eventually emerge as India's oldest and largest Residuary Non-Banking Financial Company.



## The new era in corporate leadership

After the passing away of the Founder Shri Radhashyam Roy, his eldest son Shri Bhudeb Kanti Roy, popularly known as B K Roy, came forward to fill the void, and took over the affairs of the Company. A charismatic and dynamic leader, Late B K Roy ushered in a new era in the corporate history of Peerless. It is basically owing to his dynamism and foresight, that the Company took rapid strides towards success and growth.

## The Man and his motto

After Shri B K Roy, Shri Sunil Kanti Roy, his brother, took over the reigns of the Peerless Group and under his stewardship, Peerless expanded its activities in the area of healthcare. He envisioned the coming of the new era in healthcare and established Peerless Hospital & B. K. Roy Research Centre, now widely known as Peerless Hospital, to commemorate the memory of legendary Shri B. K. Roy. With a visionary zeal he led the Peerless Group into new ventures in the area of technologically advanced modern patient care backed by constant technological innovation and the deep sense of service to humanity. Shri S. K. Roy understood the need of skilled personnel in the field of healthcare and hospital administration. Under his stewardship a well equipped college of nursing, physiotherapy and allied services, essential requirements for hospital treatment and management, was established by the Group under the aegis of B. K. Roy Foundation.



## B. K. Roy Foundation



Secretary  
C.A. P.K. Jana Roy

B. K. Roy Foundation, a Charitable Trust dealing with charitable work in the areas of promotion of education, Rural Development & Healthcare activities. The Trust engage in Free Cancer detection Center with eminent Doctor & latest facilities, in addition to Free Medical Camp at rural areas of West Bengal. The Trust also started "Peerless Skill Academy" affiliated to National skill Development corporation, in association with Ramakrishna Math & Ramakrishna Mission Belur Math. Till now we are operating two centers, most of which in the rural areas for skill development of underprivileged boys & girls & also help them for smile and self employment after completion of training. The Post Graduate Institute of Hospital Administration is founded, supported and maintained by B. K. Roy foundation.

## Post Graduate Institute of Hospital Administration

The Post Graduate Institute of Hospital Administration (PGIHA) under the aegis of the B. K. Roy Foundation, in its endeavour to provide a professional course in hospital administration, started Master of Hospital Administration (MHA) course way back in 2006 with the affiliation of the then WBUT (since renamed as Maulana Abul Kalam University of Technology, WB). With a view to extend this curriculum in graduation level, the Institute has now initiated BBA (Hospital Management) under the same University. This Institute is the only one in West Bengal having facility for on-the-job training for students in Group's own multi-specialty Hospital, the Peerless Hospital. Master of Hospital Administration (MHA) is a two year full time Master Degree Course conducted under the continuous supervision and guidance of Maulana Abul Kalam University of Technology, WB (formerly WBUT). The demand for trained and qualified Hospital Administrators is very high in India and abroad. All the students of this course are exposed

and trained in highly sophisticated, state-of-the-art and professionally managed corporate hospitals. Consequently, the pass out students of our institute are eligible for good placement in Government as well as reputed private hospitals and in healthcare consultancies.



Inauguration 2006



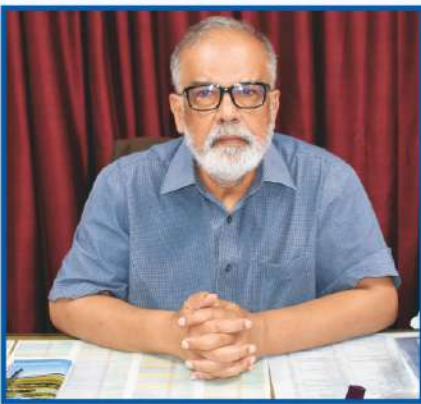
## Vision

We endeavour to provide excellent educational and academic ambience conducive for higher learning by setting up centers of excellence and instilling a sense of ethics and value-system among the students. We are committed to provide opportunities to the students to develop their full potential and professional growth and spread the light of higher education.

## Mission

In the perspective of globalization of Indian Economy, the service sector and especially the Healthcare sector has received a tremendous momentum for growth. Healthcare management has become extremely complex. A rapid growth in Healthcare technology in recent years not only necessitates knowledge for the all over functioning of Hospitals but also needs to develop effective high quality health care delivery system for our patients. Every hospital caters a heterogeneous section of patients with different socio-economic, cultural and religious background with widely variable lifestyle. The objective of the Hospital management course is to equip the students who would be budding hospital managers with necessary Managerial skills for effective and efficient management of the Hospital.

## Advisors



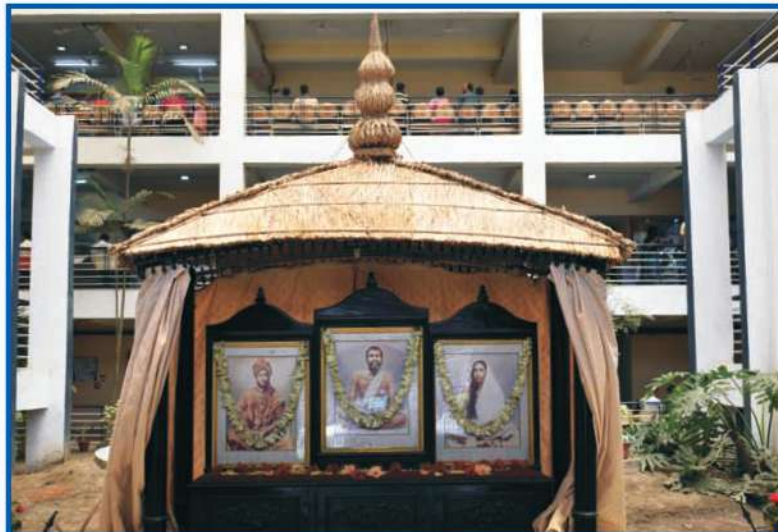
**Dr. Sujit Kar Purkayastha**  
Managing Director, Peerless Hospital



**Dr. Krishnangshu Ray**  
Medical Director  
MD PhD DA MBA FICP  
Peerless Hospital



**Dr. Subhrojyoti Bhowmick**  
Clinical Director  
Academics, Research and Medical Quality  
Peerless Hospital



" The moment I have realized God sitting in the temple of every human body, the moment I stand in reverence before every human being and see God in him- that moment I am free from bondage everything that binds vanishes, and I am free."

Swami Vivekananda

(3)

## From the Desk of Principal

Post Graduate Institute of Hospital Administration was born in November 2006 to become only one of kinds in the whole Eastern India under the aegis of B.K.Roy Foundation, Kolkata.

It has all due affiliation with the Maulana Abul Kalam Azad University of Technology, WB (Formerly WBUT). Along with the existing Masters in Hospital Administration course, the Institution is also running BBA (Hospital Management) course for last few years with grand success.

We teach and train our students for this particular sector which increase their employability in this highly growing industry in India.

Our diligent and able academic team is capable of imparting one to one personal care and guidance to all our students in a cozy and comfortable ambience.

We are situated in one of the biggest multispecialty hospital, which provides us an unique opportunity for a perfect blend of learning.

