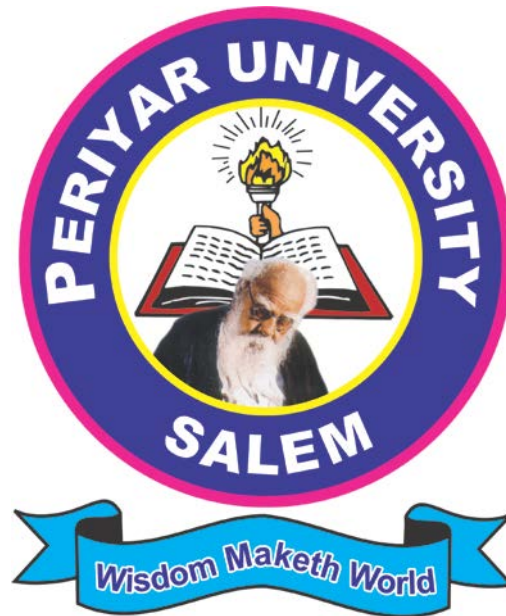


**PERIYAR UNIVERSITY
SALEM -11**



**PERIYAR INSTITUTE OF DISTANCE EDUCATION
(PRIDE)**

REGULATIONS AND SYLLABUS

**(MASTER BUSINESS ADMINISTRATION)
HOSPITAL MANAGEMENT**

(STUDENTS ADMITTED FROM 2014- 2015 ONWARDS)

REGULATIONS

1. ELIGIBILITY FOR ADMISSION:

Candidates for admission to the first year of the Master of Business Administration degree course shall be required to pass to Bachelor's Degree of any discipline in any Recognized University.

2. DURATION OF THE COURSE:

The course shall extend over a period of two academic years / calendar years. The subjects of study shall be in "accordance with the syllabus prescribed from time to time.

3. SUBJECTS OF STUDY:

The total number of subjects of study will be 16 out of which 15 will be compulsory and the remaining 1 will be electives / project.

The candidates shall take 8 subjects in the First year and the remaining subjects / project in the second year.

All subjects carry a maximum of 100 marks each. The project carries 100 marks. There will be no viva voce examination on project.

4. SCHEME OF EXAMINATION:

In each Examination for the written paper, 25% of marks shall be awarded by the continuous internal assessment and 75% of marks by external valuation, by the University. Each examination for the written paper shall be of 3 hours duration and carry 75 marks.

The distribution of examination shall be as follows:

FIRST YEAR:

- 1.1 Principles of Management
- 1.2 Organizational Behavior
- 1.3 Managerial Economics
- 1.4 Human Resource Management
- 1.5 Marketing Management
- 1.6 Accounting for Managers / Financial and Management Accounting
- 1.7 Managerial Communication
- 1.8 Entrepreneurship in Hospital Industry

Second Year

1.9 Principles of Hospital Management

1.10 Materials Management in Hospital

1.11. Hospital Records Management

1.12 Hospital Related Law

1.13 Hospital Services marketing

1.14 Hospital Hazard management

1.15 Hospital Information System

Elective: 1.16 Project work/ Elective paper: Hospital Management or Business Environment

- 1. The Project Guide should MBA / M.Phil / with two year of Teaching Experience in the concern syllabus and approval must be obtained from the Director PRIDE**
- 2. The copy of the approval must be enclosed in the project at the time of submission of the projects.**
- 3. Other conditions will apply as per PRIDE rules and regulations**

Question Paper Pattern (Common to all Theory Exams)

Duration: 3 hrs.

