



**Dr. M.G.R.**  
**EDUCATIONAL AND RESEARCH INSTITUTE**  
(Deemed to be University)  
Maduravoyal, Chennai - 600 095, Tamilnadu, India.  
(An ISO 9001 : 2015 Certified Institution)  
University with Special Autonomy Status



**FACULTY OF MANAGEMENT STUDIES**  
MBA- Two Year Full Time Program- Curriculum and Syllabus  
Program Structure for MBA (Full Time)

# **SPECIALIZATION**

## **- HOSPITAL AND HEALTH CARE MANAGEMENT**

**FACULTY OF MANAGEMENT STUDIES**  
**MBA- Two Year Full Time Program- Curriculum and Syllabus**  
Program Structure for MBA (Full Time)

**MMBA22E64 HOSPITAL OPERATIONS MANAGEMENT**

|  |   |          |          |              |            |                     |
|--|---|----------|----------|--------------|------------|---------------------|
| <b>MMBA22E64</b>   | <b>CONTROL SYSTEMS</b>                                  | <b>C</b> | <b>L</b> | <b>T/SLr</b> | <b>P/R</b> | <b>T/L/<br/>ETP</b> |
|  | Total Contact Hours – 30                                | 3        | 3        | 0            | 0          | T                   |
|  | Prerequisite - Degree                                   |          |          |              |            |                     |
|  | Course Designed by – Faculty of Management Studies      |          |          |              |            |                     |
| <b>OBJECTIVES</b>  |   |          |          |              |            |                     |
| 1. To utilize the resources of the organization in a right way.<br>2. To provide the care or services that satisfies the need of the patients by providing right thing at the right place, price and time. |   |          |          |              |            |                     |
| <b>COURSE OUTCOMES (COs)</b>   |   |          |          |              |            |                     |
| CO1  | Knowledge on planning and designing a hospital.         |          |          |              |            |                     |
| CO2  | Understanding the operations in various departments.    |          |          |              |            |                     |
| CO3  | Knowledge on Admissions and Billing.                    |          |          |              |            |                     |
| CO4  | Acquaint the students about patient satisfaction.       |          |          |              |            |                     |
| CO5  | Knowledge on Accreditation and Evaluation of Hospitals. |          |          |              |            |                     |

| Mapping of Course Outcomes with Program outcomes (Pos)              |          |  |                                 |                          |                              |  |
|---|----------|--|---------------------------------|--------------------------|------------------------------|--|
| (H/M/L indicates strength of correlation ) H-HIGH, M -Medium, L-Low |          |  |                                 |                          |                              |  |
| 1   | COs/POs  | PO1                                    | PO2                             | PO3                      | PO4                          | PO5                                      |
| 2   | CO1      | M                                      |                                 | M                        | M                            |  |
|   | CO2      |  | H                               |                          | M                            |  |
|   | CO3      | H                                      |                                 | M                        |                              | M  |
|   | CO4      | H                                      | M                               |                          |                              | M  |
|   | CO5      |  | H                               |                          |                              | H  |
| 3   | Category | General<br>(A)                         | Basic Sciences and<br>Maths (B) | Professional<br>Core (D) | Professional<br>Elective (E) | Project /<br>Seminar /<br>Internship (H) |
|   |          |  |                                 |                          | ✓                            |  |
| 4   | Approval | Meeting of Academic Council, June 2022 |                                 |                          |                              |  |

## **FACULTY OF MANAGEMENT STUDIES**

### **MBA- Two Year Full Time Program- Curriculum and Syllabus Program Structure for MBA (Full Time)**

**MMBA22E64**

#### **HOSPITAL OPERATIONS MANAGEMENT**

##### **UNIT - I INTRODUCTION**

**6 hours**

Concept of Hospitals-Planning and Design of a Hospital (Building and Physical Layout)-Different types of Hospital -History of Hospital Development –Departmentalization in Hospital – Organization structure-Vertical and Horizontal.

##### **UNIT - II MANAGEMENT AND ORGANIZATION OF CLINICAL SERVICES**

**6 hours**

Organization and Administration of various clinical services-Outpatient Services-In-patient Services-Emergency services-Operation Theatre – ICUs - Super Specialty Services including their utilization study-Nursing services.

