

## Bachelor of Vocation – Healthcare Management

### Undergraduate Curriculum Framework 2022(UGCF)

#### Discipline Specific Elective – DSE-1: Healthcare Organization 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		
DSE-1 Healthcare Organization Operations	4	3	1	0	NA	NA

#### Learning Objectives

To enable the students to understand the fundamental concepts of operations management

To provide awareness on the roles and responsibilities of operations managers in different organizational contexts

#### Learning outcomes

1. Understand the key functions and roles within a healthcare organization.
2. Analyze the impact of healthcare policies and regulations on operations.
3. Identify strategies to improve operational efficiency and patient safety.
4. Evaluate the quality of healthcare services within an organization.
5. Apply management principles to healthcare operations.
6. Demonstrate an understanding of healthcare information systems and technology.
7. Discuss the importance of patient-centered care and its impact on organizational operations.

#### Syllabus

##### Unit 1(10 Hours)

Introduction to Healthcare Operations Management , Overview of healthcare operations management , Importance and challenges of managing healthcare operations , Role of operations management in healthcare quality and patient safety ,Healthcare regulatory environment and compliance considerations .

##### Unit 2(10 Hours)

Healthcare Processes & Policies : Hospital Policies , Process mapping and flowcharting in healthcare , Lean principles in healthcare operations

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

Healthcare Capacity Planning and Resource Management : Managing healthcare capacity and demand, Resource allocation and optimization in healthcare , Scheduling and appointment systems , Managing healthcare workforce and staffing challenges .

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

Emerging Trends in Healthcare Operations , Innovations in healthcare technology and management , Tele health and its impact on healthcare operations , Population health management and preventive care , Global healthcare operations and challenges.

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

N/A

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

1. Chakraborty, A.(2023).Healthcare Administration and management.AG Publishing House.
2. Anderson, L.M., & Anderson, L.S.(2022) .Operations Management for Healthcare Organizations: Applying Lean Concepts to Improve Patient Safety and Outcomes. Health Administration Press.
3. Ramani, K.V.(2013).Hospital Management: Text& cases(1<sup>st</sup> ed).Pearson India.
4. Sharma, D. K., & Goyal, R. C. (2025). Hospital administration and human resource management (7th ed.). PHI Learning.
5. Jha, S. M. (2015). Hospital management (2nd ed.). Himalaya Publishing House.

#### **Suggestive readings**

1. McLaughlin, D. B., Hays, J. M., & Schneller, E. S. (2008). Healthcare operations management Health Administration Press.
2. Graban, M. (2016). Lean hospitals: Improving quality, patient safety, and employee engagement (3rd ed.). Productivity Press.

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