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Healthcare Sector Skill Council

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Training Delivery Plan			
Program Name:	Post Diploma in Hospital Management		
Qualification Pack Name & Ref. ID	HSS/ Q 5501/Medical Records and Health Information Technician Course Code: 6648		
Version No.	LUVEE/HC/DHM/01	**Version Update Date**	**10/09/2015**
Pre-requisites to Training (if any)			
Training Outcomes	By the end of this program, the participants would have achieved the following competencies:		
	1. Hospital Management and Record keeping		
	2. Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements		
	3. Medical Store Management		
	4. Staff Management		
	.		

S.No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
1.	Hospital Management and Record keeping	Review patient records for Completeness	• Organizing and evaluating the record of observations, medical or surgical interventions, and treatment outcomes for completeness and accuracy	**HSS / N 5501** PC1 PC2 PC3 PC4 PC5 PC6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other	Practical (Hrs): 2 Hrs

						Equipments as per requirements	
2.	Hospital Management and Record keeping	Knowledge of the Healthcare provider/ Organisation and its processes	• Relevant legislation, standards, policies, and procedures followed by the provider • The importance of maintaining confidentiality of the patient information • How to dress appropriately as per the guidelines of the organisation • How to Follow established protocols as defined in organisation's policy while keeping and maintaining the medical records	**HSS / N 5501** Knowledge of the Healthcare provider/ Organisation and its processes KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 2 Hrs Practical (Hrs): 2 Hrs
3.	Hospital Management and Record keeping	Technical Knowledge	• How to assemble health information • How to check the related forms for required data • Medical terminology and usages, covering the full range of general medical, surgical, pharmaceutical, hospital terms, medical abstracts, and abbreviations • Physiology, major anatomical systems, and related disease processes	**HSS / N 5501** Technical Knowledge KB1 KB2 KB3 KB4 KB5 KB6 KB7 KB8 KB9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:-	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs

			• How to check medical records forms and formats • Correlation of laboratory test results, procedures, and treatments with • diagnosis or seek the help of nurse or concerned doctor • Computerised data entry and information processing systems • Data collection methods for basic health care and research information		Group Discussion Self Presentation Q&A Session	Keeping Books Data Sheet Other Equipments as per requirements	
4.	Hospital Management and Record keeping	Core Skill/ Generic Skill	• Write medical reports clearly and concisely and in a proper format • Use effective written communication protocols • Ensure that laboratory results are accurately documented and retained in accordance with existing legislation • Practice effective communication with colleagues and other health professionals while maintaining a professional attitude • Seek out and listen to colleagues and other health professionals • Communicate with the concerned person if the information provided or the medical records are not complete	**HSS / N 5501** Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs
5.	Hospital Management and Record keeping	Professional Skill	• How to arrange the file management area for easy access	**HSS / N 5501** Professional	Theoretical Sessions:-	Theoretical Sessions:-	Theory (Hrs): 1 Hrs

					Skill	Classroom Session Lecture Session Assignment Projects	Audio-Visual Lab Projector Charts Diagram Notes	
			• Where to file documents and how to classify or code files based on notes • accompanying the documents and classification rules and policies • How to decide what requests merit priority and how to classify and file • reports for the ease of retrieval by records staff and other personnel • Analyse, evaluate and apply the information gathered from observation, • experience, reasoning, or communication to act efficiently • Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations		SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9	Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
6.	Hospital Management and Record keeping	Maintain the disease registries and clinical database	• Correctly and accurately assigning standard disease codes, operation and /or • procedure codes to all discharged inpatients records		**HSS / N 5502** PC1 PC2 PC3 PC4 PC5	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs
						Practical Sessions:-	Practical Sessions:- Record	Practical (Hrs): 2 Hrs

						Group Discussion Self Presentation Q&A Session	Keeping Books Data Sheet Other Equipments as per requirements	
7.	Hospital Management and Record keeping	Knowledge of the Healthcare provider/ Organisation and its processes	• Relevant legislation, standards, policies, and procedures followed by the provider • The importance of maintaining confidentiality of the patient information • How to dress appropriately as per the guidelines of the healthcare provider • How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records	**HSS / N 5502** Knowledge of the Healthcare provider/ Organisation and its processes KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 2 Hrs Practical (Hrs): 2 Hrs
8.	Hospital Management and Record keeping	Technical Knowledge	• The various ICD codes used • The medical terminologies • How to accurately provide correct code to a particular disease • Discharged inpatient medical records should be coded daily	**HSS / N 5502** Technical Skill	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram	Theory (Hrs): 1 Hrs

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			and regularly against the discharge census • How to check the records that are not coded	KB1 KB2 KB3 KB4 KB5 KB6 KB7		Notes	
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
9.	Hospital Management and Record keeping	Core Skill/ Generic Skill	• Write medical reports clearly and concisely and in a proper format • Use effective written communication protocols • Ensure that laboratory results are accurately documented and retained in • accordance with existing legislation • Understand written sentences and paragraphs in work related documents • Read the lab results and medical reports provided by nurse • Practice effective communication with colleagues and other health • professionals while maintaining a professional attitude • Seek out and listen to colleagues and other health professionals • . Communicate with the	HSS / N 5502 Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs

				concerned person if the information provided or the medical records are not complete			
10	Hospital Management and Record keeping	Professional Skill	• How to arrange the file management area for easy access and efficiency • Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies • How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel • Develop specific goals and plans to prioritise, organise, and accomplish work	**HSS / N 5502** Professional Skill SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs
11	Hospital Management and Record keeping	Maintain medical record for statutory compliance	• Maintaining the medical record for statutory compliance	**HSS / N 5503** PC1 PC2 PC3 PC4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs

						Theoretical Sessions:-	
					Practical Sessions:-	Record Keeping Books Data Sheet Other Equipments as per requirements	
					Group Discussion Self Presentation Q&A Session		Practical (Hrs): 2 Hrs
12	Hospital Management and Record keeping	Knowledge of the Healthcare provider/ Organisation and its processes	• Relevant legislation, standards, policies, and procedures followed by the provider • The importance of maintaining confidentiality of the patient information • How to dress appropriately as per the guidelines of the healthcare provider • How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records	**HSS / N 5503** Knowledge of the Healthcare provider/ Organisation and its processes KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 2 Hrs

					Theoretical Sessions:-	Theoretical Sessions:-	
13	Hospital Management and Record keeping	Technical Knowledge	• Ensure that the medical record data collected for birth and death is accurate and all demographic and basic details are complete • Provide the birth and death data to municipal corporation /Government bodies for maintaining the census and providing the registries to the concerned person relatives • Provide data related to communicable disease and endemic disease. e.g. Dengue, Malaria, Hepatitis, Bird flu, Swine flu, HIV etc. with demographic details to Government bodies for maintaining the report and statistics	**HSS / N 5503** Technical Knowledge KB1 KB2 KB3	Classroom Session Lecture Session Assignment Projects	Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
14	Hospital Management and Record keeping	Core Skill/ Generic Skill	• Write medical reports clearly and concisely and in a proper format • Use effective written communication protocols • Ensure that laboratory results are accurately documented and retained in accordance with	**HSS / N 5503** Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs

					Theoretical Sessions:-	Theoretical Sessions:-	
			existing legislation • Practice effective communication with colleagues and other health professionals while maintaining a professional attitude • Seek out and listen to colleagues and other health professionals • Communicate with the concerned person if the information provided or the medical records are not complete	SA7 SA8	Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
15	Hospital Management and Record keeping	Professional Skill	• How to arrange the file management area for easy access and efficiency • Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies • How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel • Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently • Demonstrate the ability to adapt to rapidly changing situations	**HSS / N 5503** Professional Skill SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs
16	Hospital Management and Record keeping	Maintain medical record for statistical	• Maintaining medical records for statistical database	**HSS / N 5504** PC1 PC2 PC3 PC4 PC5 PC6	Theoretical Sessions:-	Theoretical Sessions:- Audio-Visual	Theory (Hrs): 2 Hrs

					Classroom Session Lecture Session Assignment Projects	Lab Projector Charts Diagram Notes	
	database					Practical Sessions:-	
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 2 Hrs
17	Hospital Management and Record keeping	Knowledge of the Healthcare provider/ Organisation and its processes	• Relevant legislation, standards, policies, and procedures followed by the provider • The importance of maintaining confidentiality of the patient information • How to dress appropriately as per the guidelines of the healthcare provider • How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records	**HSS / N 5504** Knowledge of the Healthcare provider/ Organisation and its processes KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 2 Hrs Practical (Hrs): 2 Hrs

					Theoretical Sessions:-	Theoretical Sessions:-	
18	Hospital Management and Record keeping	Technical Knowledge	• About the medical terminologies used • . How to record the data appropriately	**HSS / N 5504** **Technical knowledge**	Classroom Session Lecture Session Assignment Projects	Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
				KB1 KB2 KB3	Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
19	Hospital Management and Record keeping	Core Skill/ Generic Skill	• Write medical reports clearly and concisely and in a proper format • Use effective written communication protocols • Ensure that laboratory results are accurately documented and retained in accordance with existing legislation • Understand written sentences and paragraphs in work related documents • Read the lab results and medical reports provided by nurse	**HSS / N 5504** **Core Skill/ Generic Skill** SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 1 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet	Practical (Hrs): 1 Hrs

						Other Equipments as per requirements	
20	Hospital Management and Record keeping	Professional Skill	• How to arrange the file management area for easy access and efficiency • Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies • How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel • Develop specific goals and plans to prioritise, organise, and accomplish work	HSS / N 5504 **Professional Skill** SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs
21	Hospital Management and Record keeping	Store medical records	• Storage and retention of medical records for future reference	HSS / N 5505 PC1 PC2 PC3 PC4 PC5 PC6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:-	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:-	Theory (Hrs): 2 Hrs Practical (Hrs): 2 Hrs

			• Relevant legislation, standards, policies, and procedures followed by the provider • The importance of maintaining confidentiality of the patient information • How to dress appropriately as per the guidelines of the healthcare provider • How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records		Group Discussion Self Presentation Q&A Session	Record Keeping Books Data Sheet Other Equipments as per requirements	
22	Hospital Management and Record keeping	Knowledge of the Healthcare provider/ Organisation and its processes		**HSS / N 5505** Knowledge of the Healthcare provider/ Organisation and its processes	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 2 Hrs
				KA1 KA2 KA3 KA4	Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 2 Hrs
23	Hospital Management and Record keeping	Technical Knowledge	• Use correct code • Ensure that all data is present if not then ask the concerned person • Check that all laboratory results are same as those in laboratory reports and no information is missing	**HSS / N 5505** Technical Knowledge	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram	Theory (Hrs): 1 Hrs

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			• Regularly update the reports • Know the storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant • Arrange records properly in shelves in numeric order to facilitate easy retrieval when required • Take special care to reserve the safety of records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust	KB1 KB2 KB3 KB4 KB5 KB6 KB7	Practical Sessions:- Group Discussion Self Presentation Q&A Session	Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
24	Hospital Management and Record keeping	Core Skill/ Generic Skill	• Write medical reports clearly and concisely and in a proper format • Use effective written communication protocols • Ensure that laboratory results are accurately documented and retained in accordance with existing legislation • Understand written sentences and paragraphs in work related documents • Read the lab results and medical reports provided by nurse	HSS / N 5505 Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs

| 25 | Hospital Management and Record keeping | Professional Skill | • How to arrange the file management area for easy access and efficiency
• Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies
• How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
• Develop specific goals and plans to prioritise, organise, and accomplish work | **HSS / N 5505**