##### **UNIT - III**

**6 hours**

FrontOffice-Admission–Billing–MedicalRecords–AmbulatoryCare-DeathinHospital–Brought-inDead -Maintenance and Repairs Bio Medical Equipment.

##### **UNIT - IV QUALITY AND PATIENT SATISFACTION**

**6 hours**

Quality and Patient orientation for total patient satisfaction – Adopting ‘5S technique for quality in housekeeping and support services-Implementing ISO 9001:2000 Quality Management System Standards in Hospitals –Need, Process, Benefits.

##### **UNIT - V EVALUATION OF HOSPITAL and HEALTH**

**6 hours**

Accreditation-Assessing Patient Satisfaction-Techniques of Hospital Services Evaluation-Indicators of Hospital Efficiency and Effectiveness- Current Issues in Hospital Management-Telemedicine, Bio-Medical Waste Management, Organ Transplantation. (Recent trends in hospital operations).

**TOTAL NO. OF PERIODS- 30 HOURS**

#### **Reference Books:**

1. Arnold D. Kalcizony and Stephen M. Shortell - Health Care Management – The Wharton School, University of Pennsylvania – 1998, and revised volume - 2013.
2. Carolyn Semple Piggot - Business Planning for Health Care Management – U.K. Open University – 2000.
3. G.D Kunders – Hospital Facilities Planning and Management – Tata Mc Graw Hill – 2004.
4. B.M Shagarkhar - Organization and Planning of Hospitals – Jaypee Publishing - 2010.

**FACULTY OF MANAGEMENT STUDIES**  
 MBA- Two Year Full Time Program- Curriculum and Syllabus  
Program Structure for MBA (Full Time)

MMBA22E65

**HOSPITAL FACILITIES MANAGEMENT**

|   |   |          |          |              |            |                     |
|---|---|----------|----------|--------------|------------|---------------------|
| <b>MMBA22E65</b>  | <b>CONTROL SYSTEMS</b>                                      | <b>C</b> | <b>L</b> | <b>T/SLr</b> | <b>P/R</b> | <b>T/L/<br/>ETP</b> |
|   | Total Contact Hours – 30                                    | 3        | 3        | 0            | 0          | T                   |
|   | Prerequisite - Degree                                       |          |          |              |            |                     |
|   | Course Designed by – Faculty of Management Studies          |          |          |              |            |                     |
| <b>OBJECTIVES</b>   |   |          |          |              |            |                     |
| 1. To get familiarized with support service systems<br>2. To get acquainted with hazards and its management in hospital environment |   |          |          |              |            |                     |
| <b>COURSE OUTCOMES (COs)</b>  |   |          |          |              |            |                     |
| CO1   | Knowledge in supporting services in hospital                |          |          |              |            |                     |
| CO2   | To Understand different Engineering services in a hospital. |          |          |              |            |                     |
| CO3   | Understanding the energy conservation methods.              |          |          |              |            |                     |
| CO4   | Knowledge on hospital safety and utility services           |          |          |              |            |                     |
| CO5   | Understand the importance of Hospital wastes.               |          |          |              |            |                     |

| Mapping of Course Outcomes with Program outcomes (Pos)              |          |  |                                 |                          |                              |  |
|---|----------|--|---------------------------------|--------------------------|------------------------------|--|
| (H/M/L indicates strength of correlation ) H-HIGH, M -Medium, L-Low |          |  |                                 |                          |                              |  |
| 1   | COs/POs  | PO1                                    | PO2                             | PO3                      | PO4                          | PO5                                      |
| 2   | CO1      | H                                      |                                 | M                        |                              | M  |
|   | CO2      |  | H                               |                          |                              |  |
|   | CO3      |  |                                 |                          | H                            | M  |
|   | CO4      | H                                      |                                 | M                        |                              |  |
|   | CO5      |  | M                               |                          | H                            | H  |
| 3   | Category | General<br>(A)                         | Basic Sciences and<br>Maths (B) | Professional<br>Core (D) | Professional<br>Elective (E) | Project /<br>Seminar /<br>Internship (H) |
|   |          |  |                                 |                          | ✓                            |  |
| 4   | Approval | Meeting of Academic Council, June 2022 |                                 |                          |                              |  |

**FACULTY OF MANAGEMENT STUDIES**

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**MMBA22E65**

**HOSPITAL FACILITIES MANAGEMENT**

**UNIT-I SUPPORTING HEALTHCARE SERVICES**

**6 hours**

Nutrition and Dietary services–Pharmacy services–Medical Records services.CSSD.