I am proud to share that, from the inception of the institute, we have achieved nearly 100% placement for our students. Most of our students are flourishing in the posts of Hospital Superintendent (Non- Medical) and Quality Managers in different districts under the Dept. of Health & Family Welfare, Govt. Of West Bengal. Rest are placed in various corporate hospitals in Kolkata as well as in other states.



**Dr. Sachchidananda Sarkar**  
MBBS, DPH, FETP, MBA (HCS)





Name : Dr. SACHCHIDANANDA SARKAR

Designation : Principal

Qualification : MBBS,DPH,FETP,MBA(HCS)

Email ID : ssachchidananda@gmail.com



Name : Dr. SUPTI MANDAL

Designation : Associate Professor

Qualification : M.Sc.,MBA (UK), M.Phil,PhD

Email ID : msupti@gmail.com



Name : RUPA BANERJEE

Designation : Assistant Professor

Qualification : BBA,PGDHM,MBA

Email ID : rupabanerjee.official@gmail.com





Name : AMRITA PAL

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Designation : Assistant Professor

Qualification : M.A (ECONOMICS), MBA

Email ID : amrita.das764@gmail.com



Name : SRJATA SEN

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Designation : Assistant Professor

Qualification : MHA

Email ID : srijata.rima@gmail.com



Name : RANITA GHOSH

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Designation : Assistant Professor

Qualification : MHA, PGDHRM, M.Phil

Email ID : ranitaghosh366@gmail.com



Name : SREEPARNA GHOSH SINGH

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Designation : Assistant Professor

Qualification : MBA(FINANCE)

Email ID : sreeparna139@gmail.com



## Our USP :

- The only premier institution has an exceptional advantage of having access to multi speciality hospital in the same premises. Students get practical exposure throughout the span of the course.
- Air-conditioned class room supporting multi-media presentation.
- Air-conditioned seminar hall.
- Institute is situated in a lush green and pollution free environment in the heart of the city.
- Institute is very well communicated with Railway Stations, Bus Route & Metro Station, City Centre, Shopping Mall etc.
- Arrangement of continuous and uninterrupted water and electric supply.
- The Institute has a wide range of books and journals in different subjects in it's Library
- Over the years our students bagged various top positions in the University examinations.
- Fully equipped online teaching facilities available.



## Computer Section :

The Institute has access to the computer and information system facilities of Peerless Hospital. These facilities are delivered from two sections; mainly IT division and Computer System Laboratory. This computer system laboratory is divided into two parts: one is dedicated for practical orientation of the students and the other is for satellite enabled connectivity Lab. They get hands on training in the latest hospital related softwares.





## Eligibility for Admission :

The minimum qualification for admission to MHA (Master of Hospital Administration) under MAKAUT, WB (formerly WBUT) is a Bachelors degree (minimum 3 yrs) in Arts/ Science/ Commerce/ Engineering/ Technology/ Medical/ Agriculture/ Ayush or any other professional courses from recognized Universities. The candidate who will appear in final examination (Graduation) to be held in same academic year may also apply. All candidates shall have to appear MAT/JEMAT entrance test as per guidelines of Ministry of HRD of India.

## Course Curriculum:

Papers and distribution of marks are as per University specified Syllabus. The University examinations shall be held at six monthly intervals. Candidates must obtain 50% in internal assessment examination in each paper to be eligible to sit for University examinations. Unsuccessful candidates shall have to clear those papers in supplementary internal assessment examinations or in University semester examination (to be notified by the University). The University shall issue separate mark sheets for each semester examination including results of internal assessment and supplementary examination, if any. Maulana Abul Kalam Azad University of Technology (Formerly WBUT) shall issue Master of Hospital Administration (MHA) Degree.

## Duration:

Two academic years divided into four semesters, each of six months durations.

## Disciplinary Rules for Students :

- Students must maintain strict discipline. Any form of misconduct is considered as punishable offence.
- Student must attain 75% theory classes and 100% practical classes as per UGC/University norms to qualify for both internal and university examination.
- Each and every student should follow the dress code of the institute and must wear the identity card. Regulation shoes are also mandatory.
- Student should be present in the class well in advance to the schedule time table.
- Irregular Attendance or habitual illness, neglect of home work, disobedience and disrespect to the teachers and staff members justify expulsion from the Institute.
- Student should take utmost care of institute property and premises. any kind of damage and / or theft to the institute property will have to be compensated by the student and / or parents, failing which the college will be compelled to take strict action.
- Semester fees must be paid one month before commencement of classes. This rule of the institution must be strictly followed by the students. Late fee will be charged by the institution for delay in payment of semester fees.
- Any Non Compliance with the above mentioned rules and regulations demands authentic explanation. Students failing to furnish any relevant documents explaining the cause of default will not be provided any assistance in project / placement.
- Anti ragging Policy to be strictly followed.
- As the institute is located within the hospital premises where ailing patients are struggling for survival, students should not indulge into any activities which may hamper peace of the hospital zone.
- Students should also be abide by all rules & regulations of UGC/ UNIVERSITY, as prescribed by them from time to time.



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**FIRST SEMESTER**

**BASIC CONCEPT OF HEALTH**

Paper- I

Code MHA 101

Total hours-40

Credit -4

Module -1

1. Basic of Human Body
- 1.1 Level of Organization of Human body (4L)
- 1.2 Body Plans And Basic Examination Position (4L)

Module-11

2. Basics of Medical Terminology
- 2.1 Introduction to Medical Terminology word formation And Syntax Greek Alphabet (4L)
- 2.2 Greek And Latin Prepositional And Adverbial Prefixes. (4L)
- 2.3 Commonly Used Prefixes in Medical Terminology. (4L)
- 2.4 Commonly Used Suffixes in Medical Terminology. (3L)
- 2.5 Commonly Used in Root Words in Medical Terminology (4L)
- 2.6 Commonly Used Medical Terms to Define Different Part of the Body. (4L)
- 2.7 Basics of Prescription Writing. (4L)

Module-111

3. Medical Sociology
- 3.1 Introduction (2L)
- 3.2 Sociological Perspective Of Health Illness And Healing. (1L)
- 3.3 Institutional And Organizational Perspective Of Medical Sociology (1L)
- 3.4 Health Seeking Behaviour Of Various Social Groups (1L)

**Suggested Books**

1. Preventive And Social Medicine - Dr. K .Park
2. Human Anatomy - Dr. Samar Mitra
3. Text Book of Human Physiology - Dr. C.C. Chatterjee
4. Text Book Of community Medicine - V.K Mahajan

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**HEALTH CARE SERVICES**

Paper-II

Code MHA 102

Total hours-30

Credit -3

Module -1

1. Demography And Vital Statistics (10L)
  - 1.1 Demography-Its Concepts
  - 1.2 Vital Events of Life And Its Impact On Demography
  - 1.3 Significance And Recording of Vital Statistics
  - 1.4 Census And Its Impact On Health Policy.
  
2. National Health Policy (5L)
  - 2.1 National Population Policy
  - 2.2 National Five Years Plans
  - 2.3 National Health Policy.

Module- 11

3. National health programme- objectives, Targets, Action plan, Achievements and constraints of National Health Programmes. (10L)

Module-111

4. Healthcare of the Community (5L)
  - 4.1 Healthcare delivery System in India at primary, secondary. And Tertiary level
  - 4.2 Community participation in healthcare delivery system.