Professional Skill

SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9 | Theoretical Sessions:-

Classroom Session Lecture Session Assignment Projects

Practical Sessions:-

Group Discussion Self Presentation Q&A Session | Theoretical Sessions:-

Audio-Visual Lab Projector Charts Diagram Notes

Practical Sessions:-

Record Keeping Books Data Sheet Other Equipments as per requirements | Theory (Hrs): 1 Hrs

Practical (Hrs): 1 Hrs |
| 26. | Hospital Management and Record keeping | Maintain confidentiality of medical records | • Maintaining confidentiality of medical records
• Maintaining the details of all record | **HSS / N 5506**

PC1 PC2 PC3 PC4 | Theoretical Sessions:-

Classroom Session Lecture Session Assignment Projects
Practical Sessions:-

Group Discussion Self Presentation Q&A Session | Theoretical Sessions:-

Audio-Visual Lab Projector Charts Diagram Notes
Practical Sessions:-

Record Keeping Books Data Sheet | Theory (Hrs): 2 Hrs

Practical (Hrs): 2 Hrs |

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							Other Equipments as per requirements	
27	Hospital Management and Record keeping	Knowledge of the Healthcare provider/ Organisation and its processes	• Relevant legislation, standards, policies, and procedures followed by the provider • The importance of maintaining confidentiality of the patient information • How to dress appropriately as per the guidelines of the healthcare provider • How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records	**HSS / N 5506** Knowledge of the Healthcare provider/ Organisation and its processes KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 2 Hrs Practical (Hrs): 2 Hrs
28	Hospital Management and Record keeping	Technical Knowledge	• Medical Records can be taken out of Medical Records Department only by authorised persons • If the file/s are required for a purpose, other than patient appointment, the persons requesting the file/s should have written consent available • Disclosure of information contained in the medical records	**HSS / N 5506** Technical Knowledge KB1 KB2 KB3 KB4 KB5	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:-	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:-	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs

#	Topic	Skill Type	Content	NOS Code	Training Method	Training Aids/Tools	Duration
			are a breach of Confidentiality		Group Discussion Self Presentation Q&A Session	Record Keeping Books Data Sheet Other Equipments as per requirements	
29	Hospital Management and Record keeping	Core Skill/ Generic Skill	• Write medical reports clearly and concisely and in a proper format • Use effective written communication protocols • Ensure that laboratory results are accurately documented and retained in accordance with existing legislation • Understand written sentences and paragraphs in work related documents • Read the lab results and medical reports provided by nurse	**HSS / N 5506** Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 1 Hrs Practical (Hrs): 1 Hrs
30	Hospital Management and Record keeping	Professional Skill	• How to arrange the file management area for easy access and efficiency • Where to file documents and how to classify or code files based on notes accompanying the documents and	**HSS / N 5506** Professional Skill SB1 SB2 SB3 SB4 SB5 SB6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram	Theory (Hrs): 1 Hrs

			classification rules and policies • How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel • Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently • Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations	SB7 SB8 SB9		Notes	
					Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	
					Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 1 Hrs
31.	Hospital Management and Record keeping	Maintain medical records for medico legal cases	• Policies and procedures for keeping medico legal cases • Maintaining medico legal cases records	**HSS / N 5507** PC1 PC2 PC3	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments

Where theory/practical hours column values appear: Theory (Hrs): 3 Hrs, Practical (Hrs): 3 Hrs

					Theoretical Sessions:-	as per requirements
32.	Hospital Management and Record keeping	Knowledge of the Healthcare provider/ Organisation and its processes	• Relevant legislation, standards, policies, and procedures followed by the provider • The importance of maintaining confidentiality of the patient information • How to dress appropriately as per the guidelines of the healthcare provider • How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records	**HSS / N 5507** Knowledge of the Healthcare provider/ Organisation and its processes KA1 KA2 KA3 KA4	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements
33.	Hospital Management and Record keeping	Technical Knowledge	• How to follow the laws related to medico legal record keeping • How to record different type of cases separately • How long to keep a particular medico legal record as per the organisational protocols and policies	**HSS / N 5507** Technical Skill KB1 KB2 KB3	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping

					Self Presentation Q&A Session	Books Data Sheet Other Equipments as per requirements
34.	Hospital Management and Record keeping	Core Skill/ Generic Skill	• Write medical reports clearly and concisely and in a proper format • Use effective written communication protocols • Ensure that laboratory results are accurately documented and retained in accordance with existing legislation • Understand written sentences and paragraphs in work related documents • Read the lab results and medical reports provided by nurse	**HSS / N 5507** Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements
35.	Hospital Management and Record keeping	Professional Skill	• How to arrange the file management area for easy access and efficiency • Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies • How to decide what requests merit priority and how to classify	**HSS / N 5507** Professional Skill SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical

					Sessions:-	Sessions:-	
			and file reports for		Group Discussion Self Presentation Q&A Session	Record Keeping Books Data Sheet Other Equipments as per requirements	
1.	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Act within the limits of your competence and authority	• Knowing one's job role • Knowing one's job responsibility • Recognizing the job role and responsibilities of co workers	HSS/ N 9603 PC1 PC2 PC3 PC4 PC5 PC6 PC7 PC8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
2	Office Culture and Protocol management aligning with Personal Efficiency and Job	Knowledge of the Healthcare provider/ Organisation and its processes	• . The relevant legislation, standards, policies, and procedures followed in the organisation • The medical procedures and	HSS/ N 9603 Knowledge of the	Theoretical Sessions:- Classroom Session Lecture Session	Theoretical Sessions:- Audio-Visual Lab Projector	Theory (Hrs): 3 Hrs