Total Marks: 75

PART-A (5x 5 = 25 Marks)

Answer all questions each answer not to exceed one page

1. (a) Question from Unit-I or
(b) Question from Unit-I
2. (a) Question from Unit-II or
(b) Question from Unit-II
3. (a) Question from Unit-III or
(b) Question from Unit-III
4. (a) Question from Unit-IV or
(b) Question from Unit-IV
5. (a) Question from Unit-V or
(b) Question from Unit-V

PART-B (5 x 10 = 50 Marks)

Answer all Questions each answer not to be exceed four pages

6. (a) Question from Unit-I or
(b) Question from Unit-I
7. (a) Question from Unit-II or
(b) Question from Unit-II
8. (a) Question from Unit-III or
(b) Question from Unit-III
9. (a) Question from Unit-IV or
(b) Question from Unit-IV
10. (a) Question from Unit-V or
(b) Question from Unit-V1.1

1.1. PRINCIPLES OF MANAGEMENT

UNIT-1- Introduction

Definition and Meaning - Introduction - characteristics of Management - Scope and functional areas of management - Levels of Management and Administration.

UNIT-II - Planning

Planning - Nature, Process, Types, Steps - Process -Objectives - Policy making - importance -Types, formulation and administration -Decision making Process.

UNIT-III - Organizing

Organizing and staffing - Nature - Principles - Types - Departmentation - Committees - Centralization Vs Decentralization authority and Responsibility - Span of control - MBO and MBE -Staffing process.

UNIT-IV - Directing

Meaning and nature - Leadership styles - Theories of Motivation - Importance of Financial and Non-Financial incentives - Communication – Types, Process, Barriers to Office Communication.

UNIT-V - Co-ordination and Control

Co-ordination and Control - Meaning - Need - Principles effective Co-ordination - Problems - importance of Control - Span of Control.

Reference Books:

1. L.M. Prasad, Principles of Management, Sultan Chan & sons.
2. C.B, Gupta, Business organization and Management, Sultan Chand & sons.
3. P.C. Tripathi and P.N.Reddy, Principles of Management, TataMcGraw-Hill Publishing co., Ltd., New Delhi.
4. Dingar Pagare, Business Management, Sultan Chand & sons.
5. J. Jayashanlcar, Principles of Management, Margnam Publications. Lewis A. Atten, Management and Organisation 5 McGraw-Hill Publications.

1.2 ORGANISATIONAL BEHAVIOUR

UNIT-I

Meaning, Nature and Scope of Organizational Behaviour - Need for studying Organizational Behaviour - Disciplines contributing to Organizational Behaviour -Organizational Behaviour process - Approaches to the study of Organizational Behaviour .

UNIT-II

Personality - Types of Personality - Theories of Personality - Perception - Perceptual Process - Perception and its application in Organizations.

UNIT-III

Motivation - Meaning - Nature of Motivation - Theories of Motivation and Techniques - Motivation Process- Job satisfaction - Measuring Job satisfaction.

UNIT-IV

Group Dynamics - theories of Groups -Group cohesiveness - Group role - Group decision making techniques - Group conflict.

UNIT-V

Leadership - Leadership styles - Theories - Leadership styles in Indian Organizations - Power - Sources of Power - Organization Culture - Types of Culture -Function of Culture - Organization Effectiveness.

Reference Books:

- 1.Stephen P. Robbins, Organizational Behaviour, Pearson Education. Newstrom & Davis, Organizational Behaviour, Tata McGraw-Hill.
- 2.Jit S Chandan. Organizational Behaviour, Vikas Publishing House. K.Aswathappa, Organizational Behaviour, Himalaya Publishing House.
- 3.Fred Luthans, Organizational Behaviour, Tata McGraw-Hill. L.M. Prasad, Organizational Behaviour, Sultan Chand & Sons.

1.3. MANAGERIAL ECONOMICS

UNIT-1

Managerial Economics – meaning, nature and Scope – Managerial Economics and Business decision making – Role of Managerial Economist – fundamental concepts of Managerial Economics – Demand Analysis – Meaning, determinants and types of demand – Elasticity of demand.

UNIT-II

Supply - meaning and determinants – production decisions – production functions – Isoquants, Expansion path – Cobb – Douglas function. Cost concepts – cost – output relationship – Economies and diseconomies of scale – cost functions.

