Bachelor of Vocation – Healthcare Management (Semester -3)

Undergraduate Curriculum Framework 2022(UGCF)

DISCIPLINE SPECIFIC CORE COURSE – DSC- 7: Communication in Healthcare

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical/ Practice		
DSC-7 Communication in Healthcare	4	3	1	0	NA	NA

Learning Objectives

By the end of the term students should be able to demonstrate the use of critical thinking, decisions making and problem-solving skills though effective written and oral business communication.

Learning outcomes

1. Student will be able to get an understanding of principles & objectives of Communication.
2. Student will be able to understand the importance of Communication in an organization.
3. Student will be able to identify barriers of communication and the best methods to communicate effectively.
4. Students will be able to effectively use different styles of communication

Syllabus

Unit 1- (5 Hours)

Communication – Origin, Meaning and Definition:-

Principles of Communication, Objectives of communication, Styles of Human Communication .

Unit 2-(5 Hours)

Communication as a process: Oral Communication , Written Communication , Filtering and distortion of Message , Common causes that weaken Effective Communication .

Unit 3-(10 Hours)

Interpersonal Communication : Perception in Interpersonal communication , Transactional Analysis , Structure of Transaction , Principles to initiate communication , Communication in Organization Setting , Communication Skills in Interview Setting , Essential of Effective Communication , Models of Understanding Interpersonal Relationship.

Unit 4 (10 Hours)

Barriers to Communication : Organizational Barriers, Semantic Barriers , Personal Barriers , Barriers in Subordinates , Psychological Barriers , Other Barriers , Overcoming Barriers in Communication .

Unit 5-(15 Hours)

Flow of Communication in an Organization : Downward Communication , Upward Communication , Horizontal Communication , Problems in Downward Communication , Problems in Upward Communication , Problems in Horizontal Communication .

Practical component (if any) -

N/A

Essential/recommended readings

1. Rao, P. S. (2010). Healthcare communication. Tata McGraw-Hill Education.
2. Silverman, J., Kurtz, S., & Draper, J. (2016). Skills for communicating with patients (3rd ed.). CRC Press.
3. M. Jones, Phil (2017), Exactly what to Say, Box Of Tricks Publishing

4. Kumar, Sanjay; Lata, Pushp (2015), Communication Skills, Oxford University Press.

Suggestive readings

1. Schiavo, R. (2013). Healthcare communication: From theory to practice. Jossey-Bass.
2. Garg, K., & Kumar, M. (2020). English communication: Theory and practice. Abci Book.
3. Tuhovsky, I. (2017). The science of effective communication. Rupa & Co.

Note: **Examination scheme and mode shall be as prescribed by the Examination Branch, University of Delhi, from time to time**

Bachelor of Vocation – Healthcare Management

Undergraduate Curriculum Framework 2022(UGCF)

DISCIPLINE SPECIFIC CORE COURSE – DSC-8 : Medical Terminology-3

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	**Tutorial**	**Practical / Practice**		
DSC-8 Medical Terminology-3	4	3	1	0	NA	**Medical Terminology-2**

Learning Objectives

Includes structure, recognition, analysis, definition, spelling, pronunciation, and combination of medical terms from prefixes, suffixes, roots, and combining forms.

Learning outcomes

1. Student will be able to get an understanding of Diseases and disorders of the system as mentioned in the medical terms.
2. Student will be able to guide the patients about the treatment options and diagnostic procedures as advised by the physician.
3. This subject will enhance the medical terminology vocabulary of different conditions and treatment methods of organ system which is required at Front office and radiology department to guide the patients.
4. Students will get an understanding of general Terminology (procedures, diseases, treatment) related to different body system

Syllabus

Unit-1 (10 Hours)

Nervous System : - Basic Anatomy & Physiology of Nervous System , Common Terms in Nervous System , Common Diseases , Diagnostic Tests and Procedures , Treatment , Basic Knowledge of Hospital Care / Infrastructure / Facilities/ Intensive Care / Neuro ICU / Stroke ICU/ and other specialized needs for patient, Importance of Rehabilitation Services for Neuro patients , Basic understanding of Stroke management .

Unit-2 (10 Hours)

Musculoskeletal System : procedures, diseases, treatment , Basic Anatomy & Physiology of Musculoskeletal System , Common Terms , Diagnostic Tests and Procedures , Basic understanding of Pain Management , Treatment .