	Requirements.			functioning of required medical equipment • . Role and importance of assisting other healthcare providers in delivering care	Healthcare provider/ Organisation and its processes KA1 KA2 KA3	Assignment Projects	Charts Diagram Notes	
						Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
3	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Technical Knowledge		• The boundaries of one's role and responsibilities and other team members • The reasons for working within the limits of one's competence and authority • The importance of personally promoting and demonstrating good practice • The legislation, protocols and guidelines effecting one's work • The organisational systems and requirements relevant to one's role • The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work • The difference between direct and indirect supervision and autonomous	**HSS/ N 9603** Technical Knowledge KB1 KB2 KB3 KB4 KB5 KB6 KB7 LB8 KB9 KB10 KB11 KB12 KB13 KB14	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
						Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs

					Theoretical Sessions:-	
			practice, and which combination is most applicable in different circumstances			
4	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Core Skill/ Generic Skill	• Document reports, task lists, and schedules • Prepare status and progress reports • Record daily activities • Update other co-workers • Discuss task lists, schedules, and work-loads with co-workers • Give clear instructions to patients and co-workers • Keep patient informed about progress • Avoid using jargon, slang or acronyms when communicating with a patient	**HSS/ N 9603** Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8 SA9 SA10	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements
						Theory (Hrs): 3 Hrs
						Practical (Hrs): 3 Hrs
5	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Professional Skill	• Communicate effectively with patients and their family, physicians, and other members of the health care team • Be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern • Be sensitive to potential cultural differences • Maintain patient confidentiality • Respect the rights of the	**HSS/ N 9603** Professional Skill SB1 SB2 SB3 SB4 SB5 SB6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:-	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record
						Theory (Hrs): 3 Hrs
						Practical (Hrs): 3 Hrs

			patient(s)			Group Discussion Self Presentation Q&A Session	Keeping Books Data Sheet Other Equipments as per requirements	
6	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Maintain a safe, healthy and secure environment	• Complying the health, safety and security requirements and procedures for Workplace • Handling any hazardous situation with safely, competently and within the limits of authority • Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment	**HSS/ N 9606** PC1 PC2 PC3 PC4 PC5 PC6 PC7 PC8 PC9	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
7	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Knowledge of the Healthcare provider/ Organisation and its processes	• The importance of health, safety, and security in the workplace • The basic requirements of the health and safety and other legislations and regulations that apply to the workplace • The person(s) responsible for	**HSS/ N 9606** Knowledge of the Healthcare provider/ Organisation	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs

					Theoretical Sessions:-	Practical Sessions:-	
			maintaining healthy, safe, and secure workplace • The relevant up-to-date information on health, safety, and security that applies to the workplace	and its processes KA1 KA2 KA3 KA4 KA5 KA6	Practical Sessions:- Group Discussion Self Presentation Q&A Session	Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
8	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Technical Knowledge	• Requirements of health, safety and security in workplace • How to create safety records and maintaining them • The importance of being alert to health, safety, and security hazards in the work environment • The common health, safety, and security hazards that affect people working in an administrative role • How to identify health, safety, and security hazards • The importance of warning others about hazards and how to do so until the hazard is dealt with	HSS/ N 9606 Technical Knowledge KB1 KB2 KB3 KB4 KB5 KB6	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 3 Hrs Practical (Hrs): 3 Hrs
9	Office Culture and Protocol management aligning with Personal Efficiency	Core Skill/ Generic Skill	• Report and record incidents • Read and understand company policies and procedures • Clearly report hazards and	HSS/ N 9606 Core Skill/ Generic Skill	Theoretical Sessions:- Classroom Session	Theoretical Sessions:- Audio-Visual Lab	Theory (Hrs): 3 Hrs

					Lecture Session Assignment Projects	Projector Charts Diagram Notes	
and Job Requirements.		incidents with the appropriate level of urgency	SA1 SA2 SA3				
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
10	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Professional Skill	• Make decisions pertaining to the area of work • Plan for safety of the work environment	HSS/ N 9606 Professional Skill SB1 SB2 SB3 SB4 SB5 SB6 SB7 SB8 SB9 SB10	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
11	Office Culture and	Practice Code of	• Recognizing the guidelines and	HSS/ N 9607	Theoretical	Theoretical	Theory

					Sessions:-	Sessions:-	(Hrs): 3 Hrs
	Protocol management aligning with Personal Efficiency and Job Requirements.	conduct while performing duties	protocols relevant to the field and practice • Following the code of conduct as described by the healthcare provider • Demonstrating best practices while on the field	PC1 PC2 PC3 PC4 PC5 PC6 PC7 PC8	Classroom Session Lecture Session Assignment Projects	Audio-Visual Lab Projector Charts Diagram Notes	
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
12	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Knowledge of the Healthcare provider/ Organisation and its processes	• Relevant legislation, standards, policies, and procedures followed in the hospital • How to engage and interact with other providers in order to deliver quality and maintain continued care • Personal hygiene measures and handling techniques	**HSS/ N 9607** Knowledge of the Healthcare provider/ Organisation and its processes KA1 KA2 KA3	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other	Practical (Hrs): 3 Hrs

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						Equipments as per requirements	
13	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Technical Knowledge	• The importance of working within the limits of one's competence and authority • The detrimental effects of non-compliance • The importance of personal hygiene • The importance of intercommunication skills • The legislation, protocols and guidelines related to the role • The organisational systems and requirements relevant to the role • The sources of information and literature to maintain a constant access to upcoming research and changes in the field	**HSS/ N 9607** Technical Knowledge KB1 KB2 KB3 KB4 KB5 KB6 KB7 KB8 KB9 KB10 KB11 KB12	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:- Group Discussion Self Presentation Q&A Session	Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Practical (Hrs): 3 Hrs
14	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Core Skill/ Generic Skill	• Document reports, task lists, and schedules with co-workers • Prepare status and progress reports related to patient care • Update the physician and the other co-workers • Read about procedures, regulations and guidelines related to the organisation and the profession • Keep updated with the latest knowledge by reading internal communications	**HSS/ N 9607** Core Skill/ Generic Skill SA1 SA2 SA3 SA4 SA5 SA6 SA7 SA8	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 3 Hrs
					Practical Sessions:-	Practical Sessions:- Record	Practical (Hrs): 3 Hrs