UNIT-III

Market structure – characteristics – Pricing and output decisions – methods of pricing – differential pricing – Government intervention and pricing.

UNIT-IV

Profit – Meaning and nature – Profit policies – Profit planning and forecasting – Cost volume profit analysis – Investment analysis.

UNIT-V

National Income – Business cycle – inflation and deflation – Balance of payments – Monetary and Fiscal Policies.

Reference Books:

1. Gupta G. S.- Managerial Economics
2. Varshey RX & Maheswari.KX. -Managerial Economics.

1.4. HUMAN RESOURCE MANAGEMENT

UNIT-1

Perceptive in Human Resource Management: Evolution - importance Objectives - Role of Human Resource Manager.

UNIT-II

The Concept of best-fit employee: Importance of Planning -Forecasting - Internal and external sources. Selection process screening.

UNIT-III

Training and executive development; Training Needs - Types of training methods, purposes, benefits resistance.

UNIT-IV

Sustaining employee interest; Compensation plan - Reward - Motivation - Theories of motivation.

UNIT-V

Performance evaluation and control process: Method of performance evaluation - Feedback - Industry practices. Promotion, demotion, transfer and separation - The control process - Importance - Methods - Requirement of effective control systems.

Reference Books:

- 1.Decenzo and Robbins, Human Resource Management, Wilsey. Biswajeet Pattanayak, Human Resource Management, Prentice Hall of India.
- 2.Mamoria C.B. and Mamoria S. Prsonnel Management, Himalaya Publishing Company.
- 3..Dessler,HumanRespurceManagement,PearsonEducationLimited

1.5 MARKETING MANAGEMENT

UNIT-1

Markets and marketing - Scope of Marketing - Fundamental concepts, trends and tasks - Marketing and customer value - Nature and contents of a marketing plan.

UNIT-II

Marketing Research Process - Measuring marketing productivity - Demand Measurement - Building Customer Value, Satisfaction and Loyalty - Maximizing Customer Lifetime Value - Customer Relationship Management.

UNIT-III

Levels of Marketing Segmentation - Segmenting Consumer Markets - Bases for segmenting Business Markets - Market Targeting - Building and managing Brand Equity -Developing and communicating a positioning strategy - Differentiation Strategies - Product Life Cycle Strategies.

UNIT-IV

Product Characteristics and Classification - Product and brand relationships -Developing Pricing Strategies and Programmes - Setting and Adapting the Price.

UNIT-V

Role of Marketing Communication - Developing Effective Communication -Deciding and managing Marketing Communication Mix - Advertising versus Promotion -Direct Marketing and Interactive Marketing - New Product Development Process.

Reference Books:

1. Philip Kotler and Kevin Lane Keller; Marketing Management, Prentice Hall India. Kotler and Armstrong: Principles of Marketing, Prentice Hall India.
2. V.S. Ramaswamy and S.Namakumari; Marketing Management, Macmillan India. Rajiv Lal et al: Marketing Management: Text and Cases, Tata McGraw-Hill.
3. Etzel, Stanton and Walker: Fundamentals of Marketing, McGraw-Hill.

1.6. ACCOUNTING FOR MANAGERS/FINANCIAL AND MANAGEMENT ACCOUNTING

UNIT I

Financial Accounting - Definition - Accounting Principles - Concepts and conventions - Trial Balance – Final Accounts (Problems) - Depreciation Methods-Straight line method, Written down value method.

UNIT II

Financial Statement Analysis - Objectives - Techniques of Financial Statement Analysis: Accounting Ratios: construction of balance sheet using ratios (problems)-Dupont analysis. Fund Flow Statement - Statement of Changes in Working Capital - Preparation of Fund Flow Statement - Cash Flow Statement Analysis- Distinction between Fund Flow and Cash Flow Statement. Problems

UNIT III

Cost Accounting - Meaning - Distinction between Financial Accounting and Cost Accounting - Cost Terminology: Cost, Cost Centre, Cost Unit - Elements of Cost - Cost Sheet - Problems. Budget, Budgeting, and Budgeting Control - Types of Budgets - Preparation of Flexible and fixed Budgets, master budget and Cash Budget - Problems -Zero Base Budgeting.

