

MBPC3042 OPERATIONS MANAGEMENT IN HOSPITALS (3-0-0)

Course Objectives:

- To understand the principles and practices of operations management specific to healthcare settings.
- To explore hospital workflows, capacity planning, and resource optimization.
- To address the challenges of patient flow, scheduling, and inventory management.

Module - I

Introduction to Operations Management: Meaning and Scope – Role and Decisions – Difference of Hospital Operations from Other Service and Manufacturing Organizations. The Changing Role of Hospitals in Health Care .Front Office & Clinical Services operations in Hospitals: Admission – Billing – Medical Records – Ambulatory Care- Death in Hospital – Brought-in Dead - Maintenance and Repairs Bio Medical Equipment. Clinical Departments – Out patient department (OPD) – Introduction – Location – Types of patients in OPD – Facilities – Flow pattern of patients – Training and Radiology – Location – Layout – X-ray rooms – Types of X-Ray machines – Staff - USG – CT – MRI – ECG.

Module - II

Operations of Supportive Services in Healthcare: House Keeping –Linen and Laundry, Bio Medical Waste Management - Food Services - Central Sterile Supply Department (CSSD) and infection control process. Purchase operations organizing the purchasing function – financial aspects of purchasing – tactical and operational applications in purchasing, Inventory Management in Hospitals: Inventory Management: valuation and accounting for inventory – physical location and control of inventory – planning and replenishment concepts – protecting inventory; Value Management, Value engineering, value analysis and HIS in Store Management.

Module - III

Quality Assurance Operations in Hospitals: Quality of services in Hospitals, Certifications & Accreditations of Hospitals, Quality Management in Hospitals, Quality Indicators, and Quality Evaluation of Performance.

Course Outcomes:

- Assess operational structures within hospitals to identify inefficiencies and propose improvements.
- Implement inventory control techniques for medical supplies and equipment.
- Recommend strategic changes to enhance productivity, safety, and patient satisfaction.

Text Books:

1. Langabeer, 'Health care operations Management', JB Learning,2015
2. Kunders G.D , Facilities Planning and Arrangement in Health Care Prison Books Pvt. Ltd. Bangalore, 2004
3. James R. Langabeer; Jeffrey Helton (2015). Health Care Operations Management