					Group Discussion Self Presentation Q&A Session	Keeping Books Data Sheet Other Equipments as per requirements	
15	Office Culture and Protocol management aligning with Personal Efficiency and Job Requirements.	Professional Skill	• Make decisions based on applicable regulations and codes of conduct when possible conflicts arise • Act decisively by balancing protocols and work at hand • Communicate effectively with patients and their family, physicians, and other members of the health care team • Maintain patient confidentiality • Respect the rights of the patient(s) • Respond patients' queries and concerns • Maintain personal hygiene to enhance patient safety	**HSS/ N 9607** Professional Skill SB1 SB2 SB3 SB4 SB5 SB6 SB7	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Group Discussion Self Presentation Q&A Session	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Record Keeping Books Data Sheet Other Equipments as per requirements	Theory (Hrs): 3 Hrs Practical (Hrs): 3 Hrs
1.	Communicative English and Official Communication (Written and Oral)	Candidate should able to Communicate in English.	• English is the most commonly used language among foreign language speakers. • To understand the medical term and terminology it is must that candidate able to communicate in English • Knowing English will make Candidate bilingual and more	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	Theory (Hrs): 16 Hrs

			employable in every country in the world.		Practical Sessions:- Not Applicable	Practical Sessions:- Not Applicable	
2.	Communicative English and Official Communication (Written and Oral)	Candidate should able to read and write so that he/she should able to understand the prescription.	• Writing must be concise, informative and easy to read as both an informative and instructional too • These documents ensure clarity among employees and minimize the chance for any misunderstanding. • Written communication is also important for instructing employees on certain tasks and projects. • The written instructions may inform the employee whom to contact for certain information. • Written presentations are an effective means of providing key information to other departments. • Written communication helps in laying down apparent principles, policies and rules for running of an organization. • It is a permanent means of communication. Thus, it is useful where record maintenance is required.	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable	

			• Written communication is more precise and explicit.				
1.	Computer Fundamentals	Candidate should able to use computer for maintaining records for statistical database	• The usage of computer increase the proficiency in collection updating recording controlling and storing of information for future usage by any organisation. • It that the act of "RECORD KEEPING" • To able to maintain proper record keeping system, accounting and business management system	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Computer Lab	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Audio-Visual Lab Projector Desktop Computers Network Printers Application Tools Microsoft Office Package 2007	Theory (Hrs): 6.5 Hrs Practical (Hrs): 6.5 Hrs
2	Computer Fundamentals	Candidate should able to use computer for maintaining records for medical store.	• The usage of computer increases the proficiency in collection updating recording controlling and storing of information for future usage by any organisation.	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session	Theoretical Sessions:- Audio-Visual Lab Projector	

					Theoretical Sessions:-	Charts Diagram Notes	
			• It that the act of "RECORD KEEPING" • To able to maintain proper record keeping system, accounting and business management system • To able to records all the medicine in the store and able to understand the proper requirement of medicine		Assignment Projects Practical Sessions:- Computer Lab	Practical Sessions:- Audio-Visual Lab Projector Desktop Computers Network Printers Application Tools Microsoft Office Package 2007	
1	Medical Store Management	To maintain the details of medical store such as stock.	• Maintain the details of medical store • Maintaining the proper stock of medicine • Maintaining the requirement of medicines in the store • Able to check the flow of stock and with a proper detailing • Able to use computer so that it can act as a time saver and reduce some tedious work	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not	Theory (Hrs): 6.5 Hrs Practical (Hrs): 6.5 Hrs

						Applicable
2	Medical Store Management	To able to track and maintain all the product of medical store.	• Maintain the product in medical store • Able to track and record the medicines in medical store • Able to maintain medicines by shelves • Able to understand the prescription and supply drug according to the prescription	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable
3	Medical Store Management	To able to deliver the medicine to the patient according to prescription.	• • All essential drugs needed for health care should be available at all the times, at all the health facilities. • Able to understand the drug and its function • Able to understand the prescription and supply the drug according to it • Maintain the stock properly so that medicine is always available for the customer • Able to deliver the medicine in time • To understand the working such as a drug, used to treat disease or injury.	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable

			• Knowing the proper composition of the drug so that serves as a remedy or corrective
			• Essential drugs needed for health care should be available at all the times, at all the health
			• facilities.
			• Any chemical compound used or administered to humans and/ or animals in the process of
			    o diagnosis, treatment or prevention for relief of pain or sufferings or to control or improve a
			    o Physiological process or pathological state.			

4	Medical Store Management	To understand the dosage of drugs according to the age and health of patient.	• Understanding the type of drugs so made available should be of good quality and should be safe.
			• To understand the working such as a drug, used to treat disease or injury.
			• Systems of procurement should be such that quality drugs are procured at the most
			    o Competitive prices.
			• Medicinal drugs inclusive of vaccines, contraceptives, nutritional supplements etc. are
			    o indispensable for the prevention, control, treatment and amelioration of a number of maladies that affect
			    o human beings.
				Additional as Required for the Job Role	Theoretical Sessions:-
					
					Classroom Session Lecture Session Assignment Projects
					
					Practical Sessions:-
					
					Not Applicable
						Theoretical Sessions:-
						
						Audio-Visual Lab Projector Charts Diagram Notes
						
						Practical Sessions:-
						
						Not Applicable	

				Additional as Required for the Job Role	Theoretical Sessions:-	Theoretical Sessions:-	
			• Able to understand the dosage and its consumption according to the age • Able to understand the risk of improper drug as the drug is a chemical substance that affects processes of body and mind. It can also affect on Central Nervous System.				
1.	Staff Management	To able to manage and plan the man power according to the need and requirement.	• Understand the need of human resource and man power to run an organisation • Able to recruit the skill full staff so that organisation can able to run smoothly and smartly • Plan staff according to the need and requirement • Employee work ethics -- such as teamwork, respect, appearance, productivity, attitude and attendance -- are behaviors and attitudes people bring to the workplace. • employers increasingly look at work ethics as equally important	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable	Theory (Hrs): 6.5 Hrs Practical (Hrs): 6.5 Hrs
2.		To maintain the staff attendance.	• Attendance, like all work ethics, affects every aspect of the workplace and the business. • Attendance as a work ethic includes sticking to work schedules, being ready to start work on time, remaining on the job during the workday to complete duties and limited use of leave.	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes	