UNIT IV

Objectives and functions of Financial Management - Role of Financial Management in the organisation - Risk-Return relationship- Time value of money concepts - Indian Financial system - Legal, Regulatory and tax framework. Sources of Long term finance - Features of Capital market development in India - Role of SEBI in Capital Issues. Capital Budgeting - methods of appraisal - Conflict in criteria for evaluation - Capital Rationing - Problems - Risk analysis in Capital Budgeting.

UNIT-V

Cost of Capital - Computation for each source of finance and weighted average cost of capital - EBIT -EPS Analysis - Operating Leverage - Financial Leverage - problems. Capital Structure Theories - Dividend Policies - Types of Dividend Policy. Working Capital Management - Definition and Objectives - Working Capital Policies - Factors affecting Working Capital requirements - Forecasting Working Capital requirements (problems) - Cash Management - Receivables Management and - Inventory Management - Working Capital Financing - Sources of Working Capital and Implications of various Committee Reports.

REFERENCE

1. Advanced Accountancy - R.L.Gupta and Radhaswamy
2. Management Accounting - Khan and Jain
3. Management Accounting - S.N.Maheswari
4. Prasanna Chandra, "Financial Management – Theory and Practice", Tata McGraw Hill, New Delhi (1994).
5. I.M.Pandey, "Financial Management", Vikas Publishing, New Delhi.

Note : 80% of the questions shall be theory based

20% of the questions shall be problems.

1.7 MANAGERIAL COMMUNICATION

UNIT-I

Role of Communication in Business - Main forms of Communication in Business - Communication process - Coding and decoding - Non-verbal symbols - Verbal symbols - Seven communication roadblocks.

UNIT-II

Active listening - Anatomy of poor listening - Contributors to poor listening -Anatomy of poor speaking - Good listening - Logical Traps.

UNIT-III

Business presentation - Features of good presentations - Planning, Structuring and Delivering presentations - Handling questions - Coping with nervousness, call a meeting - Conducting meetings - minutes.

UNIT-IV

Business letters - Stationery - Format and layout -E-mail - Presenting mail - Commonsense and Etiquette. Report Writing - Parts of a report - Qualities of a good report - Improving writing skills.

UNIT-V

Recruitment Correspondence - Application Letter - Curriculum Vitae / Resume -Invitation' to interview - Offer of employment - Letter of acceptance -letter of resignation -Recommendation letter.

Reference Books:

1.Matthukutty M Monippally, Business Communication Strategies, Tata McGraw-Hill. Chaturvedi P.D. et ai, Business Communication; Concepts, Cases, & Applications, Pearson Education.

2.Shirley Taylor, Communication for Business, Pearson Education. Lesiicar and Flatley, Basic Business Communication, Tata McGraw-Hill. Courtan L. Bovee et al., Business Communication Today, Pearson Education. Rajendra Paui et al., Business Communication, Sultan Chand & Sons.

1.8 ENTREPRENEURSHIP IN HOSPITALITY INDUSTRY

Unit – I

Introduction to Entrepreneurship Entrepreneurship-Definition, Characteristics and qualities of entrepreneur, Types of entrepreneurs.

Unit – II

Different Organizations in Entrepreneurship Entrepreneurial development training, Support of Institutions like NIESBUD-Delhi, SIET - Hyderabad, ITCOT, SIPCOT, SISI ---- Tamil Nadu.

Unit – III

Introduction to Project Idea processing and selection, Identification and classification, Project life cycle, Project formulation.