**Suggested Books:**

1. Preventive And Social Medicine - Dr. K .Park
2. Text Book Of community Medicine - V.K Mahajan
3. Text Book Of community Medicine - Prabhakar Rao



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**EPIDEMIOLOGY & HEALTHCARE IN ITS CHANGING SCENARIO**

PAPER-III

Code MHA-103

Total hours-30

Credits-3

Module-I

Epidemiology (15L)

- |  |      |
|--|------|
| 1. Principles of Epidemiology  | (2L) |
| 2. Methods of Epidemiological studies                                  | (2L) |
| 3. Epidemiology of communicable and non-communicable disease           | (2L) |
| 4. Epidemiological Triad   | (2L) |
| 5. Host defense immunizing agents, disease monitoring and surveillance | (2L) |
| 6. Screening and Surveys   | (2L) |
| 7. Investigation of an epidemic and role of hospital in its control    | (3L) |

Module-II

Healthcare & its Changing Scenario (15L)

- |   |       |
|---|-------|
| 1. Concept of Modern hospitals and Privatization in Health Sector | (4 L) |
| 2. Functioning of modern hospitals and changing need of patients  | (4 L) |
| 3. Public Sector Hospitals and levels of care                     | (2L)  |
| 4. Effects of Globalization in health care                        | (3L)  |
| 5. Concept of Corporate hospitals in developing countries         | (2L)  |

Suggested Books:

1. Preventive And Social Medicine -Dr. K. Park
2. Text Book Of Community Medicine-V K Mahajan
3. Hospital management Module II -NIHFW, New Delhi
4. Hospital administration -G.D. Kunders





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- 5.2 Shannon and Weaver model
- 5.3 Schramm Model
- 5.4 Lagenas Model
- 5.5 Fano Model
- 5.6 Litterer's Model
- 5.7 Westly Maclean's Model

6. Factors influencing Communication	(2L)
7. Principles of Communication	(2L)
8. Effective Communication	(2L)
9. Media in health education	(2L)
10. Mass Communication	(2L)
11. Barriers of Communication and how to overcome the Barriers	(1L)
12. IEC activities in health sectors	(2L)

**Suggested Books:**

1. Preventive And Social Medicine - Dr.K.Park, V.K.Mahajan
2. Preventive And Social Medicine -V.K.Mahajan
3. Health Education – A new approach -Ramachandran&T.Dharmalingan
4. N I F W (Govt. of India) -Modules (Medical Officer)

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**PRINCIPLES OF MANAGEMENT & ORGANIZATIONAL BEHAVIOUR**

PAPER – V

Code : MHA (N) 105

Time hours – 40

Credit – 4

1. Management

(2L)

1.1 Concept

1.2 Definition

1.3 Characteristics

1.4 Productivity, effectiveness and efficiency

2. Evaluation of Management Theory

(5L)

2.1 Pre scientific Management Period

2.2 Classical Theory

2.2.1 Scientific Management of Taylor

2.2.2 Administrative Management of Fayol

2.2.3 Bureaucratic Model of Max Weber

2.3 Neoclassical Theory of Behavioural Approach

2.3.1 Elton Mayo

2.3.2 Hawthorne Experiments

2.4 Modern Theory of System Approach

2.4.1 Organisation as system feature

2.4.2 Contingency Approach

3. Functions of Management

(3L+1L)

3.1 Planning, Organizing, Staffing, Controlling

3.2 Managerial Skills

4. Organisation

(6L)

4.1 Concept of Organization

4.2 Organisational structure

4.3 Formal and informal Organization

4.4 Types of organizational shueture – Line, Line and Staff, matrix, Net-work, Geographical, Administrative

4.5 Organisational Chart

5. Management in Healthcare Sector

(3L)



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**ORGANIZATIONAL BEHAVIOUR**

1. Concept of Organizational behaviour (2L)
  - 1.1 Dynamics of organizational behaviour, basic of Sociology, Anthropology, Psychology
2. Work Motivation – (3L)
  - 2.1 Approaches to work motivation Theories of Motivation – Maslow Hierarchy of needs, Alderfer’s ERG Theory, Herzberg motivation Theory, Hygiene theory McClelland’s Achievement, Motivation Theory, McGregor’s Theory X and Y, Vroom Expectancy Theory. Porter’s Expectancy Theory, Porters Expectancy Theory.
3. Personality – meaning of Personality, determinant of Personality, theory of personality, Measurement of personality, development of personality. Locus of Control (3L)
4. Perception process – Nature and importance, factor influencing perception, perceptual selectivity (2L)
5. Attitudes – source, important attitudes in organization (2 L)
6. Group dynamics – Characteristics of group, types of group, stages of group dynamics, group decision making , Terms in Organization (2L)
7. Leadership style – Leadership style, leadership theories, and Skills influence processes, Leadership and power (2L)
8. Conflicts in organization – Source of conflicts, Types of conflicts, conflicts process, Johari window, conflict resolution, Transactional analysis (2L)
9. Organisational Change and Development – meaning, resistance to change (2L)

**Suggested Books:**

1. Essential management - Koontz & Wehrich
2. Management; A Global Perspective - Koontz & Wehrich
3. Management Challenges for 21<sup>st</sup> Century - Peter
4. Principles of Management - Premvir Kapoor
5. Organizational Behaviour - Robbins (PHI)
6. Organizational Behaviour - Luthans
7. Organizational Behaviour - L.M. Prasad

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**Financial Management**

PAPER – VI

Paper Code-MHA (N) - 106

Total Hours-40

Credit-4

- |  |    |
|--|----|
| 1. <u>Basic accounting and recording of business transaction</u>     | 4L |
| 1.1-Golden Rule  |    |
| 1.2-Classification of accounts                                       |    |
| 1.3-Introduction to Accounting standards                             |    |
| 1.4-Introduction to GAAP   |    |
| 1.5-Journal  |    |
| 1.6-Ledger   |    |
| 1.7-Trial Balance  |    |
| 2. <u>Profit &amp; loss Accounts &amp; Balance Sheet</u>             | 3L |
| 2.2-Introduction   |    |
| 2.3-Methods of Accounting-Cash Basis and Accrual Basis of Accounting |    |
| 3. <u>Basics of Financial Management</u>                             | 2L |
| 3.1-Introduction   |    |
| 3.2-Objective  |    |
| 3.3-Profit vs. Goal Maximization                                     |    |
| 3.4- Role of finance manager   |    |
| 4. <u>Cash Flow &amp; Fund Flow Statement</u>                        | 4L |
| 4.1- AS -3   |    |
| 4.2-Preparation of Cash Flow Statement and Fund Flow Statement       |    |
| 5. <u>Financial Statement Analysis</u>                               | 4L |
| 5.1-Financial Ratios and their implications                          |    |
| 6. <u>Elements of cost and costing methods</u>                       | 5L |
| 1.1-Introduction to different elements of cost                       |    |
| 1.2-Introduction to different methods of costing                     |    |
| 7. <u>Hospital rate setting</u>                                      | 3L |
| 3.1-Marginal costing   |    |
| 3.2-CVP Analysis   |    |



