

1.	Subject Title:	Organization and Management of Support Services
2.	Subject Code:	HOM 703
3.	Contact Hours	60
	Self-Study, Assignments	30
	Credit Points	06

4. Subject description and expected learning outcomes

The objective of this course is to help the students understand the planning, organization and management of Support Services in the hospital. The students will learn the skills of identifying the critical problems and suggest management solutions to improve them.

By the end of the course, students will be able to:

- enumerate and identify various Support Services like imaging and diagnostic services, Laboratory services Blood bank and transfusion services and CSSD.
- describe steps in planning, Organization and management of various Support Services.
- Identify critical problems and suggest remedial measures

5. Mode of delivery

- Lecture discussion
- Case Studies
- Group work and simulation exercises
- Hospital Visit

6. Contents

Week	Hours	Units	Contents
	9	1	Laboratory Services, Quality Assessment in Clinical Laboratory System,
			Laboratory
			Introduction, Function and Planning
			Organization of laboratory services
			Management of laboratory services
			quality assessment in clinical laboratory
	9	2	<u>Transfusion Services</u>
			Planning of transfusion Services
			Organization and management of transfusion Services
			Group work
	18	3	<u>Radio diagnosis and imaging services</u>
			Introduction and types of Services
			Planning and organizing of radio diagnosis and imaging services
			Biological effects of radiation, diagnostic and video imaging
			Planning and Organization of nuclear medicine department
			Radiation therapy

Week	Hours	Units	Contents
			Group work
	6	6	CSSD
			Group work
			Organization and Management of CSSD and TSSU
	18	7	Quality assurance
			Quality assurance in support services- Laboratory Transfusion services Radio diagnosis and imaging Services CSSD and TSSU
			Hospital visit
			Group Work and Presentation

7. Assessment

The students will be assessed by a written Examination and assignments. The distribution of marks will be as follows:

Final written examination	70%
Mid-term examination & assignments	30%

8. Assignments

The following group work and case studies will be given to students as assignments

Group Work

The students will be divided in five groups and each group will be given one of the following assignments to work and subsequently give the presentation.

HOSPITAL SUPPORT SERVICES

Group 1: Radiology

Enumerate the recent developments in imaging technology. Discuss the steps involved in economic use of resources and smooth flow of activities in imaging services. Discuss case study on Imaging services.

Group 2: Clinical Laboratory Services

Discuss the factors involved in the Organization and planning of hospital laboratory services. Calculate the manpower requirement for the laboratory of a 100 bedded hospital. Discuss the quality control measures in a laboratory.

Group 3: Blood Bank

Discuss the basic guidelines for the Organization of a blood bank along with the manpower, space and equipment requirements. Discuss measures of prevention of transfusion reaction.

Group 4: CSSD

Discuss the steps for planning of a CSSD in hospital giving suitable flow diagrams.

Group 5 Group work on Total Quality Management (TQM)

What do you understand by Total Quality Management in a Hospital? Discuss the pre-requisites for introduction of TQM. How compares with quality assurance programme? Discuss case study on Patient Satisfaction.

CASE STUDY

The students will also be given one of the following case study to solve the problem and give the presentation as a group

RADIO-IMAGING CENTRE

In a 600 bedded teaching hospital the consultants in medicine and surgery reported that there has been delay in radiological examination of cases and on many occasions the X-ray films were either under exposed or over exposed. HOD Radiology submitted the following reasons-

- i) Overall X-ray load has increased considerable for the last one year although the patient load in OPD, and wards retraining almost the same.
- ii) On analysis of requisition forms he has found the clinical notes are very sketchy and in 30% to 40% cases the X-ray examination could have been avoided.
- iii) There is no-increase in staff in Radiology although the workload has increased by amount 25%.
- iv) Number of X-ray machines are the same for the last 10 years and most of the machines are more than 20 years old.

The Medical Superintendent convened a committee to go into the details of work out norms and standards for quality and quantity of Radio-Imaging Services.

Objectives

Evolve suitable standards for quality and quantity of Radio-Imaging services in relation to cost and consumer satisfaction.

Task

Define the problem

Critical analysis of the problem

Possible reasons of the problem

Collection of facts and figures

Alternative solutions to the problem

Selection of best alternative solution with reasons

Expected Product

Desired standards for quality and quantity

CSSD

Objectives

Develop operating standard for a CSSD (500 bedded hospital)

Evolve norms for quantity and quality of services

Task

Discuss needs of CSSD

Examine the Organization consideration of terms of

- Physical Facility - Staffing - Equipment

Examine problems and decide policy and procedures for a CSSD

Decide standards for evaluating the quality and quantity of services

Expected Product

Policies and procedures of CSSD

9. Readings

- IIHMR course module on Support Services
- Course pack of IGNOU on Support Services
- Maceachern Maicolom, T, Hospital Organization and Management, 1962, Physicians Record Company, Illinois, USA.
- OWEN JK, Modern Concepts of Hospital Administration, 1962, W B Saunders Company Philadelphia and London.
- McGibony JR, Hospital Organization and Management, 1968
- Maceachern Maicom. T, Hospital Organization and Management, 1962, Physicians Record Company, ILLINOIS, USA.