**UNIT-II ENGINEERING SERVICE**

**6 hours**

Facilities Engineering –Maintenance of Civil Assets–Electrical supply and Water supply –Medical gas pipeline– Plumbing and Sanitation–Air conditioning system–Hot water and Steam supply–Communication Systems– Biomedical engineering departments in modern hospitals.

**UNIT-III UTILITY SERVICES**

**6 hours**

Laundry services–House keeping services–Energy conservation methods–AMC.

**UNIT-IV UTILITY SUPPORTING SERVICES**

**6 hours**

Ambulance services –Mortuary services–Hospital safety and security services.

**UNIT-V HOSPITAL HAZARDS**

**6 hours**

Disaster management–Fire hazards–Engineering Hazards–Radiological hazards.–Outsourcing of Support services–Waste disposal and management-few case studies.

**TOTAL NO. OF PERIODS: 30 HOURS**

**Reference Books:**

1. G.d.kunders, hospital and facilities planning and design
2. Jacob line, handbook of bio-medical engineering
3. Websterj. Gandalbertm. Co, clinical engineering principles and practices
4. Antony kelly, maintenance planning and control

**FACULTY OF MANAGEMENT STUDIES**  
**MBA- Two Year Full Time Program- Curriculum and Syllabus**  
Program Structure for MBA (Full Time)

MMBA22E66

PATIENT CARE MANAGEMENT

|   |  |  |          |          |              |            |                     |
|---|--|--|----------|----------|--------------|------------|---------------------|
| <b>MMBA22E66</b>  | <b>CONTROL SYSTEMS</b>                             |  | <b>C</b> | <b>L</b> | <b>T/SLr</b> | <b>P/R</b> | <b>T/L/<br/>ETP</b> |
|   | Total Contact Hours – 30                           |  | 3        | 3        | 0            | 0          | T                   |
|   | Prerequisite - Degree                              |  |          |          |              |            |                     |
|   | Course Designed by – Faculty of Management Studies |  |          |          |              |            |                     |
| <b>OBJECTIVES</b>   |  |  |          |          |              |            |                     |
| 1. To understand the importance of patient care management<br>2. To be acquainted with the disaster and safety and Security Management in Hospitals |  |  |          |          |              |            |                     |
| <b>COURSE OUTCOMES (COs)</b>  |  |  |          |          |              |            |                     |
| CO1   | Knowledge on Patient Care.                         |  |          |          |              |            |                     |
| CO2   | Understand models of quality improvement.          |  |          |          |              |            |                     |
| CO3   | Understand the type of Patient Classification.     |  |          |          |              |            |                     |
| CO4   | Acquaint the students about medical audit.         |  |          |          |              |            |                     |
| CO5   | Knowledge on disaster plans in a hospital.         |  |          |          |              |            |                     |

| Mapping of Course Outcomes with Program outcomes (Pos)              |          |  |                                 |                          |                              |  |
|---|----------|--|---------------------------------|--------------------------|------------------------------|--|
| (H/M/L indicates strength of correlation ) H-HIGH, M -Medium, L-Low |          |  |                                 |                          |                              |  |
| 1   | COs/POs  | PO1                                    | PO2                             | PO3                      | PO4                          | PO5                                      |
| 2   | CO1      | H                                      |                                 | M                        |                              |  |
|   | CO2      |  | H                               |                          | M                            | M  |
|   | CO3      | M                                      |                                 |                          | H                            |  |
|   | CO4      |  | M                               | M                        |                              | H  |
|   | CO5      | H                                      |                                 |                          | M                            | M  |
| 3   | Category | General<br>(A)                         | Basic Sciences and<br>Maths (B) | Professional<br>Core (D) | Professional<br>Elective (E) | Project /<br>Seminar /<br>Internship (H) |
|   |          |  |                                 |                          | ✓                            |  |
| 4   | Approval | Meeting of Academic Council, June 2022 |                                 |                          |                              |  |

## **FACULTY OF MANAGEMENT STUDIES**

### **MBA- Two Year Full Time Program- Curriculum and Syllabus Program Structure for MBA (Full Time)**

**MMBA22E66**

#### **PATIENT CARE MANAGEMENT**

##### **UNIT-I INTRODUCTION**

**6 hours**

Patient centric management-Concept of patient care, Patient-centric management, Organization of hospital departments, Roles of departments/managers in enhancing care, Patient counseling and Practical examples of patient centric management in hospitals-Patient safety and patient risk Management.