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8. Cost control and cost reduction 2L  
4.1-Identification of cost and profit centre  
4.2-ZBB  
4.3-Introduction to Activity Based Costing  
4.4-Identification of Variances
9. Budgeting 2L  
5.1-Meaning of budget and budgetary control  
5.2-Revenue and capital budgeting  
5.3-Cash budgeting

**MANAGERIAL ACCOUNTING**

1. Managerial Accounting – an overview 2L  
2. Nature, scope and purpose of managerial accounting – some tools and techniques of managerial accounting, responsibility, accounting, target costing. 4L  
3. Receivable management- tool for imposing control, collection experience matrix, ageing schedule. 3L  
4. Working capital – concept of operating cycle, types of working capital and their sources of fund. 2L

Reference:

- i. Management accounting- Vashisht&Saxena (Vikash)
- ii. Basics of Accounting- Basu & Das
- iii. Financial Management – I.M. Pandey ( Vikash)
- iv. Financial Management- S.N. Maheswari
- v. Management Accounting – Khan & Jain (TMH)

**PRACTICAL**

**MHA (N) – 191**

**INDUSTRY VISIT**

2 credits

Exposure of students to different category of Healthcare Institutions for understanding of organization's function & structure – minimum 5.



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13.7Waste Team Training

13.8BMW (Management & Handing) Rules 1998

13.9Record Keeping at the Level of Waste Manager

Books-

1. Hospital and health administration – Syed AminTabish Principles and Practice  
Publisher: OXFORD UNIVERSITY PRESS ,YNCA Library Building,Jai Singh  
Road  
New Delhi -110 001
2. Hospital Facilities Planning and Management - GD Kunders  
Publisher:JAYPEE BROTHERS ,Medical Publishers(P) LTD ,New Delhi
3. Hospital and Nursing Homes Planning, Organisations & Management - Syed  
Amin Tabish Publisher: Jaypee Brothers Medical Publishers(P) LTD New Delhi
4. Modern Trends in Planning and Designing of Hospitals : Principles and Practice  
Shakti Kumar Gua, Sunil Kant, R. Chandrashekhar, SidharthaSatpathy  
(Jaypee Brothers Medical Publishers (P) LTD, New Delhi)



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**Materials Management**

Paper Code: MHA-202

Total Hours – 30

Credit -3

1. Materials Management (5L)
  - 1.1 Need, scope and advantages: material forecasting (MRP, MPS, Aggregate Planning).
  - 1.2 Material Requirement Planning and Budgeting and controlling
  - 1.3 Logistics Principles, Components, Importance in Healthcare units. Logistics Supplies, Services and users.
  - 1.4 Purchase Cycle
  
2. Inventory Planning and Control (4L)
  - 2.1 EOQ Models- without shortage, with price breaks, Effect of quantity discount
  - 2.2 ABC, FSM and VED clarification, Inventory control, Perpetual, Tow-bin and Periodic Inventory.
  
3. Scheduling: Gantt Chart, Johnson's Rule (3L)
  
4. Purchase Management (8L)
  - 4.1 Purchase policy, Systems, Procedures, Vendor Selection and Negotiation.
  - 4.2 Vendor Development and Evaluation, Make or Buy Decision, Legal aspects of purchasing
  - 4.3 An overview of law of contracts Sales of Goods Act, Drug Control Act Highlighting the general features of the Acts(No clause by clause study)
  
5. Principles of Storage and Stores Accounting- Types of Storage-Care and preservation of materials and equipment- Role of computers (4L)
  
6. Inspection and Quality Control (6L)
  - 6.1 Types of criteria of Inspection, Statistical Quality Control, Control Charts.
  - 6.2 Contracts Administration- Model Contract for Different Service i.e. Laundry, Dietary, Dispensary, Security and Annual Services, Annual Maintenance Contract.

**REFERENCE BOOKS**

1. Bedi- Production and Operations Management (2<sup>nd</sup> edition); Oxford University Press
2. Butta, E S and Sarin; R K- Modern Production, Operations Management, John Witey
3. Gopalakrishnan and Sundaresan- Materials Management An Integrated Approach, TMH
4. Mahadevan- Operations Management, Pearson Education
5. Dutta- Materials Management; PHI

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**QUALITY MANAGEMENT**

Paper code- MHA (N) 203	Total hours- 30	Credit-3
1 .FUNDAMENTALS OF QUALITY MANAGEMENT		(2 L)
1.1. Definitions		
1.2. Objectives		
1.3. Principles		
1.4. Constrains		
2. QUALITY MANAGEMENT PROGRAMME		(4L)
2.1. ISO Clause		
2.2. Quality Manual		
3. Medical Audits		(6L)
3.1. NABL		
3.2. NABH		
3.3. JCI		
3.4. BIS		
4. PERFORMANCE REVIEW		(4L)
4.1. Assessment		
4.2. Methods		
4.3. Techniques and tools in Quality Management		
5. QUALITY MANAGEMENT OF DIAGNOSTIC FACILITIES		(6L)
6. QUALITY ASSURANCE PROCEDURES		(4L)
6.1. Demming's Principle		
6.2. Juran's Triology		
6.3. Kiazen		
6.4. Philip Crosby's Principles		
7. QUALITY CIRCLE		(4L)

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7.1. Definition

7.2. Objectives

7.3. Operation

RECOMMENDED BOOKS

- ❖ Total Quality Management - M.P. Poonia & S.C. Sharma
- ❖ Total Quality Management - D.N.Mukherjee
- ❖ Total Quality Management - Aswathappa
- ❖ Quality Management - P.C Tripathy



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**HOSPITAL PLANNING**

Paper Code- MHA (N) 204

Total Hours- 30

Credit-3

1. DEMAND ESTIMATION PROCEDURE (1L)
2. STRATEGICS OF HOSPITAL EQUIPMENT PLANNING AND PROCEDURE (1L)
  - 2.1. Steps in equipment selection
  - 2.2. Utilization index
  - 2.3. Factors leading to poor utilization of equipments
  - 2.4. Planning and procedure of spares/ accessories/consumables
3. LISTING OF COMMON MEDICAL EQUIPMENTS USED IN HOSPITAL (1L)
4. JUSTIFICATION OF PURCHASE PROPOSAL (1L)
5. REQUIREMENT SELECTION GUIDELINES, ESTIMATION OF COST AND Q.C PLANNING (1L)
6. PURCHASE/ INSTALLATION/ COMMISSIONING OF MEDICAL EQUIPMEN (1L)
  - 6.1. Tendering procedures
  - 6.2. Procurement procedure
  - 6.3. Vender development and rating
  - 6.4. Method of payment
  - 6.5. Letter of credit
  - 6.6. Foreign currency payment
  - 6.7. Import documentation
7. PLACEMENT OF OLD EQUIPMENT AND BUYBACK POLICIES (1L)
8. ESTIMATION OF BREAKEVEN POINT AND PROFIT PROJECTION IN HOSPITAL BUDGET (1L)
9. MEDICAL EQUIPMENT MAINTAINENCE (2L)
  - 9.1. Codification and classification of equipments
  - 9.2. Condemnation and disposal of scrap
  - 9.3. Surplus and obsolete equipment
10. SURVEYING THE COMMUNITY (3L )
  - 10.1. Area wise planning.
  - 10.2. Planning for general hospital Service.
  - 10.3. Determining the logical centers for hospital location, determining the area served by them
  - 10.4. Occupancy and bed ratios, determining the size and kind of hospital service.
  - 10.5. Evaluating the natural and human resources of each area in terms of capability to provide and sustain the support for the services.
11. FUNCTIONAL PLANS FOR HOSPITAL CONSTRUCTION (5L)
  - 11.1. Principles of planning.

