

**JSS DENTAL COLLEGE AND HOSPITAL**  
**(Constituent College)**  
**Jagadguru Sri Shivarathreeshwara University**  
**(Deemed to be University)**  
**Accredited “A” Grade by NAAC**  
**JSS Medical Institutions Campus, Sri Shivarathreeshwara Nagar**  
**Mysuru - 570 015, Karnataka, India**

**Jagadguru Sri Shivarathreeshwara University course regulations for**  
**“Certificate program in Hospital Administration”**

Title	<b>Certificate program in Hospital Administration</b>
Institution	<b>JSS Dental College &amp; Hospital, Mysuru</b>
Aims	<ul style="list-style-type: none"> <li>• To introduce a Certificate Program that empowers the medical/dental graduates in basic management’s skills, common office and administrative procedures.</li> <li>• To contribute in improving their managerial skills for hospital administration.</li> </ul>
Program Objectives	<p>By the end of the program the participant is expected</p> <ul style="list-style-type: none"> <li>• To understand various medical terminology, coding and billing</li> <li>• To understand the fundamentals in common office and hospital administrative services</li> <li>• To understand the basics of health care law and ethics</li> <li>• To be able to evolve strategies for partnering with government and non-governmental organization to increase access to affordable health care</li> <li>• To develop risk management skills in health care establishments</li> <li>• To augment their communication and presentation skills</li> <li>• To make decisions regarding most efficient use of available resources</li> <li>• To be able to contribute in team building and leading work teams</li> </ul>
Eligibility	<ul style="list-style-type: none"> <li>• Any medical or dental graduate in internship</li> </ul>
Duration	<ul style="list-style-type: none"> <li>• 1 year parallel with their internship program</li> </ul>
Attendance	Should have not less than 75% of the full course of Lecture, practical, clinical conducted
Selection of Candidates	Maximum intake may be restricted to either 50/75/100 on first come first serve basis to attract and provide opportunities for interested students
Syllabus	<b>Annexure - 1</b>
Curriculum and Evaluation	<b>Annexure – 2, 3, 4</b>
Faculty	<ul style="list-style-type: none"> <li>• Staff from Department of Health System Management Studies, JSS University, Mysuru</li> </ul>
Room and Equipment	<ul style="list-style-type: none"> <li>• One class room with LCD and OHP or Smart class, JSSDCH</li> <li>• Libraries under JSS University</li> </ul>
Examination pattern	Two online or written examinations (MCQ based) 50 marks each before issuing certificates
Passing marks	50% marks in each subject
Program fee	Tentatively proposed to be fixed at 5000/- Rs per candidate

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**Annexure 1: Syllabus**

**“Certificate program in Hospital Administration”**

1. Introduction to Medical terminology, Medical coding and medical billing
2. Introduction to Health care administration
  - Office management
  - Medical office procedures
  - Hospital administrative procedures
  - Computer skills
  - Clinical audit
3. Law and ethics in health care
4. Service Quality and Operations Management
5. Entrepreneurship, Finance and contractual operations in health care
  - Health plans and Health insurance
  - Partnership with Government and Non-Governmental Organizations
  - Financial assistance
  - Online application
6. Managing people and evolving strategies
7. Health care trends
8. Strategic planning for
  - Preventing medical errors
  - Reducing healthcare costs
  - Decreasing administrative inefficiencies
  - Decreasing paper work
9. Risk management essentials in health care
10. Expanding access to affordable care

11. Information systems in strategic management and marketing
12. Developing goal oriented strategic plan for health care establishment
  - SWOT analysis in strategic planning
13. Understanding cultural aspects of organizations to effect change
14. Management principles
  - Planning
  - Staffing
  - Organizing
15. Communication skills
  - Verbal and non-verbal communication
  - Presentation skills
16. Quality management
  - Quality principles
  - Inventory management,
  - Quality improvement
  - Appt.scheduling / simulation
17. Hospital planning and designing
  - Plan / Architecture
  - Sterilization concepts
18. HAI/Nosocomial infections
  - Communicable Diseases, mode of transmission
19. Biomedical waste management
  - Biomedical rules
  - Safe segregation and disposal
20. Career opportunities in health care establishments

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**Annexure 2: Curriculum (Distribution of theory and practical classes)**

**“Certificate program in Hospital Administration”**

**Tentatively: 60 hours**

<b>Sl No</b>	<b>Topic</b>	<b>No of hours (theory)</b>	<b>No of hours (Practical /Clinical)</b>	<b>Remarks</b>
1	Introduction to Medical terminology, Medical coding and medical billing	2	1	
2	Introduction to Health care administration <ul style="list-style-type: none"> <li>• Office management</li> <li>• Medical office procedures</li> <li>• Hospital administrative procedures</li> <li>• Computer skills</li> <li>• Clinical audit</li> </ul>	2	1	
3	Law and ethics in health care	2	1	
4	Service Quality and Operations Management	2	1	
5	Entrepreneurship, Finance and contractual operations in health care <ul style="list-style-type: none"> <li>• Health plans and Health insurance</li> <li>• Partnership with Government and Non-Governmental Organizations</li> <li>• Financial assistance</li> <li>• Online application</li> </ul>	2	1	
6	Managing people and evolving strategies	2	1	
7	Health care trends	2	1	
8	Strategic planning for <ul style="list-style-type: none"> <li>• Preventing medical errors</li> <li>• Reducing healthcare costs</li> </ul>	2	1	