Unit-3 (10 Hours)

Oncology : Types of Cancers , Diagnostics & Procedures , Basic Understanding of Medical Oncology, Surgical Oncology, Chemotherapy, Immunotherapy & Radiotherapy , Treatment, Psychological aspects of cancer care , Importance of Cancer Awareness Program ,Transplant Medicine , Introduction to transplantation of Human Organs & tissues , Different types of transplants, Care after Transplant .

Unit-4(5 Hours)

Endocrinology System : Brief Introduction of Endocrine System **,** Diagnostic Test and Procedures, diseases, treatment **,** Preventive Aspects.

Unit-5 (10 Hours)

ENT & Ophthalmology : Introduction –Ear, Nose, Throat & Eyes , Understanding of ENT & Ophthalmology procedures , Day care Procedures , Common diseases Treatment .

Practical component (if any) –N/A

Essential/recommended readings-

1. Bharadwaj, K. (2021). Medical terminology: A living language. Emmess Medical Publishers.
2. Sathish, K. (2016). Medical terminology made easy. Jaypee Brothers Medical Publishers.
3. Raman, V., & Raman, A. (2015). Medical terminology and clinical procedures. Paras Medical Publisher.

Suggestive readings -

1. Arora, R., & Arora, S. (2014). Medical terminology simplified. Pee Vee Publishers.
2. Reference texts and online Materials
3. STEDMAN'S Medical Dictionary.

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Bachelor of Vocation – Healthcare Management

Undergraduate Curriculum Framework 2022(UGCF)

DISCIPLINE SPECIFIC CORE COURSE –DSC- 9: Medical Software Applications-2

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	**Tutorial**	**Practical/ Practice**		
DSC-9 Medical Software Applications-2	4	3	1	0	NA	**Medical Software Applications-1**

Learning Objectives

Basic Understanding of functioning of computers & its application in healthcare with a perspective on Hospital operations

Create basic awareness on healthcare record systems and infrastructure.

Learning outcomes

1. Student will get the basic understanding and awareness about the software being used in hospital.
2. 2. Awareness of modules being used in different departments will help the student to work efficiently on the Systems.

Syllabus

Unit-1(10 Hours)

Review of FO module : Describe various modalities for Patient Registration in HIS , Describe Important Information and Credentials to be captured in HIS , Physician Schedules, Appointment entry and rescheduling appointment , Describe Escalation Matrix in case of Non-Compliance , Assess the working status of HIS as and when required , Admission Module-IP Number Generation, Wrist band for tracking of patients, Bed allotment, Requisition of drugs and consumables from the pharmacy, Discharge Summary.

Unit-2-(10 Hours)

Management Information System – Business Intelligence, MIS as a tool to managerial control , Core Functions of HIS – Patient Management, Clinical Management-Clinical Decision, Medical Forms, Doctors Notes; Revenue Management; Inventory Management –Procures stocks, Medicines and Consumables for day-to-day consumption of hospital needs. This module helps in maintaining the stocks, reordering, financial planning, Inventory Management & Stock , Maintenance of patient's Database in HIS .

Unit-3-(10 Hours)

Introduction to CRM tool , Describe the Importance of Electronic Health Records / Medical Records/ Computerized patient record system , Software for Pharmacy , Laboratory , Radiology , Allergy Tracking, Consults , Dietetics Progress Notes .

Unit 4(15 Hours)

Modules used in HIS : Emergency Module –Sends alert to the corresponding departments, Consulting Details, Clinical Follow up, lab Test Reports, Service orders and bookings, Pharmacy/ Surgical Details, Statutory forms.

Basics of HR Module : Recruitment, Training & Development, Compensation Management, Employee Tracking, Work Flows and Benefits: Basics of Store Module .

Practical component (if any) –

N/A

Essential/recommended readings

1. Kelkar, S.A.(2010).Hospital Information Systems: A concise study. Prentice-Hall of India Pvt. Ltd. .
2. Sodhi, J. S., & Sodhi, A. (2018). Hospital information systems: Concepts, cases & applications. Jaypee Brothers Medical Publishers.
3. Sinha, R. K. (2014). Health management information systems. CBS Publishers & Distributors.

Suggestive readings

1. Kumar, S., & Gupta, P. (2016). Health information technology in hospitals. Excel Books.
2. Bali, R., & Dwivedi, A. (2012). Healthcare information systems: Management perspectives. Springer India.
3. Business Journals, case studies & Hospital system.
4. Wager, K.A., Lee , F.W., & Glaser , J.P.(2022) Healthcare Information Systems : A practical approach for healthcare management. Wiley.

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