

## Bachelor of Vocation – Healthcare Management (Semester-4)

### Undergraduate Curriculum Framework 2022(UGCF)

#### DISCIPLINE SPECIFIC CORE COURSE – DSC-10: Quality in Healthcare - Service & Medical Quality

##### 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-10<br>Quality in Healthcare - Service & Medical Quality | 4       | 3                                 | 1        | 0                   | NA                   | NA                                   |

##### Learning Objectives

Create basic awareness on quality in healthcare and its applicability

##### Learning outcomes

1. Student will get the basic understanding and awareness about the quality and the quality standards applicable to different departments of the hospital.
2. Students will also understand the importance of Accreditation and International Patient Safety Goals
3. Awareness of Quality will enhance patient safety and satisfaction in the hospital and students will be able to effectively implement the organization policies.

##### Syllabus

###### Unit-1(12 Hours)

Quality – An Overview : Dimensions of Quality- Scope and Importance in Healthcare , Quality Concept, Quality Assurance, Total Quality Management, Quality Circle, Medical Quality , NABH, JACHO, ISO

###### Unit-2(12 hours)

Medical Documentation Audits , Introduction , Definition of Medical Audit , Need and Purpose of Medical Audit , Types of Medical Audit , Medical Audit Committee , Medical Documentation Audits , Physician Documents , Nursing Documents , Organization Policies , Emergency Codes .

### **Unit 3(12 Hours)**

Quality Standards applicable to the Front Office : Customer Service Excellence and Patient Satisfaction; Patient Satisfaction Metrics- Quantitative Measures and Qualitative Measures ; Call Centre Experience –Service Enquiry, Appointment Fixing, Complaints ;OPD Services - Establishing Eye Contact, Greetings, End conversation with a standard closing statement as per the Hospital protocol; In-Patient Experience , Measure Patient Satisfaction , Importance of Feedback & Closure .

### **Unit 4(9 Hours)**

What Defines Quality in Healthcare , Quality Initiatives in ensuring Patient Safety-International Patient Safety Goals , Quality Indicators in Healthcare : Concept of Lean & Six Sigma : Introduction , Objectives , Importance of Lean & Six Sigma in Health Care Management , Importance of Quality Improvement Projects.

### **Practical component (if any) –**

N/A

### **Essential/recommended readings-**

1. Joshi, S.K. (2013), Quality Management in Hospitals, Jaypee Brothers Medical Publisher
2. Bhatia, M. S., & Gupta, R. (2012). Quality management in healthcare: Concepts and tools. Springer India.
3. Spath, P.L., & DeVane, K.A.(2022).Introduction to healthcare quality management. Health administration press.

### **Suggestive readings**

1. Juran, J. M., & Godfrey, A. B. (1999). Juran's quality handbook: The complete guide to performance excellence (5th ed.). McGraw-Hill.
2. Donabedian, A. (2003). An introduction to quality assurance in health care. Oxford University Press.

**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- 11: Insurance Management (TPA Operations)

##### 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-11<br>Insurance<br>Management (TPA<br>Operations) | 4       | 3                                 | 1        | 0                   | NA                   | NA                                   |

##### Learning Objectives

After completion of this module student should be able to describe the concept of health Insurance and Insurance management process in healthcare

##### Learning outcomes

1. Student will get the basic understanding and awareness about the health insurance and different types of policies available to the insurer.
2. Students will also understand the TPA's and the role of the same as a mediator between Health Insurance Organizations and Insurers.
3. Awareness of TPA & Insurance policies will help students to effectively manage & handle the payment queries of the patients visiting the hospital.

##### Syllabus

##### Unit-1(12 Hours)

Introduction to Health Insurance , Concept of Health Insurance , Definition, History & Scope of Health Insurance , Types of Health Insurance , Health Insurance coverage in CGHS, ECHS & ESI , Health Insurance in developing and developed countries , Underwriting of Health Insurance .

**Unit 2(12 Hours)**

Different Health Insurance Policies : Analysis and Management , GOI & State Govt. Policy in implementation of Health insurance , Government Medical Services and Health Insurance Schemes, IRDA Guidelines , Hospital Empanelment: Criteria & Procedure , Various Definitions under Mediclaim – Health Insurance Policies , Standard Exclusions.

