



மனோன்மணியம் சுந்தரனார் பல்கலைக்கழகம்
MANONMANIAM SUNDARANAR UNIVERSITY

**SYLLABUS FOR DIPLOMA IN HOSPITAL RECORDS MANAGEMENT
PROGRAM OFFERED THROUGH DIRECTORATE OF VOCATIONAL
EDUCATION (COMMUNITY COLLEGES AND VOCATIONAL SKILL
DEVELOPMENT CENTRES) FROM 2019 – 2020**



கல்விசார் நிலைக்குழுக் கூட்டம்

**MEETING OF THE STANDING COMMITTEE ON
ACADEMIC AFFAIRS HELD ON WEDNESDAY
THE 22nd JANUARY 2020**

DIPLOMA IN HOSPITAL RECORDS MANAGEMENT

மருத்துவமனை ஆவண மேலாண்மையில் பட்டயம்

SCHEME OF EXAMINATION

Subject code	Title of the Course	Credit	Hours	Passing Minimum
Semester I				
C19HL11/E19HL01	Fundamentals of Management	6	90	40/100
C19HL12/E19HL02	Basics of Medical Terminologies	6	90	40/100
C19HL13/E19HL03	Medical Record Science	6	90	40/100
C19CE10/E19CE10	Communicative English	6	90	40/100
C19HLP1/E19HLP1	Practical I-MS Office	4	120	40/100
Semester II				
C19HL21/E19HL04	Hospital Information System	6	90	40/100
C19HL22/E19HL05	Fundamentals of Hospital Administration	6	90	40/100
C19LS23/E19LS05	Life Skill	6	90	40/100
C19HL24/E19HL06	Fundamentals of Services Marketing	6	90	40/100
C19HLPW/E19HLPW	Internship/Project	10	150	40/100

Eligibility for admission: Pass in 10thstd examination conducted by the Govt. of Tamil Nadu Board of Secondary Education, Government of Tamil Nadu or any other equivalent examination.

Examination: Passing Minimum for each Course is 40%. Classification will be done on the basis of percentage marks of the total marks obtained in all the Courses and as given below:

- 40 % but less than 50 % - Third class
 50 % but less than 60 % - Second class
 60 % and above - First class

Theory Paper

Internal Marks-25

External Marks-75

Syllabus**First Semester:-**

- Course I - Fundamentals of Management
 Course II - Basics of Medical Terminologies
 Course III - Medical Record Science
 Course IV - Communicative English
 Course V - Practical I-MS Office

Second Semester:-

- Course VI - Hospital Information System
 Course VII - Fundamentals of Hospital Administration
 Course VIII - Life Skill
 Course IX - Fundamentals of Services Marketing
 Course X - Internship/Project

***(Semester Pattern for Community College Only)**

PROGRAM OBJECTIVE

- To design a system for better patient care
- To report on demand to management for better decision making.
- To deliver health services that are cost-effective and meet pre-established standards of quality

SEMESTER I

COURSE I

(C19HL11/E19HL01)FUNDAMENTALS OF MANAGEMENT

Objective

- The course is designed to expose the student on the principles of management and associated concepts so as to facilitate him manage the affairs of organization.

Unit-I

18 Hrs

Nature and functions of Management – Skills and levels of management – Different approaches to management – systems approach – Social Responsibility of Business.

Unit-II

18 Hrs

Planning – Nature – Importance – Types – Steps in planning process – MBO – Strategic planning process.

Unit-III

18 Hrs

Formal / Informal organization – Organizational structure – organizing process – Departmentalization – Authority delegation – Decentralization – Coordination.

Unit-IV

18 Hrs

Staffing procedure-Recruitment, Selection, Induction, Performance and Potential Appraisal;- Training and development, Methods, Design & Evaluation of T & D Programmes,

Unit-V

18 Hrs

Direction and Communication – Processes, Barriers and Types, Decision making, System and process of controlling, Control techniques, Total quality management – Use of IT in management functions

Outcome:

- The student will have the knowledge of management and would be efficient in managing the routine affairs of the organization and steer the organization towards success.

References

- Essentials of Management – Harold Koontz, Heinz Weihrich
- Principles of Management – Tripathi, Reddy
- Management: A competency based approach – Hellriegel and Slocum

COURSE II

(C19HL12/E19HL02)BASICS OF MEDICAL TERMINOLOGIES

Objective

- The course intends to exhibit the basic terms that are associated with the medical field which would facilitate the students to get acquainted with the terms for its daily usage.

