

INSTITUTE OF MANAGEMENT STUDIES (DAVV) INDORE			
BBA (Hospital Administration) MS6BSemester- I		Batch	2017 – 2020
Subject Name	Fundamentals of Management	Subject Code	BH101
Subject Nature	Core	Credits	03
<p>Course Objectives: To expose the students to the different functions performed by managers, the roles they have to perform for those functions, and the knowledge and skills they have to develop for the roles through real life examples and cases.</p>			
<p>Learning Outcomes: At the end of the course students should be able to</p> <ol style="list-style-type: none"> 1. Define Management and explain how management differs according to level and whether a manager is a line manager or on an enabling role. 2. Briefly describe and contrast four models of management; rational, goal, scientific, human relations, open systems and, describe and attain some elementary level of skills in the main management processes; planning, organizing, decision making and control. 			
<p>Examination Scheme: The internal assessment will be of 40 marks based on three assessments of 20 marks each, out of which best two will be considered. The end semester examination will be worth 60 marks having theoretical and practical questions and/or cases.</p>			
Course Contents			
Unit	Content	No. of hours	
1	Management Concepts and Theories	10	
1.1	Concept and Nature of Management		
1.2	Role and responsibility and functions of Manager		
1.3	Managerial Skill and organization hierarchy		
1.4	Evolution of Management thoughts – (Classical School, Taylor, Fayol & Weber’s Contribution)		
1.5	Neoclassical Theory (Elton Mayo Contribution) Modern Theory (Contingency & System Approach)		
2	Planning	8	
2.1	Nature and purpose of planning.		
2.2	Types of Planning		
2.3	Planning Process		
2.4	Nature of Objectives, MBO; Process, benefits and limitations		
3	Strategies, Policies and Planning	12	
3.1	Nature and process of planning		
3.2	Strategies planning process		

3.3	TOWS Matrix	
3.4	Porter's Generic Competency Model	
3.5	Planning and Forecasting	
4	Organizing	5
4.1	Nature and Purpose of Organizing	
4.2	Organizational Design and Types	
4.3	Organizational Structure; Departmentalization.	
4.4	Line/Staff Authority and de-centralization, Delegation	
5	Controlling	5
5.1	Concept and Process of Control	
5.2	Control Techniques	
5.3	Human aspects of Controlling	
5.4	Use of IT in Controlling	
6	Decision Making	5
6.1	Decision making	
6.2	Nature, types and scope of managerial decision making process	
6.3	Models of decision making	
6.4	Certainty in decision making	
	Total Teaching Hours	45
Learning Resources:		
Text Books:		
R.D. Agrawal, Organization and Management, Tata McGraw Hill.		
Reference Books:		
Harold Koontz, Heinz Weihrich, Management: A Global Perspective, Tata McGraw Hill.		
Stephen P. Robbins, Management, Pearson Education.		

INSTITUTE OF MANAGEMENT STUDIES (DAVV) INDORE			
BBA (Hospital Administration)) MS6B Semester- I		Batch	2017 – 2020
Subject Name	Introduction to Human Physiology & Biochemistry		Subject Code
BH102		Credits	03
Subject Nature Core			
Course Objective: To enable students to learn and to have a good understanding of Human Physiology and Biochemistry as is necessary for Hospital Administrators.			
Learning Outcome: At the end of the course students should be able to have a clear understanding of the human physiology and biochemistry which in turn will facilitate the understanding of the different conditions of the body and its related management.			
Examination Scheme: The internal assessment will be of 40 marks based on three assessments of 20 marks each, out of which best two will be considered. The end semester examination will be worth 60 marks having theoretical and practical questions.			
Course Contents			
Unit	Content	No. of hours	
1	General Physiology & Biochemistry	3	
1.1	Physiology with special reference to Human Body		
1.2	Principles of bio-physics as applicable to the human body		
2	The Circulatory System	10	
2.1	Composition of blood, functions of all components of blood		
2.2	Blood groups		
2.3	Cardiac Cycle, Blood Pressure and ECG		
2.4	Lymphatic system		
2.5	Acid base balance and temperature regulation in humans		
3	The Endocrine System	10	
3.1	Hormones , classification of hormones		
3.2	Gross physiology of endocrine system and its applied clinical aspects		
3.3	mechanism of action of various hormones and their role in controlling body activities		
3.4	hypo and hyper secretion of hormones and its clinical consequences		
4	The Gastro-intestinal System	10	
4.1	Physiology of gastro- intestinal system and its applied aspects; physiology of liver and pancreas		
4.2	Enzymes types, Mechanism of action, co-enzymes		