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- 11.2. Regionalization, hospital planning team, planning process.
- 11.3. Size of the hospital-site selection.
- 11.4. Hospital architect, architect report, equipping a hospital, interiors & graphics construction & commissioning.
- 11.5. Planning for preventing injuries, electrical safety.
  
- 12. TECHNICAL ANALYSIS: (6L)
  - 12.1. Assessment of the demand and need for hospital services
  - 12.2. Factors influencing hospital utilization
  - 12.3. Bed Planning
  - 12.4. Land requirements.
  - 12.5. Project cost, space requirements.
  - 12.6. Hospital drawing & documents, preparing project report.
  
- 13. FUNCTIONAL HOSPITAL ORGANIZATION (3L)
  - 13.1. Consideration for Hospital code of ethics, Medical ethics.
  - 13.2. Standard for hospital accreditation, accreditation standards for extended care facilities.
  
- 14. POSITIONING OF SERVICES (2L)
  - 14.1 Positioning of clinical laboratories, radiological services, medical records, front office, billing, staffing, housekeeping, transportation, dietary services, emergency services, infection control, mortuary services and others.
  
- 15. MANPOWER PLANNING (1L)
  - 15.1. Manpower planning requirement for a 50 bedded hospital and teaching hospital (300 bedded)

**References:**

- 1. Hospital Planning, WHO, Geneva, 1984
- 2. Kundurs G.D., Gopinath S., and Katakama a., Hospital Planning, Design and Management, Tata Mc.Graw Hill, New Delhi, 1999.
- 3. HOSPITAL MANAGEMENT- McGibony, Philadelphia, Pitmann's Pub
- 4. Textbook Of Hospital Management :-Sakarkar and Tabish

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**Health Management Information System**

<b>Paper Code – MHA (N) – 205</b>	<b>Total Hours – 30</b>	<b>Credit – 3</b>
1. E-commerce/E-business		2L
a) Overview, Definitions, Advantages & Disadvantages of E-commerce		
2. Decision Support System ( DSS)		2L
a) Definition, Relationship with MIS, Evolution of DSS, Characteristics, Classification,		
b) Objectives, Components, Applications of DSS.		
3. Basics of Commercial Software like SAP, Oracle Apps, BAAN		2L
4. Database Management System (DBMS)		4L
a) What is a DBMS? Need for using DBMS. Concept of tables, records, attributes.		
b) SQL		
5. Outsourcing		4L
a) Concept of BPO, KPO		
b) Data Warehousing and Data Mining		
c) Concepts of Data warehousing, data mart, meta data, multidimensional modeling		
d) Online Analytical Process (OLAP), Online Transaction Processing (OLTP)		
6 . Health Information Management		4L
6.1 Introduction to Health Information System		
6.2 Objective		
6.3 Benefits		
6.4 Source of information		
6.5 Ratio analysis		



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6.6 Health system research	
7. Hospital Information system	4L
7.1 Introduction	
7.2 Classification of Hospital Information system	
7.3 Data collection	
7.4 Data analysis	
7.5 Benefits of Hospital Information system	
8. Medical Records Department	4L
8.1 Introduction	
8.2 Purpose	
8.3 Organization	
8.4 Staffing	
8.5 Medical Record forms	
8.6 Functioning of MRD	
9. Medical Audit	4L
9.1 Introduction & Definition	
9.2 Importance	
9.3 Methodology	

Reference:

1. Management Information Sys. In Hospital : Anil Kumar Saini ISBNB 8176291
2. NIHFW, DHM, Block 6
3. Medical Records organization and management, G.D Mogli---JAYPEE
4. \_Data Management Soft Ware's – Galgotia
5. Bharat, Bhaskar : Electronic Commerce- Technologies & Applications. TMH
6. Forouzan : Data Communication & Networking, TMH
7. Joseph, P.T : E- Commerce An Indian, Perspective,

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**Research Methodology and Quantitative Methods**

**Paper Code – MHA (N) – 206**                      **Total Hours – 40**                      **Credit – 4**

**Research Methodology**

- |   |    |
|---|----|
| 1. Introduction to Research Methodology             | 1L |
| ○ Meaning, Objectives & Types of Research           |    |
| 2. Formulation of Research Problems                 | 1L |
| 3. Literature Review- process, different approaches | 1L |
| 4. Research Design                                  | 2L |
| ○ Meaning, Need, Types, Requirements                |    |
| 5. Sampling Fundamentals                            | 2L |
| ○ Sampling techniques                               |    |
| ○ Limitations & Errors in sampling                  |    |
| 6. Measurement and scaling techniques               | 1L |
| 7. Methods of data collection                       | 2L |
| 8. Processing and Analysis of data                  | 8L |
| ○ Data processing & coding                          |    |
| ○ Descriptive, Central Tendency, Dispersion         |    |
| ○ Hypothesis Testing                                |    |
| ○ Test of comparisons of mean - t test, z test      |    |
| ○ ANOVA Model uses                                  |    |
| ○ Suitability of testing tools/criteria             |    |
| 9. Writing of a research report                     | 2L |
| ○ Characteristics of a good report                  |    |
| ○ Approaches to writing reports                     |    |
| ○ Sections of research report                       |    |
| ○ Referencing & citation                            |    |

**Quantitative Methods**

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1. Basic Concepts of Statistics (1L)
2. Measurement of Central Tendency: Arithmetic Mean, median, mode. Percentile, Quartile (3L)
3. Measurement of Dispersion-Range, Mean Deviation, Variance, Standard Deviation. (3 L)
4. Correlation &Regression (4L)
5. Introduction to probability ,Measurement of Probability and Law of Probability for independent events- Conditional Probability, Baye's Theorem (4L)
6. Normal Distribution, Binomial Distribution, Poison-Population-Sample and basics of statistical interferences, Sample Size, Sampling Distribution, Statistical Inference- Type-I and Type-II error (5L)

Reference books:

1. Research Methodology – Cooper & Schindler (TMH)
2. Research Methodology – Methods and Techniques – CR Kothari – ( New Age International Publication)
3. Research Methodology – RamanujMajumder
4. Statistics(Part I and Part II) -N.G Das
5. Statistics -Goon Gupta, Dasgupta
6. Business Statistics -G.C. Beri-TMH
7. Aczel-Computer Business Statistics (6<sup>th</sup> Edition);TMH
8. Anderson,Sweeny,and Williams-Statistics for Business and Economics, (9<sup>th</sup> Edition);Thomas Learning

**PRACTICAL**

**MHA (N) – 291**

4 credits

**Project on various departments of a Hospital**

2 – months placement in various types of Hospitals across India in departments like Patient services, Support services & Administration. The students are expected to find the following information pertaining to the department placed in –

