Contents

Section 1

Introduction

1. Introduction ---------- *1*

Section 2

Hospital Administrator

2. The Hospital Administrator – Role and Responsibilities --- *6*
3. Profile of an Effective Hospital Administrator ---------- *12*

Section 3

Managerial Skills

4. Planning ---------- *19*
5. Information System ---------- *24*
6. Communication ---------- *31*
7. Delegation ---------- *37*
8. Decision Making ---------- *41*
9. Monitoring and Evaluation ---------- *46*
10. Managing Time ---------- *52*
11. Meetings ---------- **58**
12. Negotiations ---------- *64*
13. Innovation ---------- *67*

Section 4

Hospital Organization

14. Hospital Organization—Structure and Function ---------- *75*
15. Hospital Committees ---------- *93*

Section 5

The Clinical Services

16. The Medical Staff Organization ---------- *107*

Section 6

The Nursing Services

17. Nursing Service ---------- ***124***

Section 7

Specialized Service Areas

18. Casualty Services ---------- ***138***
19. Disaster: Be Prepared ---------- ***150***
20. Outpatient Services ---------- ***155***
21. Day Care ---------- ***163***
22. The Operating Department ---------- ***171***
23. Diagnostic Services ---------- ***180***
24. Medical Records ---------- ***185***
25. Pharmacy ---------- ***204***

Section 8

Human Resources

26. Personnel ---------- ***221***
27. Performance Appraisal System ---------- ***233***

Section 9

Materials Management

28. Materials Management ---------- ***247***

Section 10

Finances

29. Finances ---------- ***271***
30. Activity Based Costing in Hospitals ---------- ***293***

Section 11

Quality Assurance

31. Quality Management in Our Hospitals ---------- ***305***
32. Quality Management Programs:
Techniques and Tools ---------- ***315***

Section 12
Infection Control

33. Control of Hospital Acquired Infection ---------- ***329***

Section 13
Ethics and Law

34. Ethics ---------- ***341***
35. Laws Applicable to Hospitals ---------- ***355***
36. Consumer Protection Act, 1986 ---------- ***359***

Section 14
India's Health Policy

37. Hospitals in the Framework of India's Health Policy ---------- ***371***

Section 15
Summing Up

38. Summing Up ---------- ***380***

Index ---------- *383*