	Staff Management		• Attendance can be quantified and verified, and employers keep employee attendance and leave records. When employers check references, they may ask about attendance. • Poor attendance says a candidate is insensitive to co-workers, unaccountable for his responsibilities and uninterested in company success. • The absent or tardy worker affects co-workers and clients. Absenteeism creates more work for others or leaves important work undone.		Practical Sessions:- Not Applicable	Practical Sessions:- Not Applicable
3.	Staff Management	To engage the management for performing task.	• • To explain what your team's role and goals are • Managing the development of your team means supporting their learning and promoting their skills development. • How to compile an individual employee development programme and the key principals involved in giving appraisals. • To ensure that the skills of your staff are nurtured and developed appropriately and that a plan is in place to ensure key roles are covered effectively. • makes a high performance workplace and how do you encourage your staff to strive to	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable

			do well			

4.	Staff Management	To divide the organisation into specialized Design and Structure	○ • Organizational strategy changes, structures, roles, and functions should be realigned with the new objectives. • The result that responsibilities can be overlooked, staffing can be inappropriate, and people — and even functions — can work against each other. • Many of my clients tell me that they find it increasingly difficult to operate within outdated or dysfunctional structures. • Poor organizational design and structure results in a bewildering morass of contradictions. Confusion within roles, a lack of co-ordination among functions, failure to share ideas, and slow decision-making bring managers unnecessary complexity, stress, and conflict.	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable
5.	Staff Management	To able to supervise and manage the activity of staff.	• Able to give them feedback on their job performance. It is more convenient for staff to reflect on their own performance after getting feedback from their senior. • With the feedback from senior and reflection (probably) from self, staff can improve on their performance and thus enhance work efficiency, which is in turn	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes

					Practical Sessions:-	Practical Sessions:-
			• Letting them know their exact position in the company and what is expected form them is a simple and direct way for staff to realize their importance to the company. • Skills audits and providing development opportunities for your staff.		Not Applicable	Not Applicable
6.	Staff Management	To assign staff for the particular job role in which they are skilled.	• To manage your staff, it is important to provide them with a clear definition • Understanding of their role, function, and responsibilities in the workplace. • This will provide them with a good understanding of the job and tasks they are to perform as an individual and within any teams they are a part of. • It also provides information on where they fit within the organisation and who they report to, helping to avoid disputes and misunderstandings over authority. • Employees may be required to take on a variety of tasks and responsibilities. • Clear job descriptions and personal remits enable workers to focus on their job-specific tasks. It allows employees to priorities their workload and reduce the chance of work duplication.	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable

			• This allows information to be communicated from one layer of the organization to the next. This information will pass through the span of control in each layer.				
1.	Healthcare System Management	To able to create and manage a system for proper health care of patient.	• To create a good health system delivers quality services to all people, when and where they need them. • To ensure better services provided—physician visits, hospitalizations, procedures, and tests—to the patient outcomes achieved. • To understand the need of concentrated in health-delivery organizations and in the right locations to deliver high-value care	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable	
2	Healthcare System Management	To administrate the system and to remove the loopholes	• Hospitals could bribe to be included on the list, doctors could charge high fees, and patients could make false claims. • The scheme managers should ensure that all loopholes are sealed. • Ensure that the medicine and the drug are totally safe for the patient • To able to maintain proper hygiene and cleanliness	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:-	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:-	Theory (Hrs): 13 Hrs

#	Topic	Objective	Content		Theoretical/Classroom	Theoretical/Audio-Visual
			• Ensure the availability of staff and nurses • Ensuring the hospital wards are well arranged and well equipped • Ensuring that the hospital is maintaining international standards for safety and hygiene		Not Applicable	Not Applicable
3	Healthcare System Management	To able to do proper planning of staff and assigning them as per the need	• Employees may be required to take on a variety of tasks and responsibilities. • Clear job descriptions and personal remits enable workers to focus on their job-specific tasks. It allows employees to prioritise their workload and reduce the chance of work duplication. • This allows information to be communicated from one layer of the organization to the next. This information will pass through the span of control in each layer. • In order to effectively manage your staff, it is important to provide them with a clear definition and understanding of their role, function, and responsibilities in the workplace. • This will provide them with a good understanding of the job and tasks they are to perform as an individual and within any teams they are a part of. • It also provides information on where they fit within the organisation and who they report	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable

					Theoretical Sessions:-
4	Healthcare System Management	To maintain and store the medical records	• Maintaining the medical record for statutory compliance • Maintaining medical records for statistical database • Storage and retention of medical records for future reference • Storage and retention of medical records for future reference	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable
5	Healthcare System Management	To provide special attention to the patient for critical cases .	• Ensure that the medicine and the drug are totally safe for the patient • To able to maintain proper hygine and cleanliness • Ensure the availability of staff and nurses • Ensuring the hospital wards are well arranged and well equipped • Ensuring that the hospital is maintaining international standards for safety and hygiene • Ensuring that 24hours services are available for critical cases • Arranging the special team so that they can handle the critical cases	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable

to, helping to avoid disputes and misunderstandings over authority.