4.3	Structure and functions of carbohydrates, lipids, amino acids, proteins and nucleic acids.	
4.4	Immuno-globulins and immunity; vitamins and minerals; electrolytes	
4.5	Malnutrition and disorders related to carbohydrates, fats, proteins and vitamin deficiency; Electrolyte imbalance	
5	More about the Human Body	12
5.1	Respiration and its physiology with regard to its clinical application; diseases of respiratory system; artificial ventilation	
5.2	Physiology of the nervous system; CNS, autonomic, sympathetic and parasympathetic systems and their applied physiology; excitable tissue –nerve and muscle	
5.3	Excretory system in humans including applied aspects	
5.4	Physiology of reproduction in humans	
5.5	Biochemical Lab tests, profiles and equipment	
	Total Teaching Hours	45
Learning Resources: As per the suggestions given by the faculty.		

INSTITUTE OF MANAGEMENT STUDIES (DAVV) INDORE			
BBA (Hospital Administration)) MS6B Semester- I		Batch	2017 – 2020
Subject Name	Business Statistics - I	Subject Code	BH103
Subject Nature	Generic	Credits	3
Course Objective: The objective of the course is to make the students familiar with basic statistical techniques and their applications in managerial decision making.			
Learning Outcome: At the end of the course students should be able to			
<ol style="list-style-type: none"> 1. Interpret the data to get solutions to the problems. 2. Classify, present the data as per the requirements of the practicing managers. 			
Examination Scheme: The internal assessment will be of 40 marks based on three assessments of 20 marks each, out of which best two will be considered. The end semester examination will be worth 60 marks having theoretical and practical questions.			
Course Contents			
Unit	Content	No. of hours	
1	Introduction to Statistics and Vital Statistics	05	
1.1	Definition of Statistics		
1.2	Importance and scope of statistics		
1.3	Limitations of statistics		
1.4	Introduction to vital statistics		
2	Introduction to Statistical Methods	06	
2.1	Collection of data		
2.2	Graphical presentation of numerical data		
2.3	Diagrammatic representation of numerical data		
3	Measures of Central Tendency	06	
3.1	Arithmetic Mean		
3.2	Median		
3.3	Mode		
4	Measures of Variation	10	
4.1	Quartile deviation		
4.2	Mean deviation		
4.3	Standard deviation		
4.4	Variance		
5	Measures of Skewness and Kurtosis	06	

5.1	Karl Pearson's coefficient of skewness	
5.2	Bowley's coefficient of skewness	
5.3	Kelly's coefficient of skewness	
5.4	Kurtosis	
6	Probability Theory and Probability Distributions	08
6.1	Probability: Basic Concepts	
6.2	Binomial, Poisson and Normal distributions-their characteristics and applications	
7	Statistical Decision Theory	04
7.1	Decision making process	
7.2	Decisions under Uncertainty and Decisions under Risk	
	Total Teaching Hours	45
Learning Resources:		
Text Books:		
<ol style="list-style-type: none"> 1. S. P. Gupta, Statistical Methods, New Delhi, Sultan Chand and Sons. 2. D. C. Sancheti and V. K. Kapoor, Statistics: Theory, Methods and Applications, New Delhi: Sultan Chand and Sons. 3. D.N. Elhance, Veena Elhance and B. M. Aggrawal, Fundamentals of Statistics, Allahabad: Kitab Mahal. 		