**Unit-3(9 Hours)**

Concept of combined Life Insurance and Health Insurance , Portability of Health Insurance , Pre-Existing Diseases.

**Unit 4 (12 Hours)**

Hospitals / TPA / Insurance Company / Relationship and Problems , Cashless Mediclaim Processing & TPA, Planned Hospitalization , Emergency Hospitalization , Claim Processing of Health Insurance .

**Practical component (if any) –**

N/A

**Essential/recommended readings-**

1. Patukale, Prof.Kshitij, Mediclaim and Health Insurance, PrabhatPrakashan.
2. Goel, S. L. (2015). Health insurance and hospital management. Deep & Deep Publications.
3. Kumar, A., & Sharma, R. (2018). Health insurance in India: Concepts and practices. Jaypee Brothers Medical Publishers.
4. Bhatia, R., & Rathi, P. (2017). Healthcare finance and insurance management in India. Excel Books.

**Suggestive Reading -**

1. Dayal, Dr. Hargovind (2017), Fundamentals of Insurance, Notion Press.
2. Kumar, S., & Aggarwal, P. (2019). Medical insurance and hospital administration in India. CBS Publishers & Distributors.
3. IRDA Guidelines on Health Insurance - Govt. of India-  
<https://www.financialservices.gov>.

**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-12: Hospital Policies**

##### **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-12<br>Hospital Policies | 4       | 3                                 | 1        | 0                   | NA                   | NA                                   |

##### **Learning Objectives**

On completion of this module the students should be familiar with the various hospital policies of relevance

##### **Learning outcomes**

1. Student will get the basic understanding and awareness about the different Hospital Policies with respect to NABH Accreditation standards.
2. Students will also understand the importance & methodology of Incidence Reporting Systems and different incidents which needs to be documented
3. Awareness of Patient & Staff Policies will give the students confidence of making hospitals safe place for patients/visitors/staff.

##### **Syllabus**

###### **Unit-1(10 Hours)**

Introduction to Hospital Policies , Definition and Importance of SOP's, Policies, Manuals & Procedures, System Documentation.

**AAC** – Registration Policy, Bed Management Policy, Discharge Policy, Transport Policy, Admission to ICU Policy, Initial assessment Policy, Reassessment Policy, LAMA Policy.

### **Unit-2(10 Hours)**

**COP** – Emergency Services, Ambulance Services, unique needs of End-of-Life Care, Care of Pediatric Patients, High Risk Obstetrical Pts., Rehabilitative Services, Patient Restraint Policy:  
**PRE** – Patient & Family Rights & Responsibilities, Patient and Family Education, Patient Confidentiality and Privacy, Patient Feedback (How to voice Complaint), Service Recovery, Policy on Informed Consent, Complaint Management process.

### **Unit-3(15 Hours)**

Patient & Staff Safety Policies , Policy on Emergency Codes , Hospital disaster Management , Adverse Events ,

Patient Identification , Other Safety Codes , Safety – Clinical Storage Guidelines, Electrical Equipment, Hazardous Materials Spill, Possession of Weapons by Patient and Visitors , House Keeping Services Safety.

### **Unit 4(10 Hours)**

Incidents Reporting , Incidents Investigation and Analysis , Incident Review , Incident Report Form , Benefits of doing Investigation , How to Conduct an Investigative Interview , Who should conduct the Investigation , Root Cause Analysis , Corrective & Preventive Actions , Safety Orientation & Training.

### **Practical component (if any) –**

N/A

### **Essential/recommended readings-**

1. Agarwal, Dr. Arun K. (2019), Standard Operating Procedures (SOP) for Hospitals in India, Notion Press.
2. Gupta, S. (2014). Hospital administration and management. Jaypee Brothers Medical Publishers.
3. NABH Accreditation Standards For Hospital- <https://www.nabh.co>standard>

### **Suggestive Reading –**

1. References- Measures of Patient Safety Based on Hospitals- <https://www.ncbi.nlm.gov>
2. Accreditation Standards for Hospitals- <https://www.babh.co>

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