Unit – IV

Entrepreneurship Related to the Hotel Industry Plant layout in view of the Hotel Industry, Steps for starting small hotel, Problems in starting a hotel, Ways to rectify them

Unit – V

Introduction to Project Report. Project Report-Meaning and Definition, Types of Project Report, Components of Projects Report, Steps in Developing a Project Report, Essentials of a Good Project Report.

Reference Books

1. Vasanth Desai: Dynamics of Entrepreneurial Development and Management : Himalayan Publishing Company, New Delhi, Edition 3, 2005.
2. David H.Holt : Entrepreneurship: Hall India Publishers, New Delhi : Edition 2, 2004.
3. Jose Paul, N. Ajith Kumar, Entrepreneurship Development- Himalaya Publishing house, Mumbai, Fourth revised edition 2000.
4. Madhurima Lall, Shikha Sahai, Entrepreneurship- Excel Books, New Delhi, First Edition 2006.

2.1 PRINCIPLES OF HOSPITAL MANAGEMENT

Unit I

Principles of Management – Introduction Definition – Organizational Development – Types of Organizations – Human Resource Development including HR Management – Motivation in Hospitals – Meaning – Types – Motivational theories – Their impact on Hospital Management – Motivating the employees hospitals – Financial Management – Basic Concepts and application of Operation Research Techniques.

Unit II

Hospital Organization- Short introduction with reference to American Hospital System – Historical Development – Types of Hospital Organization with reference to types of Service, Demography, Bed strength and Types of ownership – Organization flowchart (Governmental and Non – Governmental Chart)

Unit III

Direction – Meaning and significance – Principles of effective direction – Supervision – Leadership in hospital – Meaning – Scope importance – Styles – Qualities of successful leader – Span of control – Authority and responsibility – Delegation of authority – Obstacles – Effective delegation – centralization and decentralization – Memories and Limitations.

Unit IV

Medical Audit and Research Methodologies – Quality assurance in Hospitals - Methods of Quality assessment – Studies of Structure – Studies of process – Studies of outcome – Studies combining process and outcome (Trajectories and Tractors) –n Evaluation of strategies (Criteria Maps, Molding and Clinical trials).

Unit V

Hospital communications – Types – Barriers – Methods to overcome barriers – Principles of effective communication – coordination – Importance of Coordination in hospital – Techniques of coordination. Recent development in Management: Business process – Outsourcing – Enterprise Resource Planning – Supply Chain Management – Corporate Principles – Health Tourism – Medical transcription

REFERENCE BOOKS:

1. Essentials of Management - Koontz and O'Donnel
2. Management - Griffin

2.2 MATERIAL MANAGEMENT IN HOSPITAL

UNIT I

General concept of Materials Management in the hospital, Introduction to principles of material management. Inventory management, Classification of inventory, Basic Inventory model, Inventory cost Module.

UNIT II

Inventory control: Concept of inventory control, Inventory Control techniques , Selective Inventory.

UNIT III

Control techniques, ABC analysis, VED, SDE, FSN, HML, XYZ, GOLF, Economic Order of quantity. Inventory ordering system: Ordering System, Lead time & safety stock, Standardisation & codification.

UNIT IV

Value analysis, Value engineering, Just in time inventory. Purchase procedure in hospital : Purchase system. Materials planning , tendering system of purchase. Supply, storage, distribution & accounting in hospital Pertaining to Medical store, surgical store, lines store & general store.

UNIT V

Management of inventory having in the hospital: Conditioning & disposal of store. Role of automation, in store management, Vendor rating, suggested reading.

Reference books:

1. Materials management by Gopal Krishnan.
2. Materials management by Sundaram..
3. Materials management by A.K. Dutta, Prentica Hall of India (PHI)

2.3 HOSPITAL RECORDS MANAGEMENT

Unit I

Records Management: Registers, Forms, Meaning and importance – Principles of record keeping – Merits and limitation – Latest trends in record maintenance – Electronic forms of records Maintenance.