INSTITUTE OF MANAGEMENT STUDIES (DAVV) INDORE			
BBA (Hospital Administration)) MS6B Semester- I		Batch	2017 – 2020
Subject Name	Introduction to Human Anatomy	Subject Code	BH104
Subject Nature	Core	Credits	03
Course Objective: To expose the students to the fundamentals of human body organization.			
Learning Outcome: At the end of the course students should be able to have a clear understanding of the human anatomy which in turn will facilitate the understanding of the different conditions of the body and its related management.			
Examination Scheme: The internal assessment will be of 40 marks based on three assessments of 20 marks each, out of which best two will be considered. The end semester examination will be worth 60 marks having theoretical and practical questions.			
Course Contents			
Unit	Content	No. of hours	
1	General anatomy	5	
1.1	Introduction to the human body		
1.2	General anatomical terms		
2	Osteology	8	
2.1	The skeletal structure : formation and functions		
2.2	Types of joints, their structures and functions performed		
2.3	Bones of upper and lower limb		
2.4	Skeletal structure of the head and vertebral column		
2.5	Skeletal structure of the girdles		
3	The Muscular System	8	
3.1	Anatomy of a muscle, functions of the muscular system		
3.2	Major muscles of the human body		
3.3	Muscles of the upper and lower limb		
4	The Nervous System	8	
4.1	Nerves and synapses, functions of the nervous system		
4.2	The central nervous system and major functions		
4.3	The peripheral nervous system and major functions		
4.4	The autonomic nervous system and major functions		
4.5	The somatic nervous system and major functions		

4.6	Sensory, motor, sympathetic and parasympathetic divisions	
5	Major Organs	8
5.1	Heart	
5.2	Lungs	
5.3	Liver	
5.4	Pancreas	
5.5	Kidney	
5.6	Anterior and posterior abdominal wall	
5.7	Skin	
6	The Genitourinary System	8
6.1	Male genitourinary system, organs and their functions	
6.2	Female genitourinary system, organs and their functions	
	Total Teaching Hours	45
Learning Resources:		
Text Book:		
B.D Chaurasia, Human Anatomy , CBS Publishers.		
Reference Books:		
I.B. Singh, Essentials of Human Anatomy , Jaypee Brothers. Henry Gray, Gray's Anatomy , Recent Edition.		

INSTITUTE OF MANAGEMENT STUDIES (DAVV) INDORE			
BBA(HA)) MS6B Semester - I		Batch	2017 – 2020
Subject Name	Fundamentals of Computers	Subject Code	BH 105
Subject Nature	Skill enhancement	Credits	03
Course Objective: The objectives of the course are to introduce the students to the concepts of computer hardware and software and to acquaint them with IT Tools.			
Learning Outcome: At the end of the course the student should have a clear understanding of computer hardware and software tools.			
Examination Scheme: The internal assessment will be of 40 marks based on three assessments of 20 marks each, out of which best two will be considered. The end semester examination will be worth 60 marks having theoretical and practical questions.			
Course Contents			
Unit	Content	No. of hours	
1	Introduction to Computers	15	
1.1	Hardware: Input / Output devices, storage devices and memory.		
1.2	Software: System and Application Software, Compilers, Interpreters and Assemblers.		
1.3	Computer Languages: Levels of Languages, Generation and their features.		
1.4	Generation of Computer (Phases of development of computers).		
1.5	Number System: Introduction to number system, Binary, Decimal, Hexadecimal and their conversions and their uses in computer system.		
2	Operating Systems	10	
2.1	DOS: External and Internal Commands and features.		
2.2	WINDOWS 98: Basic Operations, utilities and features.		
2.3	UNIX: Introduction, features and basic commands (like: pwd, cp, cd, rm, mv, ls, cat, mkdir, chmod, rmdir, who, who am I, banner, date, kill, etc.).		
3	Application Software (MS-Office 2000)	15	
3.1	MS Word 2000: Word basics, formatting text and documents, working with headers, footers and footnotes, tabs, tables and sorting, working with graphics, templates, wizards and sample documents, introduction to mail merge and macros.		
3.2	MS Excel 2000: Excel basics, rearranging worksheets, excel formatting tips and techniques, introduction to functions, Excel's chart features, working with graphics, using worksheet as databases, automating "what-if" projects.		
3.3	MS PowerPoint 2000: PowerPoint basics, creating presentation the easy way,		