UNIT I

18 Hrs

Fundamentals of Medical Terminology -Word Roots, Prefix, Suffix, Abbreviations & Symbols - Introduction to Anatomy & Physiology

UNIT II

18 Hrs

Organs & Systems - Gastro Intestinal, Respiratory, Circulatory, Renal, Reproductive, Nervous

UNIT III

18 Hrs

Common Diseases & Procedures - **Gastro Intestinal** -Cholecystitis, Cholelithiasis, Appendicitis, Intestinal Obstruction, Hernia, Peritonitis, Gastroscopy : Endoscopy , Laparotomy, Laparoscopy. - **Respiratory**- Tuberculosis, Bronchial Asthma, Respiratory Failure, Pulmonary Embolism, Pneumonia Bronchoscopy, Pulmonary Function Test, Cardio-Pulmonary Resuscitation - **Circulatory** - Hypertension, Coronary Artery Disease, Arrhythmias, Cardiac Arrest - Shock. Deep Vein Thrombosis (DVT), ECG, 2D Echo Cardiogram, Coronary Angiography, Cardiac Catheterisation, Stress Test, Pacemaker.

UNIT IV

18 Hrs

Renal - Nephrotic Syndrome, Urinary Tract Infection, Renal Failure, Renal / Bladder Stones, Intravenous Pyelography, Cystoscopy, Urinalysis, Haemodialysis, Peritoneal Dialysis, **Reproductive** - **Female** - Breast Cancer/Self Examination, Menstrual Disorders, Dysmenorrhoea, Premenstrual Syndrome (PMS), Menorrhagia Ovarian Cyst, Fibroids, Malignancy, Infertility Mammography, Ultra Sound, Laparoscopy, IVF, Tubectomy, D & C - **Male** - Prostate Enlargement, Hydrocele, Impotence, Transurethral Resection of Prostate (TURP)

UNIT V

18 Hrs

Nervous - Stroke (Cerebro Vascular Accident), Brain Tumor, Brain Injuries, Spinal Cord Injuries, Lumbar Puncture, Myelography, CT Scan, MRI, EEG, EMG, Oncology.

Reference Books :

- Principles of Anatomy & Physiology – By Gerard J. Tortora.
- Anatomy & Physiology in Health & Illness – By Anne Waugh – Churchill Livingstone.
- Anatomy & Physiology for Nurses – By Evelyn Pearce – Indian Edition – Jaypee Brothers, New Delhi.
- Dorland's Pocket Medical Dictionary.
- Taber's Cyclopedic Medical Dictionary – F. A. Davis Philadelphia.
- Manual of Anatomy – By Sampath Madhyastha – CBS Publication.

COURSE III

(C19HL13/E19HL03)MEDICAL RECORD SCIENCE

Objective

The course intends to explain in detail on the importance of records and record keeping and would help an incumbent to display professionalism in maintaining the medical records of a hospital.

UNIT I

18 Hrs

Definition and Types of medical record, Importance of medical record, Flow chart of function, Statutory requirements of maintenance, coding, indexing and filing, Computerization of record

UNIT II

18 Hrs

Report and returns by the record department, Statistical information and ICD, Utility & functions of Medical Records in Health care delivery System, Organizations & management of Medical Records Department.

UNIT III

18 Hrs

Role of Hospital managers & MRD personnel in Medical record keeping, Reports & returns in Medical Record System.

UNIT IV

18 Hrs

Basic knowledge of legal aspects of Medical Records including Factories Act, Workmen, Compensation Act & Consumer Protection Act.

UNIT V

18 Hrs

Procedures of Medical Auditing & its importance, Government Regulations & requirements.

Outcome:

- The student will have the knowledge of various record keeping terms used in the industry and will be able to administer the hospital records with much ease.

Reference Books:

1. Hospital Administration — Tabish (O.U.P.).
2. Principles of Hospital Administration & Planning — B.M.Sakharkar, Jaypee Brothers
3. Hospital Administration & Management — C.M. Francis & D'Souza.
5. Management of Hospitals — Goel& Kumar. (Deep & Deep).
6. Medical Records , G.D. Mogli, Jaypee Brothers

COURSE IV

(C19CE10/E19CE10) COMMUNICATIVE ENGLISH

1. Basic Grammar:

- a. Review of grammar
- b. Remedial study of grammar
- c. Simple sentence
- d. Word passive voice etc.