- Layout & design
- Functioning
- Staffing
- Standard Operating Procedures (SOP)
- Records & documentation
- Interaction with other departments
- Management issues & challenges



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**THIRD SEMESTER**

**CLINICAL AND UTILITY SERVICE AREAS**

Paper code: MHA (N) 301	Total Hours-30	Credit-3
1. HOSPITAL PHARMACY AND DRUG MANAGEMENT		(3L)
2. HOUSEKEEPING		(2L)
3. MANAGEMENT OF EQUIPMENTS.		(3L)
4. FINANCIAL ADMINISTRATION		(2L)
5. MORTUARY		(3L)
6. WELFARE SERVICES		(2L)
7. WARD MANAGEMENT		(3L)
8. INTENSIVE CARE UNIT( GENERAL AND SPECIALISED)		(3L)
9. NUCLEAR MEDICINE DEPARTMENT		(2L)
10. PHYSICAL MEDICINE DEPARTMENT		(2L)
11. TRANSPLANTATION UNIT		(2L)
12. OPERATION THEATRE		(3L)

Recommended Book:-

1. Hospital Management NIHFW(Govt of India)Monographs- New delhi- 67
2. Hospital Management- SL Goyel
3. Hospital Management- McGibony

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**HEALTH INSURANCE**

Paper code- MHA (N) 302                      Total Hours-30                      Credit-3

1. CONCEPT OF RISK COVERAGE AND INSURANCE (4L)
2. LIFE AND NON- LIFE INSURANCE (4L)
3. HEALTH INSURANCE (4L)
  - 3.1 Type
  - 3.2 Operations
4. THIRD PARTY ADMINISTRATOR (4L)
  - 4.1 Functions
  - 4.2 Health Care System & Role Of Health Insurance
  - 4.3 Definition of Health Insurance
  - 4.4 Inception Of Health Insurance in India
  - 4.5 Health Insurance Companies and Policies
  - 4.6 Third Party Administration(TPA)
  - 4.7 The New Players in Health Insurance Sector
5. AGREEMENT OF INSURANCE, CONCEPT OF INDEMNITY (5L)
6. IRDA (6L)
  - 6.1 Roles
  - 6.2 Functions
  - 6.3 Control
7. PREMIUM AND FACTOR INFLUENCING PREMIUM FOR VARIOUS POLICIES (3L)
  - 7.1 Hospital and role of health insurance companies for the sick who are insured
  - 7.2 Coverage of health risk in foreign countries for those who are insured in India

Recommended books:- 1 Commercial Laws- Sen & Mitra

2. Commercial Laws- N.D Kapoor

3. IRDA Regulation- New Delhi

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**LEGAL ASPECTS OF HEALTH**

Paper code – MHA (N) 303

Credit-3

Total Hours-30

1. Medico-Loyal problems in relation to health administration :- Duties and Responsibilities of Doctors-professional negligence-professional confidentiality and privileged Communication-Consent-Implied Consent and Expressed Consent.
2. General Law of Consent :- Essentials of a contract-Offer and acceptance-Capacity of Parties-Free Consent-Consideration-Legality of object-void and voidable.
3. Consumers Protection Act:- Introduction-Definition-Consumer Protection Council & Forums Consumer Disputes Redressal Agencies-Application of C.P.Act in Hospital, various consumer courts and their jurisdiction.
4. Law of torts:- meaning – essential conditions of liability in Tort-nature and importance of law of Torts-Principles of common law.
5. Medical jurisdiction-
  - Laws in relation to medical practice, clinical establishment act. Donation of organs Act, Donation of bodies
  - Professional misconduct disciplinary committee, warning notice , penal procedures, role of professional bodies such as IMA,IMC
  - Code of medical ethics, unethical practices, euthanasia
  - Importance of Medical jurisprudence overview of law and medical profession
6. W.B.Clinical Establishment Rules 2000-Objectives-definition-salient features and requirements
7. Organ transplantation Act-Objectives-definition-salient features
8. PNDT act-Introduction-Objectives-definition-salient features

**Suggested Books**

1. Commercial and Industrial Laws-Sen&Mitra
2. Industrial Laws-N.D.Kapoor
3. Laws relating to Medical Professional in India- R.K.Bag
4. Laws for Torts- K.D.Gaur

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**OPERATION RESEARCH**

Paper code – MHA (N) 304

Credit-3

Total Hours-30

1. Evaluation of O.R- Definition – Evaluation of O.R – Techniques of O.R - Limitation of O.R
2. Linear programming – Introduction, Linear Programming Problem Mathematical Formulation of the problem, Graphical solution method
3. Decision Tree Analysis – Introduction, decision marketing problems, decision making process, decision making environment, decision under uncertainty, decision under risk, decision tree analysis.
4. Queuing Theory – Introduction, queuing system, Elements of Queuing system operating characteristics of Queuing system, Introduction to probabilistic Queuing system and probability distributions in Queuing system.
5. Network Models- PERT-CPM- Advantages, limitations, differences, resource allocation.
6. Transformation Problem-N-W Corner Rule, Matrix, Minimax, VAM, MODI.
7. Assignment problem- Hungarian Method
8. Decision Theory – Under uncertainty, certainty, under risk

**Suggested Books :**

1. Operation Research – Kanti Swarup, P.K. Gupta
2. Operation Research – Handy A Taha (PHI)
3. Operation Research – V.K. Kapoor( Sultan Chand and Sons)
4. Operation Research – Hiller &Lieberman (TMH)



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**HUMAN RESOURCE MANAGEMENT & INDUSTRIAL RELATIONS**

Paper Code-MHA-305

Total Hours-40

Credit-4

**HUMAN RESOURCE MANAGEMENT**

1. Definition, concept, objectives, characteristics and qualities of HR Manager – comparison with personnel management – system approach to personnel management, Role of HR managers. Role of HRM in hospital. 2L

2. Procurement of Human Resource: 8L

2.1 Human resource planning, need, benefits, process of human resource planning – Manpower Inventory – Succession Planning.

2.2 – Job Diagnostic Survey - Job Analysis – technique of Job Analysis data – job description, job specification, job design, job rotation and job enrichment, Minnesota Job Description Rewards – role analysis.

2.3 Recruitment and Selection: Process, Sources of Recruitment, Constraints and challenges in recruitment. Methods of selection, Interviewing Method, Skills and Errors

2.4 Human Resource Information System (HRIS)

2.5 Career Planning – Roe's theory of career planning – career planning individual and organizational perspective.

3. Human Resource Development : 7L

3.1 HRD, concept, meaning, philosophy, nature, need HRD, climate, goals, competencies, functions, areas.

3.2 Training and Development : Conceptual framework for training; learning principles; Identification of training needs; Determination of training objectives: Training programme design; Training methods and their selection criteria: Evolution and follow up training.

3.3 Development Programs

4. Performance Appraisal.

4.1 The performance appraisal system – Performance Appraisal methods – Errors and Biases in Performance Appraisal – Reducing biases/errors – Features of an effective system – Performance Counselling.

4.2 Manpower Audit – process, modules and limitations.

5. Compensation Management. 3L

5.1 Concepts of Wages, components of Wage, System of Wage payment, Fixation of Wages, Regulations of Wage.

5.2 Fringe Benefits - definition, Objectives, Types of Fringe benefits, Individual Group

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Variable Compensation: Pay for Performance, Pay by Seniority, Group Piece rate, Production Sharing plan.