	working with text in PowerPoint, working with graphics in PowerPoint.	
3.4	MS Access 2000: Database creation, screen / form design, report generation using wizard.	
	Total Teaching Hours	45
Learning Resources:		
Text Books:		
<ol style="list-style-type: none"> 1. Suresh K. Basandara., "Computer Today", New Delhi, Cialgotra – 1999. 2. Rom Mansfield., "The concept guide to Microsoft Office", New Delhi BPB 1994. 3. Suilz, "Learn DOS in a Day", New Delhi BPB. 4. P.K. Sinha, "Computer Fundamentals", New Carole Boggs Mathews and Martin. Mathews, Windows 95 Instant Reference. New Delhi BPB 1995. 5. Gini Courter & Annette Marquis, "Microsoft Office 2000 No Experience Required", BPB Publications, New Delhi, 1999. 6. Laurie Ulrich, "Tech yourself Microsoft Office 2000 in 2 days", Techmedia, New Delhi, 1999. 7. Sumitabha Das, "Unix Concepts and Applications", Tata McGraw Hill Pub. Co. Ltd., New Delhi, 1997. 		

INSTITUTE OF MANAGEMENT STUDIES (DAVV) INDORE			
BBA (HA)) MS6B Semester - I		Batch	2017 – 2020
Subject Name	Introduction to Hospitals and Healthcare	Subject Code	BH - 106
Subject Nature	Core	Credits	03
Course Objective: The objectives of the course are to help students to understand health in general and hospitals as an institution so that they get an overview and get oriented to the basics of their management.			
Learning Outcomes: At the end of the course the student should be able to			
<ol style="list-style-type: none"> 1. Have a clear understanding of the healthcare delivery system in India. 2. Acknowledge the role of hospitals and their constitution.. 			
Examination Scheme: The internal assessment will be of 40 marks based on three assessments of 20 marks each, out of which best two will be considered. The end semester examination will be worth 60 marks having theoretical and practical questions and/or cases.			
Course Contents			
Unit	Content	No. of hours	
1	Health	5	
1.1	Meaning and concept of health, disease, care and administration		
1.2	Health Indicators and their importance		
2	Healthcare: The Indian Scenario	10	
2.1	The structure of health care delivery system in India		
2.2	Administration of Health care: policy and process		
2.3	Medical care including the role of State, local self-governments, NGOs, Private and Corporate sector and Community in general		
3	Hospitals	15	
3.1	Meaning of a hospital		
3.2	Role of hospital in the health care spectrum		
3.3	Role of hospital in the society		
3.4	Functions of a hospital		
3.5	Classification of hospitals		
3.6	Organizational structure of hospitals		
4	Hospital Services	15	
4.1	Clinical services		

4.2	Administrative and support services	
4.3	Role and responsibilities of a Hospital Administrator	
4.4	Patient's Bill of Rights	
4.5	Hospital Information System (HIS): an overview	
4.6	Control measures, MRD, audits: an overview	
4.7	Standard Operating Procedures (SOPs), their meaning and significance.	
4.8	Administrative processes and flow charts	
4.9	Ethical values in hospital administration	
	Total Teaching Hours	45
Learning Resources:		
Text Books:		
<ol style="list-style-type: none"> 1. K. Park, "Text Book of Preventive and Social Medicine". 2. B.K. Mahajan Text Book of Preventive and Social Medicine 3. B.M. Sakharkar, "Principles of Hospital Administration and Planning". 		
Reference Books:		
<ol style="list-style-type: none"> 1. Kunders: Hospital Planning & Hospital Management. 2. Mc. Caullay: Hospital Administration and Planning. 		