6	Healthcare System Management	To assign special team of doctors and nurses for emergency cases	• Ensure the availability of staff and nurses for emergency cases • Ensuring the hospital wards are well arranged and well equipped • Ensuring that the hospital is maintaining international standards for safety and hygiene • Ensuring that 24hours services are available for emergency cases • Arranging the special team so that they can handle the emergency cases • Maintaining the avalibilty of ward for the patient of emergency case	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable
1.	PATIENT CARE MANAGEMENT	To create and manage a system for patient care	• To understand the importance of patient care • Ensure that the patient are treated properly • To provide better services to the patient • To understand their financial background of the patient and to support them accordingly • To provide enquire services to patient so that patient should be safe from all the misleading knowledge • To provide counselling to the patient so it would allow them to recover soon	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Clinicians and group practices Health plans Nursing homes	Theory (Hrs): 6.5 Hrs Practical (Hrs): 6.5 Hrs

					Theoretical Sessions:-
					Audio-Visual Lab Projector Charts Diagram Notes
2.	PATIENT CARE MANAGEMENT	Roles of departments/managers in enhancing care	• To keep an eye on the rules and the organisation is following it or not • To suggesting the staff for responding to the patient appropriately • To ensure that the quality treatment is given to the patient • To visit the ward and observe the requirement of resources	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab
					Practical Sessions:- Clinicians and group practices Health plans Nursing homes Home health
3.	PATIENT CARE MANAGEMENT	Able to provide counselling to the patient	• To provide counselling to the patient • To explore and elucidate the educational, counselling and communication models in health care. • It is vital that counselling should have aims • counselling has a particular contribution in that it enables frank discussion of sensitive aspects of a patient's life • .Good clinical management	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:-
					Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:-

#	Module	Topic	Content		Training Methodology	Tools/Resources
			requires that such issues be managed with consistency and professionalism, and counselling can both minimise morbidity and reduce its occurrence.		OT Lab	Clinicians and group practices Health plans Nursing homes Home health
4.	PATIENT CARE MANAGEMENT	Patient safety and patient risk management.	• To understand the importance of patient safety and risk management • The steps are: • Build a safety culture. 2. Lead and support your staff. 3. Integrate your risk management activity. 4. Promote reporting. 5. Involve and communicate with patients and the public. 6. Learn and share safety lessons. 7. Implement solutions to prevent harm.	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Clinicians and group practices Health plans Nursing homes Home health
5.	PATIENT CARE MANAGEMENT	Provide daily check-up to the patient	• To provide daily check-up to the patient • To ensure that the check-up is done according to the prescribed way • To ensure that there is improvement in the patient health	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram

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						Notes
					Practical Sessions:-	Practical Sessions:-
					OT Lab	Clinicians and group practices Health plans Nursing homes Home health
6.	PATIENT CARE MANAGEMENT	To manage the ward and availability of beds	• To manage the hospital wards and beds • To ensure that the availability of beds in the ward • To monitor the quality control process with utmost care to deliver defect-free products to our clients • To ensure that beds are featured with locking facilities such as, adding and removing the wheels for the expediency of the patients.	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Clinicians and group practices Health plans Nursing homes Home health
7.	PATIENT CARE	To provide quick and better response to the	• • The service's ability to respond to	Additional as Required for	Theoretical Sessions:-	Theoretical Sessions:-

	MANAGEMENT	critical cases	emergencies quickly was affected by paramedics spending more time with patients • Preplanning Elements of a Hospital Emergency Response Plan Training Employees Performing Emergency Drills Documenting Training Defining Personnel Roles Responding to Emergencies Selecting PPE Selecting Respirators Decontaminating Patients	the Job Role	Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab	Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Clinicians and group practices Health plans Nursing homes Home health	
1.	Hospital Emergency Planning	Able to plan and manage according to the Emergency	• To plan according to the emergency • To ready a prerequisite plan before emergency • To take quick and effective measures at the time of an emergency • To create a team that is specialized in handling the emergency • To understand that how critical the emergency is and plan accordingly	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Surgical care Pacemaker Dialysis	Theory (Hrs): 6.5 Hrs Practical (Hrs): 6.5 Hrs

No.						centers
2.	Hospital Emergency Planning	To manage a team at the time of an Emergency	• To manage a team at the time of an emergency • To ensure that the team members are skilled full and they can able to perform their task	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Surgical care Pacemaker Dialysis centers
3.	Hospital Emergency Planning	To maintain the safety and security of the patient	• Protecting health care workers who respond to emergencies involving hazardous substances is critical. • Emergencies may be exposed to chemical, biological, physical or radioactive hazards. • Hospitals providing emergency response services must be prepared to carry out their missions without jeopardizing the safety and health of their own workers. • Regulations to help protect workers dealing with hazardous waste and emergency operations.	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Surgical care Pacemaker Dialysis

					centers
4.	Hospital Emergency Planning	Conduct an annual emergency analysis and come up with a list of emergencies that looks critical	• Increasing awareness of the need to protect health care workers and understanding • The principal considerations in emergency response planning will help reduce the risk of health care worker exposure to hazardous substances.	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Surgical care Pacemaker Dialysis centers
5.	Hospital Emergency Planning	Able to analyze the situation and work according to the plan	• To plan according to the emergency • To ready a prerequisite plan before emergency • To take quick and effective measures at the time of an emergency • To create a team that is specialized in handling the emergency	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Surgical care Pacemaker Dialysis

					Theoretical Sessions:-
6.	Hospital Emergency Planning	To maintain security equipments	• To maintain the security equipments • Hospitals providing emergency response services must be prepared to carry out their missions without jeopardizing the safety and health of their own workers	Additional as Required for the Job Role	Audio-Visual Lab Projector Charts Diagram Notes Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab Practical Sessions:- Surgical care Pacemaker Dialysis centers
7.	Hospital Emergency Planning	Community meetings should be held regularly	• To perform the community meeting • To ensure that the meeting are held regularly and effectively • To encourage the staff to attend such meetings	Additional as Required for the Job Role	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab Practical Sessions:- Surgical care Pacemaker Dialysis