5.3 Retirement Benefit – Incentives and retirement plans: Basic Pay, Provisions for Dearness allowance –

**INDUSTRIAL RELATIONS:**

6.1 Concept, Approaches to IR, Parties to IR, System and objectives to IR (6L)

6.2 Trade Unionism in India: Origin, Growth, Structure and Management of Trade Unions, Recognitions (6 L)

6.3 Industrial Disputes: Causes, Types, Trends and Settlement of Disputes (Internal Options, Third Party Machinery), Strikes and Lock outs – Legality and regulatory provisions. (8L)

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**MARKETING & STRATEGIC MANAGEMENT**

Code MHA (N) 306

Credit – 4

Total Hours – 40

To understand the role of marketing in healthcare industry, its importance is quality management and organization development.

- |   |    |
|---|----|
| 1) Basic concept of Marketing   | 2L |
| i. Need, want, demand   |    |
| 2) Definition of service  | 3L |
| i. Definition of service  |    |
| ii. Distinctive nature of service Management  |    |
| iii. Characteristics of Services  |    |
| iv. Services Marketing (3 P' s of services)   |    |
| v. Service quality dimension – Assurance, Responsiveness, Empathy, Reliability  |    |
| vi. Zone of Tolerance   |    |
| 3) Marketing Segmentation   | 3L |
| i. Bases of segmentation  |    |
| ii. STP concept   |    |
| iii. Developing a positioning strategy with example of hospitals with various packages of operations                      |    |
| 4) Consumer behavior in services  | 4L |
| i. Factors influencing consumer behavior  |    |
| ii. Service expectation   |    |
| iii. Service perception   |    |
| iv. Consumer purchase evaluation  |    |
| v. Post purchase evaluation   |    |
| vi. Dissonance  |    |
| vii. Handling of patient and publicity management   |    |
| 5) Promotion  | 4L |
| i. Definition and need for internal marketing   |    |
| ii. Marketing communication for health care services, Promotion Mix   |    |
| iii. Word of mouth communication  |    |
| iv. Promotional methods in service sector – Medical camp, conferences, website development, image building programme etc. |    |
| 6) Pricing of healthcare services   | 4L |
| i. Definition of price, cost, value   |    |
| ii. Factors to be considered for pricing of services  |    |
| iii. Pricing objectives – Profit oriented, marketing skimming, market penetration   |    |
| iv. Pricing strategies  |    |

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- |   |    |
|---|----|
| 7) Marketing strategy – evaluation and control                    | 2L |
| 8) Overview on Marketing Research                                 | 2L |
| 9) Service Marketing with emphasis on hospital and medical sector | 3L |
| 10) Customer relationship management                              | 3L |
| i. Definition   |    |
| ii. Management and relationship marketing                         |    |
| iii. Customer retention ( relation to hospitals)                  |    |

**Strategic Management**

10 L

1. Strategic management – an overview
2. Environmental scanning
  - i. SWOT Analysis,
  - ii. PEST Analysis
  - iii. EJOP
  - iv. External Environment Analysis ( Economic, Legal, Government, Political, Social, Geographic, Technical)
  - v. Internal Environment Analysis – Strategic Advantage Factors ( Finance, Market production, HR, R & D, etc)
  - vi. BCG Matrix
3. Strategic planning
  - i. Corporate; Functional and Managerial Goal setting
  - ii. Positioning organization
  - iii. Models for resource Allocation ( I/O model, resource, based model Porter's five forces analysis & its implications
  - iv. Strategic entry, Strategic choice and strategic intent.
4. Formulating Strategies:
  - i. Corporate, Administrative/Executive and operating levels (with diagram)



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- ii. Grand strategies (Survival, Growth,(Details), Retreatment, Combination And Turn Around)
  - iii. Strategic actions - Mergers, De-Merger, Acquisition, Joint Ventures
  - iv. Developing Functional Strategies – Production/Operations, finance, Market, HR, Materials, R & D
5. Implementation of Strategies:
- i. Structural implementation,
  - ii. Functional Implementation.
6. Strategic Evolution And Control :
- i. Need and Problems
  - ii. Criteria for Evaluation ( Qualitative/Quantitative)

**Suggested Books:-**

1. Marketing Management	P. Kotler	PHI
2. Marketing Research	Hair & Bush	TMH
3. Service Marketing	Zeithmal	TMH
4. Services Management	Fitzmmons	TMH
5. Consumer Behavior	Schiffman&Kanukpearson	
6. Advertising	Belch & Belch	TMH

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**Practical**

**MHA (N) – 391**

**CASE WORK**

4 credits

2 – months issue based Case work, can be done either in community or at any Healthcare institution. Expected key learning will be –

1.	Relevance of topic/problem chosen
2.	Language composition & comprehension
3.	Presentation of facts and narration style
4.	Logical sequencing of the paragraphs
5.	Exhibits, Illustrations & References
6.	Aptness of questions
7.	Overall quality of the Case and its potentiality for publication in a refereed journal

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**FOURTH SEMESTER**

**HEALTH ECONOMICS**

Paper code- MHA (N) 401

Total Hours-30

Credit-3

Unit 1: (10 L)

- Introduction to Managerial Economics - Meaning, nature and scope, business decision making- role of a manager, fundamental concepts of Managerial Economics.
- Demand and Supply Analysis - meaning, determinants and types of demand, supply meaning, Law of supply, Elasticity of demand (Price, income and cross price).
- Shifts in Demand and Movement along demand curve, Change in Total Revenue, AR, MR and Price elasticity, Classification of goods: Substitutes and Complements.

Unit 2: (10 L)

- Health Economics: Definition, Scope & Objectives, Demand & Supply for Health Services.
- Health as a private and a public good. Investment in Public & Private Health, Pattern of Health expenditure in India,
- Health Financing from various sources –Public, Private, TPA.
- Health care Market Structures- Market models in different aspects of health care, cases of market failure, roles and limitations of market and government in the organization of health care.

Unit 3: (10 L)

- Principles of economic evaluation as applied to health care: Cost effectiveness analysis, Cost Benefit Analysis, Input- output Analysis
- Population, Health & Economic Development. HDI: Concept and application
- Quality of life and statistics in health economic evaluation including QALY's and DALY's.

**Suggested Books:**

1. Damodaran, Suma – Managerial Economics – Oxford University Press
2. Pindyck and Rubinfeld (Sixth Edition) - Micro Economics – Prentice Hall of India Pvt. Ltd/Pearson Education Salvatore,
3. Dominick - Managerial Economics in a Global Economy –Oxford University Press

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4. Health Economics in India Hardcover – by [Prasant Panda](#) (Editor), [Himanshu Rout](#) ,  
Publisher: New Century Publications; 1 edition
5. Michael Drummond and et al, Methods for the Economics Evaluation of Health Care  
Programme (Oxford University Press, Second Edition)

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**DISASTER MANAGEMENT**

Paper code- MHA (N) 402

Total Hours-30

Credit-3

1.CONCEPT AND BASICS OF DISASTER MANAGEMENT AND MASS CASUALITIES (3L)

- i) Disaster management
- ii) Floods, storms, hurricanes and tornadoes, earthquake, clouds of toxic, fumes
- iii) Manmade disaster
- iv) Health problems related to the type of disaster .