INSTITUTE OF MANAGEMENT STUDIES			
B.B.A. (Hospital Administration)) MS6B 5 years			
Semester			
Subject Name	Hindi	Session	2017-20
		Total Credits	03
Subject Nature: Foundation Course		Code	107
Course Objective:			
<ul style="list-style-type: none"> To develop understanding and expression of views logically with proper fluency. To learn writing of proper official and formal language without any grammatical errors To explore proper pronunciation and punctuation of hindi words. To enhance the understanding of cultural importance of Hindi language 			
Learning Outcome:			
At the end of the course students should be able to:			
<ul style="list-style-type: none"> Develop the interest and confidence to speak, understand and write in hindi. Explain the importance of media and how the language influences it. 			
Examination scheme:			
The faculty member will award internal marks out of 40 based on three assessments of 20 marks each of which best two will be considered. The end semester examination will be worth 60 marks having theory and cases/practical problems.			
Course Contents			Class Room Contact Sessions
UNIT –I STANDARISED HINDI	1- ekud fglinh dk Lo: i 2 ekud fglinh ds i dklj 3 v'kfj; k vlg mudk l akkdku 4 v'kfj; k ds mngkj .k		9
Unit-2 VOCABLURY	1- v'kfj; k ds i dklj ½mPpkj .kxr] वर्तुखर] 'kCn vlg vFk&r] 0; kdj .kxr½ 2- fglinh dk 'kCn H&Mkj & 3- 'kCnks ds i dklj 4- 'kCnks dh j puk		9

<p>Unit-3 SENTENCE FORMATION AND TYPES</p>	<p>1- u; si z; lx 2- fgl nh dh okD; j puk & 3- okD; ka ds i zlkj 4- okD; fol; kl</p>	<p>9</p>
<p>Unit- 4 ENHANCE COMMUNICATION SKILLS-I</p>	<p>1- okD; xr l kelu; v' kfg; kw 2- fojke fpulg 3- i= y[ku] l kj y[ku] i Yyou & 4- i=ka ds mnkgj .k</p>	<p>6</p>
<p>Unit- 5 ENHANCE COMMUNICATION SKILLS-II</p>	<p>1- i=ka ds i zlkj 2- i= y[ku] dh fo'kskrkw ¼ i= y[ku] l aksku] var fnukd vlf n Mkyuk½ 3- l kj y[ku] 4- i Yyou</p>	<p>7</p>
<p>Unit-6 DECISION MAKING</p>	<p>1- Hkkjrh; l dfr 2- Hkkjr nsk v[; ml ds fuokl h 3- Hkkjrh; l ekt dh l j puk 4- l kel ftd xfr'khyrk & vn; ru 5- dk; l v[; n'ku</p>	<p>5</p>
<p>TOTAL CLASSROOM CONTACT SESSIONS</p>		<p>45</p>
<p>Learning Resources:</p> <p>Text Books:</p> <ol style="list-style-type: none"> 1. Sampurna Vyakran aur Rachna, Dr. Arvind Kumar, Lucent Publication 2. Adhunik Hindi Vyakran, Prithvinath Pandey, Samyik Prakashan 3. Hindi ki Vartani tatha Shabd Vishleshan, Achrya Kishoridas Vajpayi, Vani Prakashan 4. Samanya Hindi Vyakran aur Rachna, Shri Krishna Pandey, Vani Prakashan <p>Reference Books:</p> <ol style="list-style-type: none"> 1. Manak Hindi Vyakaran, Dr. Laxmikant Pandey, Vidya Prakashan. 2. Manak Hindi Sanrachna Swaroop evam Vishleshan, Dr. Suvarnlata, Vidya Prakashan 		