Unit II

Hospital Records: Meaning – Functions – Importance of medical records to patients, Doctors, Hospitals, Public health, Press, LIC, Police – Court of Law, Educations and Research.

Unit III

Hospital Records: Types – Out – Patient record, Causality Emergency, Surgery, Obstetrics and gynecology, pediatrics, investigation and diagnosis.

Unit IV

Records organization and Management : Classification of records – Bases for classification – indexing and filling of records – Problems associated with medical records – International classification of Disease (ICD) and DRG – (Principles and Uses) (Diagnostic Related Groups).

Unit V

Medical Registers: Meaning – Types – Purpose - Advantages – Principles of designing records – Registers in various departments - Common issues. Medical forms and Reports: Meaning – Types and significance – Principles of designing – Statutory registers and reports to be maintained – specimens.

REFERENCES:

1. Rajendra Pal Korlahalli JS, Essentials of Business Communication, Sultan Chand and Sons, New Delhi, 1999.
2. Prasantha Ghosh K. Office Management, Sultan Chand and Sons, New Delhi, 1995.
3. Francis CM & Mario C de Souza, Hospital Administration, 3 rd Ed., Jaypee Brothers, N. Delhi.
4. George, MA, Hospital Administrator, Jaypee Brothers, N.Delhi, 2003.

2.4 HOSPITAL RELATED LAW

Unit I

Central Births and Deaths Registration Act 1969 – Medical Termination of Pregnancy Act 1971. Transplantation of Human Organs Act 1994 – Pre-Natal Diagnostic Techniques (Regulation and Prevention of Mis – use) Act 1994.

Unit II

Drugs and Cosmetics Act. 1948 – Pharmacy Act. 1948 – Poison Act 1919 – Drugs and Magic Remedies (Objectionable Advertisement) Act, 1954 – Dying Declaration.

Unit III

Employees Provident Fund Act. 1952 – Payment of Gratuity Act, 1972 – Minimum Wages Act. 1948 – Payment of Wages Act. 1916, Maternity Benefit Act. 1961.

Unit IV

Workmen Compensation Act, 1923 – Industrial Employment (Standing Order) Act – Trade Union Act – Industrial Disputes Act – Importance provisions.

Unit V

Consumer Protection Act, 1986 – Medical Negligence Act.

REFERENCE BOOKS:

- 1.Kapoor N.D. Industrial Laws
2. Bare Acts

2.5 HOSPITAL SERVICES MARKETING

Unit I

Service Marketing – Concept – Significance – Salient features – Service Mission Statement – Planning for marketing hospital services – Market Segmentation in hospital services – Service mix – Elements – Their relation to hospital marketing.

Unit II

Hospital services – Service product mix – Planning and development of new services – Modification – Diversification and Elimination of services – Branding of hospital services – Their implication on marketing – Packages of services.

Unit III

Pricing of Hospital Services – Meaning – Factors influencing pricing – Pricing objectives and methods – Distribution of hospital services – Need – Importance – Types – Medical camps – Suburban centers – Rural centers management – Logistics management – Franchise in hospital services.

Unit IV

Promotion and Communication mix for Hospital Services – Promotional strategies – Advertisement and Public relations – Sales Promotion – Personal selling – Medical Tourism. People and process in hospital services – Internal marketing – Processes – Customer relationship marketing – Process – Service quality – Delivery of hospital services – Procedures, tasks, schedules, mechanisms, activities and routines.

Unit V

Physical Evidence in hospital services – Meaning – Need – importance kinds – Brochures – Physical facilities and equipments.

REFERENCE BOOKS:

- 1.Jha S.M. Services Marketing, Himalaya Publishing, Mumbai, 1998.
- 2.Adrian Payne, The Essence of Services Marketing, PHI, New Delhi, 2000
- 3.Helen Woodruffe, Services, Marketing, Macmillan, Delhi, 1995

2.6 HOSPITAL HAZARD MANAGEMENT

Unit I

Hospital Hazards: Meaning – Types – Physical – Biological Mechanical- Psychological – Its impact on employees- Preventive measures.