2.DISASTER AND DISASTER PREPAREDNESS PLAN (4L)

- i) Definition
- ii) Disaster preparedness plan

3.DISASTER MANAGEMENT – AN OVERVIEW (4L)

- i) Changing concept
- ii) Global scenario
- iii) Indian scenario
- iv) Trend in disaster mortality
- v) Need for disaster planning
- vi) Disaster management in state level

4.MEDICAL DISASTER STRATEGIC PLAN(ESSENTIALS FOR EFFECTIVE IMPLEMENTATION): (3L)

- i. Objective of a disaster plan
- ii. Principles of a disaster plan
- iii. Essential requisites and disaster plan
- iv. Assessment of disaster preparedness
- v. Recent proposal and actions
- vi. Recent advantages
- vii. Hospital disaster plan- a suggested model
- viii. Training and mock exercises

5.FIRE SAFETY IN HEALTHCARE FACILITY (4L)

- i. Construction requirement
- ii. Fire safety programming
- iii. Detection and extinguishments system
- iv. Fire extinguishments system
- v. Fire protection for fixed, building wide system
- vi. Environmental air building service system



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- vii. Electric building service system
- viii. Fixed localized system
- ix. Emergency communication system
- x. Fire safety system
- xi. Security consideration

**6.ROLE OF VARIOUS AGENCIES IN DISASTER MANAGEMENT (4L)**

- i. Organization of disaster management
- ii NGO
- iii International agencies
- iv Media

**7. HOSPITAL NETWORKING IN DISASTER MANAGEMENT (4L)**

- i.Net working
- ii Advantages of networking
- iii Requisites of networking
- iv Components of networking
- v Essentials for effective networking

**8.PUBLIC HEALTH ISSUES IN DISASTER MANAGEMENT (4L)**

- i.Post disaster morbidity and mortality profile
- ii.Vulnerable groups
- iii.Relief measures
- iv Public health actions

**Recommended Books:**

- Preventive And Social Medicine- K. Park
- Hospitals Facilities Planning And Management- G.D Kunders
- Emergency Medical Services And Disaster Management- A Holistic Approach- P.K Dave, Shakti Gupta
- Disaster Management – S.C. Sharma, Khanna Publishing House
- Hospitals And Nursing Home Planning Organisation And Management- Syed Amin Tabish

**Maulana Abul Kalam Azad University of Technology, West Bengal**  
*(Formerly West Bengal University of Technology)*  
**Syllabus for Master of Hospital Administration (MHA)**  
**(Effective for Academic Session 2019-2020)**

**Practical**

**MHA (N) -491 Final Dissertation**

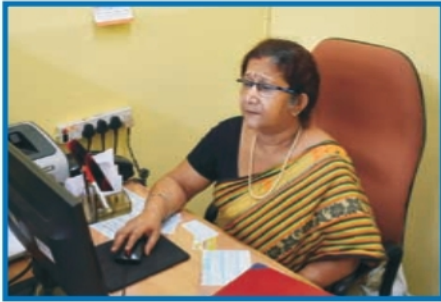
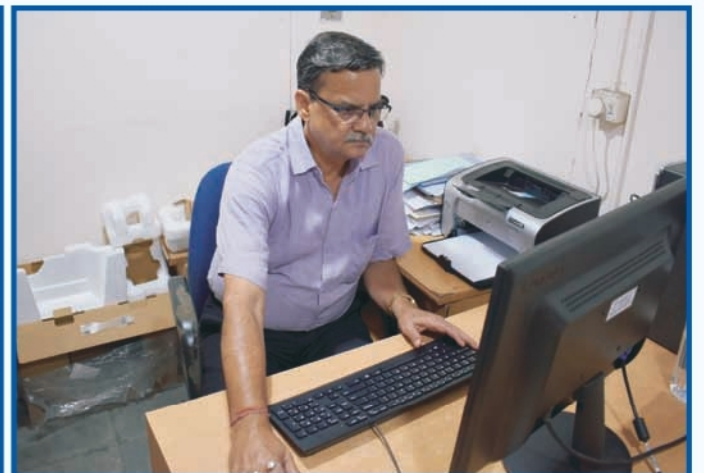
12 credits

This will be a 3 – months Research based project wherein students are expected to apply learning of Research methodology in addressing Health care management related problems in reality.

1.	Choice of subject/title, clarity about objectives, relevance, scope and coverage of the study
2.	Design of the study and Methodology
3.	Review of earlier work/literature available on the subject
4.	Tools used in data collection (primary and secondary) and field work
5.	Analysis and interpretation of data: use of quantitative techniques and tools in data processing
6.	Findings of the research study, recommendations, suggestion, usefulness of study
7.	Language Composition and Presentation of research paper
8.	Adherence to the guidelines provided for developing research paper
9.	Overall quality of the research paper and its potentiality for publication in a refereed journal

**MHA (N) -492 Comprehensive Viva Voice**

6 credits

**FACULTY MEMBERS:****ADMINISTRATIVE DESK:****Sima Bhattacharya****Kamal Prasun Chatterjee**

**Accommodation:** No hostel facility is available

**Campus Location:**

The campus is well connected by railways and roads. Present Institute campus is at Peerless Hospital, 360 Panchasayar, Kolkata-700094, opposite to the famous shopping Complex (Hiland Park). The nearest Railway Stations are 'Bagha Jatin' and 'New Garia' while the nearest metro stations are Kabi Subhas & Shahid Khudiram. Bus services are available from the gate of the campus.

**Library:**

Our Institute is equipped with an excellent library where many users can access the library at a time. The library contains a comprehensive collection including medical books, Indian and foreign health care management journals, CD-ROMs and daily newspapers of different languages. Access to the library materials is provided through library card as well as through computerized e-catalogue. Provision of Internet facility is available to each student.

The library also has an Institution membership of the British Council Library, Kolkata, through which the hospital library gets the advantage of using the sources of the British Council Library.

Through its collections and services, the library tries to enrich the foundation of study and research.



## CENTRAL LIBRARY



## DEPARTMENTAL LIBRARY





## PICNIC & EXCURSION



## ACTIVITIES

### BLOOD DONATION



### YOGA & MEDITATION



## CULTURAL PROGRAMMES





# List of Hospitals for Training & Placement

- Govt. of West Bengal
- Indian Railways
- Peerless Hospital & B.K.Roy Research Centre
- AMRI
- Belle Vue Clinic
- Bhagirathi Neotia Woman & Child Care Center
- B P Poddar Hospital & Medical Research Ltd.
- CMRI
- Columbia Asia Hospital, Kolkata & Patiala
- Desun Hospital & Heart Institute
- Fortis Hospital, Kolkata & New Delhi
- R N Tagore International Institute of Cardiac Science
- Ruby General Hospital
- West Bank Hospital
- Wockhardt Hospital & Kidney Institute
- Woodlands Hospital & Medical Research Centre
- TATA Medical Center
- Medica Superspeciality Hospital
- Apollo Gleneagles Hospitals
- KPC Medical College



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