**Patient Care Services**

**Course Description:-**

Course content covers five role competencies for the patient care services administrator including strategic planning and visioning, meeting customer needs and expectations, marketing services, care delivery systems and managing quality. Students assess and design care delivery services across the health care continuum that meet or exceed patient expectations. The role visioning and strategic planning play in achieving quality organizational and patient outcomes is explored.

**Pre-requisite**:- Nil

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| Learning outcomes:  At the end of the course, students should be able to:     1. Reflect on one’s leadership skills based on transformational leadership theory. 2. Apply evidence of effective leadership to one’s practice. 3. Analyze change process in one’s practice based on a change model. 4. Apply principles of complexity science to one's microsystem. 5. Appraise, integrate and apply current evidence on patient safety. 6. Describe and apply the principles, tools, and techniques for continuous quality improvement related to patient safety. Evaluate the mission, strategic plan, and vision of the practice setting. 7. Consider innovative delivery systems applied to one’s setting |

**COURSE PLAN**

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| **Week No.** | **Topics/Activities** |
| 1 | a Modern Hospital |
| 2 | Hospital Organization Structure |
| 3 | Financial Management for Hospitals |
| 4 | Human Resource Management in Hospitals |
| 5 | Hospital Materials Management |
| 6 | Hospital Stores Organization and Pharmacy |
| 7 | Selective Systems of Materials Management in a  Hospital |
| 8 | Customer Experience Management—A Marketing Initiative |
| 9 | Medical Records |
| 10 | Operations Research in Hospitals |
| 11 | Computer Aided Diagnosis—Expert Systems |
| 12 | Hospital Waste Management |
| 13 | Patient Relations in Hospitals |
| 14 | Medical Audit and its Administration |
| 15 | Hospitals and ISO 9002 Certification |

**REFERENCES**

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| Srinivasan, A.V. | Managing a Modern Hospital | 2008 | Response Books |