

GANPAT UNIVERSITY									
FACULTY OF MANAGEMENT STUDIES									
Programme	MBA				Branch/Spec.	Innovation, Entrepreneurship and Venture Development (Minor Specialization - Healthcare Operations Management)			
Semester	IV				Version	2.0.0.0			
Effective from Academic Year			2026-27		Effective for the Batch admitted in			January 2026	
Course Code	IVA13COH		Course Name		Clinical Operations and Healthcare Support Systems				
Teaching Scheme					Examination Scheme (Marks)				
(Per week)	Lecture (DT)		Practical (Lab.)		Total	CE	SEE	Total	
	L	TU	P	TW					
Credit	4				4	Theory	60	40	100
Hours	4				60	Practical			
Pre-requisites									
Course Outcomes									
On successful completion of the course, the students will be able to:									
CO1	To study Indian healthcare service system								
CO2	To provide in-depth insights about Clinical Services Management outpatient and inpatient services								
CO3	To study Nursing Services Management								
CO4	To understand Support Services Management								
Theory Syllabus									
Unit	Content								Hrs.
1	Hospital services – meaning, characteristics, role and functions of clinical and support services Meaning, scope, significance and management of patient care including Outpatient services, Inpatient services, Accident and Emergency services, Rehabilitation services, Critical care Unit, Operation theatre, Intensive care units, Infection prevention and Control. Meaning, scope, significance and management of Diagnostic Laboratory services, Blood bank services, Radiology and Imaging services and E-Hospital services including Telemedicine. Pharmacy and Medication Management Services – Role, functions, and coordination with clinical departments. Hospital Housekeeping, Laundry, and Waste Management Services – Operational importance for hygiene, safety, and regulatory compliance. Hospital Supply Chain and Materials Management – Procurement, storage, and distribution of medical and non-medical supplies. Medical Records and Health Information Management Systems (HIMS) – Digital record-keeping, data privacy, and interoperability. Ambulance, Transport, and Front Office Services – Coordination and management of patient movement and front-line service efficiency.								15
2	Meaning, scope, significance and management of Nursing Service and ward management Quality evaluation and Control of Nursing Service-purpose, types, methods of evaluation, principles of performance evaluation, tools of performance appraisal, Nursing audit- Nursing care standards in ward management. Staffing and Scheduling in Nursing Services – Nurse-patient ratio, workload management, and duty roster planning. Leadership and Supervision in Nursing Management – Roles of head nurse, charge nurse, and supervisory practices for quality care. Training, Development, and Continuing Education for Nursing Personnel – Orientation, skill enhancement, and competency-based training. Documentation and Reporting Systems in Nursing – Records, communication protocols, and medico-legal aspects. Patient Safety and Infection Control Practices in Wards – Protocols, standard								15

	precautions, and monitoring. Use of Technology and Digital Tools in Nursing Management – Electronic health records, nursing informatics, and tele-nursing applications.	
3	Types and Importance of Support Services. Functions, Roles, Responsibilities, Standard Operation Procedure, Work flow and Management of Front desk services, Billing Department, House Keeping, Bio– medical and maintenance departments and Medical Records Department. Facility and Infrastructure Management in Healthcare – Space planning, safety standards, and preventive maintenance. Waste Management and Environmental Safety – Biomedical waste handling, segregation, disposal, and compliance with regulations. Security and Transportation Services in Hospitals – Ambulance services, patient transport protocols, and hospital security management. Outsourcing and Vendor Management in Support Services – Contract management, service-level agreements (SLAs), and performance monitoring. Inventory and Supply Chain Management for Support Departments – Procurement, storage, and distribution of non-clinical supplies. Quality Assurance and Audit of Support Services – Standardization, periodic review, and accreditation requirements (NABH/NABL).	15
4	Functions, Roles, Responsibilities, Standard Operation Procedure, Work flow and Management of Central Sterile and Supply Department (CSSD), other Utility / Auxiliary services, Food and Beverages (dietary) services, Transport services, Estate services and Laundry services. Sterilization Techniques and Monitoring – Methods of sterilization (steam, chemical, plasma, etc.), biological indicators, and validation of sterilization processes. Workflow Design and Infection Control in CSSD – Layout planning (dirty, clean, sterile zones), decontamination protocols, and prevention of cross-contamination. Dietary and Nutritional Service Management – Menu planning for patients with special dietary needs, hygiene standards in hospital kitchens, and coordination with clinical nutritionists. Laundry and Linen Management – Collection, segregation, washing, disinfection, and supply of clean linen; infection prevention protocols in hospital laundry. Transport and Ambulance Service Operations – Scheduling, emergency response coordination, patient transfer safety, and vehicle maintenance. Facility and Estate Management – Maintenance of utilities (water, HVAC, electricity), waste management, pest control, and environmental sustainability in hospital premises.	15

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Practical, assignments and tutorials are based on above syllabus.

Text Books

1 Francis C.M. (2006), “Hospital Management”, Jaypee Publication, New Delhi, 1st ed.

Reference Books

1 Spencer J A (1987), Management in Hospitals, Faber & Faber, London, 1st ed.

2 Application of Management Sciences to Hospitals - ISHA

3 Tabish A. (2005), “Hospital Administration”, Jaypee, New Delhi, 3rd ed.

4 Mukhopadhyay S P and Sur Dipika (1984), “Prescription Habit of the Physician & its Economical Implication”, Journal of Indian Medical Association, Vol. 21. Principles of Hospital Administration & Planning: B.M. Sakharkar

5 Park’s textbook of Preventive & Social medicine

6 Management of Hospitals: S.L.Goel, R.Kumar

7 Hospital & Health Services administration-Principles & practices, Tabish, OUP

8 Francis C.M. (2006), “Hospital Management”, Jaypee Publication, New Delhi, 1st ed.

ICT/MOOCs Reference

1 Coursera: Healthcare Organization Operations – Rutgers University

2 Udemy: Healthcare Management and Hospital Administration

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	P S O 1	P S O 2	P S O 3	P S O 4
CO1	3	3	–	–	–	2	2	1	1	2	3	3	2
CO2	3	3	2	2	–	2	2	2	2	2	3	3	2
CO3	3	3	2	2	–	3	2	2	2	2	3	3	3
CO4	3	3	2	2	–	3	2	2	2	2	3	3	3