2. Bubbling Vocabulary:

- a. Synonyms
- b. Antonyms
- c. One – work Institution

3. Reading and Understanding English

- a. Comprehension passage
- b. Précis – writing
- c. Developing a story from hints.

4. Writing English

- a. Writing Business letters.
- b. Paragraph writing
- c. Essay writing
- d. Dialogue writing

5. Speaking English

- a. Expressions used under different circumstances
- b. Phonetics

Reference :

1. V.H.Baskaran – “English Made Easy”
2. V.H.Baskaran – “English Composition Made Easy”
(Shakespeare Institute of English Studies, Chennai)
3. N.Krishnaswamy – “Teaching English Grammar”
(T.R.Publication, Chennai)
4. “Life Skill” – P.Ravi, S.Prabakar and T.TamzilChelvam,
M.S.University, Tirunelveli.

COURSE V

PRACTICAL I

(C19HLP1/E19HLP1)MS OFFICE

List of Exercises

1. Capabilities of computers, Block diagram, generations of computers
2. Types of computers, Input devices, output devices, memory devices, Storage devices, RAM and ROM, Internet and its concepts.
3. Applying advanced formatting techniques, formatting pages, working with columns, constructing high quality tables
4. Creating outlines in word. Working with complex documents, managing data with word
5. Mail merge, publishing online forms, adding references to documents, working together on documents.
6. Creating Excel worksheets: entering and editing cell entries, working with numbers, changing worksheet layout, other formatting options, printing in excel, creating charts and statistical functions.
7. Creating power point presentations.

Reference Book:-

- 1) Gini Courter &AnnettelMaraquis-MS Office 2010, BPB Publishing
- 2) Stephen L. Nelson-Office 2010
- 3) Tata McGraw Hill-Computer reference

SEMESTER II

COURSE VI

(C19HL21/E19HL04)HOSPITAL INFORMATION SYSTEM

Objective

The course intends to give a sight on the information and its importance in the medical field. The type information system that are needed in the administration of hospital will be explained for the knowledge of the incumbent.

Unit I

18 Hrs

Information System: Overview, structure of MIS specific to hospital; information and data; information for control, decision, statutory needs, feedback; hierarchy of management activity; decision making process; document preparation, data capture, POS method.

Unit II

18 Hrs

Project Life Cycle: Physical systems design, physical data base design; Programme development, procedure development; input-output design, online dialogue; design of files, data communication; Project life cycle, installation and operation, conversion, operation, documentation, training, maintenance, post audit system evaluation.

Unit III

18 Hrs

Approaches to HIS: Patient based, functional organization based, user department based, clinician based HIS, Medical records, nursing information system; appointments scheduling, dissemination of tests and diagnostic information, general administration, productivity.

Unit IV

18 Hrs

Decision Support System: Concepts, DSS software, applications for hospital activities.

Expert System Concepts, applications in healthcare management, dedicated SW packages.

Unit V

18 Hrs

Information Technology: Telemedicine, Knowledge management, IT integration.

Outcome

The student will have an understanding on the importance of information system and its working. The course will facilitate him to develop, put in place an information system for effective administration.

References

- Davis, G.B. and M.H.Oslon, Management Information Systems – Conceptual Foundations, Structure and Development, TMH, 1998
- Mudford, Eric, Effective systems design and requirements analysis, Mc GrawHill, 1995
- V. Srinivasan, Managing a Modern Hospital, Chapters 10 and II, Response Books, New Delhi, 200C

COURSE VII

(C19HL22/E19HL05) FUNDAMENTALS OF HOSPITAL ADMINISTRATION

Objective

The course intends to expose the basics of administering the hospitals from building statistics on utilization, managing various committee, feedback survey, schemes and insurance for patients.

UNIT I

18 Hrs

Routine Admission/Discharge Procedures/Discharge Summary, Hospital Utilization Statistics - Average Length of Stay (ALS), Bed Occupancy Rate, Turn Over Interval - Daily Reports / Returns - Hospital Census, Matron's Report, Medical Officer's Report, Casualty Report, Medico-Legal Cases, Report from ICU / ICCU, Security Report, Maintenance Department Report, OT List

UNIT II

18 Hrs

Patient's Complaints, Medical Certificates, Hospital Committees - Role, Composition, Frequency of Meetings, Minutes of the Meetings, Follow up Actions.

