Contents

1. Hospital Administration as a Specialty **1**

Development of Hospital Administration as a Specialty 2
Hospital and Primary Health Care 3
Technological Revolution and Hospitals 4
Medical Profession and Consumer Protection Act 4
Rising Costs and Hospitals 4
Quality of Care in Hospitals 4
Privatization of Health Care and Rise of Corporate Hospitals 5
Market Approach in Health 5
Job Opportunities for Hospital Managers 5

2. Procedure and Guidelines of Management of Hospital Services **7**

Nursing Service 8
Organization Manual 9
Job Description 9
Duties and Responsibilities of Medical Staff 12
Procedure Guidelines and Standing Orders 20
Hospital Procedure Manual for a General Hospital 22
Basic Financial Administration Issues 23
Nursing Administration 24
Security and Vigilance 25
Basic Material Management Issues in the Hospital 27

3. Clinical Care Services **28**

Outpatient Services 28
Inpatient Services 40
Accident and Emergency Services 62
Operation Theater 76

4. Nursing Services and Ward Management **87**

Nursing Care 87
Administrative Policy Pertaining to the Nursing Services 88
Relationship of Nursing Service Organization to Hospital Organization 89
Utilization of Nursing Personnel 90
Assignment of Duties 90
The Factors Involved in Good Ward Management 91

5. Support Services **94**

Laboratory Service 94
Physical Medicine and Rehabilitation 102
Radiology Services 103
Blood Bank Services 111
Sterilization 142
Linen and Laundry Services 147
Dietary Services 158
Mortuary Services 162
Housekeeping Services 172

6. Communication System **179**

Importance of Hospital Communication 179
Planning and Organization 179
Classification of Hospital Communication System 180

7. Medical Record Management **184**

Record Management in a Hospital 184
Essentials of Records Management 184
Contents of Medical Records 185
Mechanism of Records Management 186
Uses of Hospital Statistics 187
Issues and Problems 188
Medical Records Department 190
Ownership and Legal Aspect 191
Quality of Hospital Care 191

8. Information Technology in Hospitals **194**

Information Resource Management 195
Human Resource Management 195
Advantages of Computerization 196

9. Budget **198**

Concept of Budgeting 198
Aim of Budget in a Hospital Situation 199
Basic Steps for Budgeting in a Hospital 199
Types of Budget 199
Budgeting in Hospital 202

10. Hospital Supply System **204**

Material Planning 205
Inventory Control 206
Tools and Techniques of Inventory Control 208
Economic Order Quantity 212

Inspection and Quality Control 223
Turn Key Projects 227
Service Contract or Maintenance Contract 227
Disposal 228
Planning of Equipment 237
Equipment Maintenance 241
Quality Assurance 244
Hospital Engineering 254

11. Hospital Hazards 258

Hospital Infection 258
Infection Control Committee 259
Garbage Disposal 265
Fire Fighting System 266
Hospital Security Services 271

12. Medicolegal Manual 274

Basic Guidelines for Preparation of Medicolegal Injury Report 275
Guidelines for Preparation of Postmortem Report 278

13. Consumer Protection Act and Hospital Management 281

Consumer Protection Act in Hospitals 281
Aims and Objectives and its Application in Hospitals 282
Salient Features of the Act 283

14. Biomedical Waste Management 288

Medical Waste Management 288
Need for Biomedical Waste Management 289
Categorization of Biomedical Wastes 290
Hospital Waste Management Committee 292
The Biomedical Waste Management and Handling Rules, 1998 293

15. Transplantation of Human Organs Act, 1994 306

Statement of Objectives and Reasons 306
The Transplantation of Human Organs Act, 1994 307
The Transplantation of Human Organs Rules, 1995 315

16. Public Relations in Hospital 326

Operative Methods 327
Communicative Methods 330

17. Medical Social Services 333

Medical Social Services 333
Medical Social Activities 335

18. Evaluation of Hospital Services **338**

Evaluation of Administration 339
Opinion about Hospital Care 356

19. Telemedicine Services in a Hospital **358**

What is Telemedicine? 358
Importance 359
How does the System Work? 359
Impact on Rural India 359
Key Challenges 360
The Future of Telemedicine 360
Need for Telemedicine 361

Index *365*