	<ul style="list-style-type: none"> <li>Decreasing administrative inefficiencies</li> <li>Decreasing paper work</li> </ul>			
9	Risk management essentials in health care	2	1	
10	Expanding access to affordable care	2	1	
11	Information systems in strategic management and marketing	2	1	
12	Developing goal oriented strategic plan for health care establishment <ul style="list-style-type: none"> <li>SWOT analysis in strategic planning</li> </ul>	2	1	
13	Understanding cultural aspects of organizations to effect change	2	1	
14	Management principles <ul style="list-style-type: none"> <li>Planning</li> <li>Staffing</li> <li>Organizing</li> </ul>	2	1	
15	Communication skills <ul style="list-style-type: none"> <li>Verbal and non-verbal communication</li> <li>Presentation skills</li> </ul>	2	1	
16	Quality management <ul style="list-style-type: none"> <li>Quality principles</li> <li>Inventory management,</li> <li>Quality improvement</li> <li>Appt.scheduling / simulation</li> </ul>	2	1	
17	Hospital planning and designing <ul style="list-style-type: none"> <li>Plan / Architecture</li> <li>Sterilization concepts</li> </ul>	2	1	
18	HAI/Nosocomial infections Communicable Diseases, mode of transmission	2	1	
19	Biomedical waste management <ul style="list-style-type: none"> <li>Biomedical rules</li> <li>Safe segregation and disposal</li> </ul>	2	1	
20	Career opportunities in health care establishments	2	1	
<b>Total</b>		<b>40 hours</b>	<b>20 hours</b>	<b>60 hours (Theory + Practicals)</b>

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**Annexure 3: Curriculum (Distribution of clinical work in health care establishments)**

**“Certificate program in Hospital Administration”**

<b>Sl No</b>	<b>Department</b>	<b>No of hours</b>	<b>Expected work</b>	<b>Staff in-charge for scrutiny</b>
1	Oral Medicine and Radiology	4 hours	Compiling statistics on patients referred to different departments Understanding the procedure of indenting, stock updating	
2	Oral and Maxillofacial Surgery	4 hours	Compiling statistics on various surgical procedures undertaken in department, JSS Smile clinic and JSS Hospital, Dental Unit.	
3	Pedodontics and Preventive Dentistry	4 hours	Summarizing specialty services, collecting patient feedback and SWOT analysis	
4	Periodontics	4 hours	Summarizing specialty services, collecting patient feedback and SWOT analysis	

5	Conservative Dentistry and Endodontics	4 hours	Summarizing specialty services, collecting patient feedback and SWOT analysis	
6	Prosthodontics	4 hours	Summarizing specialty services, collecting patient feedback and SWOT analysis	
7	Orthodontics	4 hours	Summarizing specialty services, collecting patient feedback and SWOT analysis	
8	Oral Pathology	4 hours	Summarizing specialty services, collecting patient feedback and SWOT analysis	
9	Public Health Dentistry	4 hours	Compiling statistics on outreach programs, patients benefitted, along with feedbacks and SWOT analysis	
10	General medicine ward	4 hours	Summarizing the statistics on patients admitted to general medicine wards to give an insight about the type of patients and common conditions with which patients	

			are admitted.	
11	General surgery ward	4 hours	Summarizing the statistics on patients admitted to General Surgery wards to give an insight about the type of patients and common conditions with which patients are admitted.	
12	Dental Unit, JSS Hospital, Mysuru,	4 hours	Summarizing patient statistics, Collecting patient feedback and SWOT analysis	
13	Dental Unit, JSS Hospital, Suttur,	4 hours	Summarizing patient statistics, statistics on school dental health programs. Collecting patient feedback and SWOT analysis	
14	Outreach programs (Dental camps)	4 hours	Collecting patient feedback at camps and SWOT analysis	
15	Health Systems Management JSS University	4 hours		
<b>Total</b>		<b>60 hours</b>		



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**Annexure 4: Evaluation details**

**“Certificate program in Hospital Administration”**

**Evaluation:** One mid –term and one at the end of program.

**Exam patter:** MCQ based exam for 50 marks preferably online.

**Duration of exam:** 1 hour.

**Certificate:** with JSS University Logo signed by Heads of JSSDCH and HSMS.

**Certificate of merit may be considered for three best performers to motivate them.**