				Theoretical Sessions:-	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes
8.	Hospital Emergency Planning	To encourage doctors and other staff to participate in community training	• To encourage the doctors and staff to attend community training • The training will ensure that staff can manage the situation under any disaster or emergency • To ensure that the community training are done regularly and appropriately	Additional as Required for the Job Role	Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab	Practical Sessions:- Surgical care Pacemaker Dialysis centers
9.	Hospital Emergency Planning	To trained the workers and staff for disaster management	• To train the worker and the staff • To understand the importance of such training • To encourage and motivate the staff so they can involve themselves in such training procedure	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- OT Lab	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Surgical care Pacemaker Dialysis

#						
1.	QUALITY ASSURANCE	To understand the fundamentals of Quality management & its Objectives	• This evaluation of quality can be based on: • Measures of Hospital quality • Measures of Health Plan Quality • Measures of Physician Quality • Measures of Quality for Other Health Professionals • Measures of Patient Experience	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable	
2.	QUALITY ASSURANCE	To understand the quality measurement methods and its standards	• To ensuring patients have and practice good oral hygiene. • To ensure that all the equipments are marked with international standard or Indian standard • To perform the quality check regularly and constantly	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable	
3.	QUALITY	To understand the standard provided by International	• A standard is a document that provides requirements,	Additional as Required for the Job Role	Theoretical Sessions:-	Theoretical Sessions:-	Theory (Hrs): 13 Hrs

					Theoretical Sessions:-	

| | ASSURANCE | Organization for Standardization (ISO) | specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are fit for their purpose.
• ISO International Standards ensure that products and services are safe, reliable and of good quality.
• They are strategic tools that reduce costs by minimizing waste and errors, and increasing productivity.
• The standard can be provided on different management
• Quality management
• Environmental management
• Food safety management
• Social responsibility
• Country codes
• Energy management
• Occupational Health and Safety | | Classroom Session
Lecture Session
Assignment
Projects

Practical Sessions:-

Not Applicable | Audio-Visual
Lab
Projector
Charts
Diagram
Notes

Practical Sessions:-

Not Applicable |
| 4. | QUALITY ASSURANCE | To maintain a system for quality check and assurance. | • Meet your needs and expectations
• Comply with applicable regulations | Additional as Required for the Job Role | Theoretical Sessions:-

Classroom Session
Lecture Session
Assignment
Projects

Practical | Theoretical Sessions:-

Audio-Visual
Lab
Projector
Charts
Diagram
Notes

Practical |

No.	Topic	Objective	Content		Methodology	Teaching Aids
					Sessions:- Not Applicable	Sessions:- Not Applicable

5.	QUALITY ASSURANCE	To understand the international system for quality assurance.	• International standard that
			  o gives requirements for an organization's quality
			  o Management system (QMS).
			• To provide a set of
			  o requirements that, if effectively implemented, will provide you with confidence that your supplier can consistently provide goods and services
					Theoretical Sessions:-
					
					Classroom Session Lecture Session Assignment Projects
					
					Practical Sessions:-
					
					Not Applicable
						Theoretical Sessions:-
						
						Audio-Visual Lab Projector Charts Diagram Notes
						
						Practical Sessions:-
						
						Not Applicable

6.	QUALITY ASSURANCE	To understand that the product and services should essentially be free from defects.	• To ensure that the product and services is entirely free from defect • To provide better services to the patient	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable

#	Module	Objective	Outcome		Method	Resources	Duration
7.	QUALITY ASSURANCE	To able to improve the system and standardised procedure.	• To understand the importance of following the standardised procedure • To involve the people in following the procedure • To conduct seminar and encourage the people in take part	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable	
1.	HOSPITAL LAW	To understand the importance of hospital laws and its implementation	• To understand the hospital laws • To able to implement the hospital laws	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable	
2.	HOSPITAL LAW	To understand the legal aspect relating the transplantation of human organ	• To understand the legal aspect of transplantation of human organ	Additional as Required for the Job Role	Theoretical Sessions:-	Theoretical Sessions:- Audio-Visual	Theory (Hrs): 13 Hrs

No.	Topic	Objective	Contents		Methodology	Resources
					Classroom Session Lecture Session Assignment Projects	Lab Projector Charts Diagram Notes
					Practical Sessions:- Not Applicable	Practical Sessions:- Not Applicable
3.	HOSPITAL LAW	To understand the legal requirement under the medical council act and clinical establishment act	• Law Related to Governing the Commissioning of Hospital • Laws Governing the Qualifications / Practice and Conduct of Professionals • Law Governing to Management of Patients • Law Governing Medico Legal Aspects • Law Governing The Safety of Patients, Public and Staff within the Hospital Premises and Environmental Protection • Law Governing the Safety of Patients, Public and Staff within the Hospital Premises • Laws Governing the Employment of Manpower • Law Governing to Professional Training and Research • Regulations Governing the Business Aspects of Hospital	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable

					Theoretical Sessions:-	Theoretical Sessions:-
4.	HOSPITAL LAW	To understand the basic drug and cosmetic act	• Law Governing Storage / Sale of Drugs and Safe Medication • Law Governing Biomedical Research	Additional as Required for the Job Role	Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable
5.	HOSPITAL LAW	To understand the consumer protection law for hospital management	• Lawsuits against the mandate to buy health insurance	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable

						Theoretical Sessions:-
6.	HOSPITAL LAW	Law Governing Storage / Sale of Drugs and Safe Medication	• Understand the laws of sale of drugs and its medication	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable
7.	HOSPITAL LAW	Law Governing The Safety of Patients, Public and Staff within the Hospital Premises and Environmental Protection	• Purchaser of drug or cosmetic enabled to obtain test or analysis. • Penalty for manufacture, sale, etc., of drugs in contravention	Additional as Required for the Job Role	Theoretical Sessions:- Classroom Session Lecture Session Assignment Projects Practical Sessions:- Not Applicable	Theoretical Sessions:- Audio-Visual Lab Projector Charts Diagram Notes Practical Sessions:- Not Applicable