

**BHARATHIAR UNIVERSITY
COIMBATORE**

M.Phil./ Ph.D. : HOSPITAL ADMINISTRATION

Part I

**Paper: III HUMAN RESOURCE MANAGEMENT IN HOSPITALS
(Special paper)**

Objectives:

1. To create and utilize an able and motivated work force, to accomplish the basic organizational goals.
2. To establish and maintain sound organizational structure and desirable working relationship among all members of the organisation.
3. To secure the integration of individuals and groups with the organisation by co-ordination of the individual and group goals with those of organisation.
4. To create facilities and opportunities for individual or group development so as to match it with the growth of the organisation.
5. To attain an effective utilization of human resource in achievement of organizational goals.

UNIT I:

Human Resource Management : Definition – Nature and Scope – Objectives – Functions – Role of HRM in Hospitals – Human Resource Planning – Process – Job Analysis – Job Description – Job Specification

UNIT II:

Recruitment – Recruitment Policy – Sources – Methods – Selection – Process – Tests – Interviews - Placement - Induction.

UNIT III:

Training of employees – Training Needs – Identification – Training Methods and Evaluation of Training – Promotion – Policy –Transfer – Types – Dismissals - Wage and

salary administration : Meaning – Purpose – developing wage and salary structure – Job evaluation - Personnel Audit

UNIT IV:

Quality of work life (QWL) – Objectives – Way to increase QWL – Opportunity for continued growth and security - Working conditions – safety – Welfare – Human Relations in Hospitals.

UNIT V:

Stress Management – Definition - Stress Management Technique – Causes of Stress – Effect of stress on health – Employee health services. - Employee Retention Strategy – Development of Retention Strategy in hospitals.

References:

- Personnel administration and Management – S.L.Goel, (1995) Sterling Publishers, New Delhi.
- Human Resource Management – P.C.Tripathi, (2004) 17th Edition, Sultan Chand and Sons, New Delhi.
- Personnel Management – C.B.Memoria, (2004),24th Edition, Himalaya Publishing House, Mumbai.
- Essentials of Human Resource Management and Industrial Relations – Dr.P.C. Subba Rao (1999), Himalaya Publishing House, Mumbai.
- Work Place Stress – V.V. Gopal, (2004) ICFAI University Press, Hyderabad.

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M.Phil.Degree Course

Part I

**Paper: III MEDICAL RECORDS MANAGEMENT
(Special paper)**

Objectives:

1. To establish guidelines for maintenance of uniform and comprehensive patient records in health care facilities.
2. To furnish directives for the protection of customer interest, confidentiality and medico legal interests concerning health care.
3. To discuss and contrast efficacious medical record services in inpatient, out patient, and emergency settings.
4. To delineate appropriate documentation responsibilities of physicians and nurses as well as ancillary therapists and technicians.

UNIT I - MEDICAL RECORDS:

History and Role of Medical Records in health care delivery – Medical Records Policies- Development of MR forms- MR Types-Forms and uses –Functions of MR- Paper recording - Advantages and Disadvantages.

UNIT II - DOCUMENTATION OF MEDICAL RECORDS:

Documentation Practice – Design and presentation of MR-Documenting Diagnosis Information, Documenting refusal of Medical Advice.

UNIT III - ORGANISATION OF MEDICAL RECORDS DEPARTMENT:

Organisational structure – Goals and Objectives - Functions-Location and Design-Space requirement – MR retention and Disposal – Inpatient and out Patient services.

UNIT IV - INTERNATIONAL CLASSIFICATION OF DISEASES:

How to use ICD – Design of ICD –Structure- ICD 9 –ICD 10 –Difference between ICD 9 and ICD 10 – ICD Coding-Principles and Rules of Coding.

UNIT V - ELECTRONIC MR:

Numbering system-Filing System- Dictating and transcribing system- Changing functions of MR – EHR – Merits and Demerits –Optically Scanned records- Confidentiality of MR - EHR implementation.

References:

1. Mogli, G.D. (2001), Medical records: Organisation and Management New Delhi, Jaypee Brothers.
 2. G.D.Kunders, (2004), Hospitals Facilities Planning and Management New Delhi: Tata Mcgraw Hill.
 3. Acleson E.D, (1967), Linkage of Medical Records: London Oxford University Press.
 4. Kathleen M.Young, (1945), Informatics for Healthcare professionals F.A.Davis Company.
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