Unit II

Hospital Hazards Management: Meaning – Need – Principles – Purpose.

Unit III

Control of Hospital Acquired infection: Types of infection – Common Nosocomial infection and their Causative Agents – Prevention of hospital acquired infection – Role of central sterile supply department – Infection control committee – Monitoring and control of cross infection- Staff health

Unit IV

Biomedical Waste Management: Meaning – Categories of biomedical wastes – Disposal of biomedical waste products – Incineration and its importance – Indian Medical Association – TNPCB Rules and Schedules – Standards for Waste autoclaving, micro waving and deep burial – Segregation – Packaging – Transportation – Storage

Unit V

Human Waste Disposal and Sewage Disposal: Diseases carried from excreta– Sanitation barrier – Methods of excreta disposal – Sewage wastes: Meaning – Composition – Aims of Sewage disposal – Decomposition of organic matter – Modern sewage treatment – Drawbacks of improper disposal of wastes – Solid and liquid. Medical Insurance : National Insurance companies – Paramount health Care Services – Third party insurance – Payment terms and conditions- limitations of liability and indemnity.

Reference Books:

1. Park K. Preventive and Social Medicine
2. Park K. Text Book on Hygiene and Preventive Medicine

2.7 HOSPITAL INFORMATION SYSTEM

Unit: 1

The Information Explosion: Information is important – Impact on society – Impact on teaching and learning – Impact on Government – Impact on Healthcare – The future of healthcare technology – The future healthcare record – Preparing for the future – Summary. The world of Informatics.

Unit II

The right information: The process of decision making – Literature databases – Searching the literature – Example of unit-based literature – Standards of information seeking – Future consideration – Summary. The Electronic health record: Functions of the health record – Changing functions of the patients record – Advantages of the paper record – Disadvantages of the paper record – Optically scanned records – The electronic health record – Automating the paper record – Advantages of the EHR – Disadvantages of the EHR – Bedside or point-of-care systems – Human factors and the EHR – Roadblocks and challenges to EHR implementation

Unit III

Securing the Information: Privacy and confidentiality and Law – Who owns the data? – Security – Computer crime – Role of healthcare professionals – Summary. Information Systems cycle: The information systems cycle – Analysis – Design phase – Development – Implementation

Unit IV

Electronic Communications: A bit of history – Hardware and software for connecting – Methods of accessing information – World Wide Web (WEB) – Communication Technologies

Unit V

Telehealth: Terms related to Telehealth – Historical perspective on telehealth – Types of Technology – Clinical initiatives – Administrative initiatives – Advantages and Barriers of telehealth – Future trends – Summary-The future of Informatics: Globalization of Information Technology – Electronic communication – Knowledge management – Genomics – Advances in public health – Speech recognition – Wireless computing – Security – Telehealth – Informatics Education – Barriers to Information Technology implementation

REFERENCE BOOKS:

1. Informatics for Healthcare professional - Kathleen M,
2. Management Information system - James O'Brien, Tata McGraw Hill
3. Introduction to Computer - Peter Norton, Tata McGraw Hill

2.8 ELECTIVE: BUSINESS ENVIRONMENT AND ETHICS

Unit I

The Information Explosion: Information is important – Impact on society – Impact on teaching and learning – Impact on Government – Impact on Healthcare – The future of healthcare technology – The future healthcare record – Preparing for the future

Unit II

The right information: The process of decision making – Literature databases – Searching the literature – Example of unit-based literature – Standards of information seeking – Future consideration – Summary. The Electronic health record: Functions of the health record – Changing functions of the patients record – Advantages of the paper record – Disadvantages of the paper record – Optically scanned records – The electronic health record – Automating the paper record – Advantages of the EHR – Disadvantages of the EHR – Bedside or point-of-care systems – Human factors and the EHR – Roadblocks and challenges to EHR implementation –

Unit III

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