UNIT III

18 Hrs

Patient Satisfaction Survey, Interviews, Questionnaires, Observations, Group Discussions, Patient Opinion Polls, Report Writing - Duty Roster of various categories of Staff - Availability of Materials, Critical Items, Stock Level, Procurement Methods.

UNIT IV

18 Hrs

Administration of Patient Related Schemes, Medical Insurance (Cashless Benefit), CGHS, ECHS, CSMA, TPA, ESI - Front Office: Duties & Responsibilities, Duties & Responsibilities of the Hospital Administrator/CEO, In Profit Making Hospitals, In Non-Profit Making Hospitals

UNIT V

18 Hrs

Disaster Management/Disaster Plan, Marketing of Hospital, - Telephone Courtesy, Guest Lectures, Organization of Camps, Seminars, Workshops, Continuous Medical Education, Public Participation, Hospital Security - Staff, Patients, New born babies, Female staff/Patients, Stores.

Reference Books:

01. Sana's Guidelines for Hospital Infection Control – By Mohd. S. Khan – Jaypee Brothers, New Delhi.
02. Hospital Waste Management & it's Monitoring – By Madhuri Sharma – Jaypee Brothers, New Delhi.
03. Medical Stores Management – By Shakti Gupta & Sunil Kant - Jaypee Brothers, New Delhi.
04. Medical Records, Organisation & Management – By G.P. Mogli – Jaypee Brothers, New Delhi.

COURSE VIII

(C19LS23/E19LS05)**Life Skill**

I Life Coping or adjustment

- (a) External and internal influence in one's life
- (b) Process of coping or adjustment
- (c) Coping with physical change and sexuality
- (d) Coping with stress, shyness, fear, anger far live and criticism.

II Attitude

- (a) Attitude
- (b) Self-acceptance, self – esteem and self-actualization
- (c) Positive thinking

III Problem Solving

- (a) Goal Setting
- (b) Decision Making
- (c) Time Management and stress Management.

IV Computers

- (a) Introduction to Computers
- (b) M.S.Office
- (c) Power Point

V Internet

- (a) Introduction to internet
- (b) E – mail
- (c) Browsing

References:

- 1) Life Skill Programmecourse I & II by Dr. Xavier Alphona MCRDCE Publications. R.K.Mutt Road, Chennai – 28
- 2) ஆளுமைபண்புவளர்த்தல் மற்றும் தகவல் தொடர்பு by M.Selvaraj Community College,Palayamkottai
- 3) “Life Skill” –P.Ravi, S.Prabahar&T.TamilChelvam, M.S. University, Tirunelveli

COURSE IX

(C19HL24/E19HL06)FUNDAMENTALS OF SERVICES MARKETING

Objective

- The course deliberates on the basics of the marketing pertaining to service sector. It exposes on the various concepts that are helpful in creating a proper visibility to the hospital and its operations to the common man.

UNIT-I

18 Hrs

Introduction – Meaning and Objectives of Service Marketing. Nature and Scope of Service Marketing – Significance. Marketing Mix of services marketing.

UNIT-II

18 Hrs

Service Market – Segmentation – Selecting the appropriate customer portfolio, creating and maintaining customer loyalty, Targeting.

UNIT-III

18 Hrs

Pricing Strategies for promotion positioning service in the market – promoting market communication service.

UNIT-IV

18 Hrs

Planning and Branding Services, New Services Development and customer Loyalty.

UNIT-V

18 Hrs

Planning and Managing Service delivery. Situation review. The role of intermediaries. Enhancing value by improving quality and productivity.

Outcome

- The student will be developing a capacity to market and manage their services to the benefit of all the stake holders.

Reference Books:-

1. Service Marketing by Ravi Shanker
2. Service Marketing by Tyagi

COURSE X

(C19HLPW/E19HLPW)INTERNSHIP/PROJECT

- The students of this course are required to take up Internship training or undertake a project work on a specific topic during the second semester and submit a report at the end of the semester but before the commencement of the end semester examination. The period of the internship can be decided the centres concerned according to the availability of the training opportunities available. The choices could be either the internship can be on a daily basis in the afternoon or evening throughout the semester or for a period of one month after completion of the classes, before the examinations.