##### **UNIT-II QUALITY IN PATIENT CARE MANAGEMENT**

**6 hours**

Quality in patient care management-Defining quality, Systems approach towards quality, Quality framework: Key theories and concepts, Models for quality improvement and Variations in practice.

##### **UNIT-III PATIENT CLASSIFICATION SYSTEMS**

**6 hours**

Patient classification systems and the role of case mix- why we need to classify patients, Types of patient classification systems, ICD9(CM,PM), Case mix classification systems, DRG, HBG, ARDRG, Case mix innovations and Patient empowering classification systems.

##### **UNIT-IV MEDICAL AUDIT**

**6 hours**

Introduction/need and procedures for medical audit, Audit administration and Regulating committees- Confidentiality and professional secrecy, Ethics of trust and ethics of rights – Autonomy and informed consent, under trading of patient rights – Equity and social justice, human dignity

##### **UNIT-V DISASTER PREPAREDNESS**

**6 hours**

Disaster preparedness-Policies and procedures for general safety, Fire safety procedure for evacuation, Disaster plan and crisis management. Policies and procedures for maintaining medical records, e-records, Legal aspects of medical records, its safety, preservation and storage. (Trends in Patient Management for discussions).

**TOTAL NO. OF PERIODS: 30 HOURS**

##### **Reference Books:**

1. **Goel SL and Kumar R.** HOSPITAL CORE SERVICES: HOSPITAL ADMINISTRATION OF THE 21<sup>ST</sup> CENTURY 2004 ed., *Deep Deep Publications Pvt Ltd: New Delhi*
2. **Gupta Sand Kant S.** Hospital and Health Care Administration: Appraisal and Referral Treatise 1998 ed., *Jaypee, New Delhi*

**FACULTY OF MANAGEMENT STUDIES**  
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MMBA22E67

HEALTHCARE LAW AND ETHICS

|   |  |  |          |          |              |            |                     |
|---|--|--|----------|----------|--------------|------------|---------------------|
| <b>MMBA22E67</b>  | <b>CONTROL SYSTEMS</b>   |  | <b>C</b> | <b>L</b> | <b>T/SLr</b> | <b>P/R</b> | <b>T/L/<br/>ETP</b> |
|   | Total Contact Hours – 30   |  | 3        | 3        | 0            | 0          | T                   |
|   | Prerequisite - Degree  |  |          |          |              |            |                     |
|   | Course Designed by – Faculty of Management Studies   |  |          |          |              |            |                     |
| <b>OBJECTIVES</b>   |  |  |          |          |              |            |                     |
| <ol style="list-style-type: none"> <li>1. This subject designed to assist students by getting knowledge about legal laws related to hospital.</li> <li>2. Understanding MCI, 1956-code of medical ethics.</li> <li>3. To get knowledge about MTP act, related to medical termination of pregnancy-guidelines, Rules and Regulations</li> <li>4. To get knowledge about PNDT act, related to prenatal diagnostic procedure followed by determination of sex prohibited.</li> </ol> |  |  |          |          |              |            |                     |
| <b>COURSE OUTCOMES (COs)</b>  |  |  |          |          |              |            |                     |
| CO1   | Acquaint the students about the death certificate issuing procedure and its content, importance of death |  |          |          |              |            |                     |
| CO2   | Knowledge about malpractice in health care.  |  |          |          |              |            |                     |
| CO3   | Understanding about medical jurisprudence.   |  |          |          |              |            |                     |
| CO4   | Knowledge about patient’s Rights and provider’s responsibility.  |  |          |          |              |            |                     |
| CO5   | Knowing about patient protection as per law.   |  |          |          |              |            |                     |

| Mapping of Course Outcomes with Program outcomes (Pos)              |          |  |                              |                       |                           |                                    |
|---|----------|--|------------------------------|-----------------------|---------------------------|------------------------------------|
| (H/M/L indicates strength of correlation ) H-HIGH, M -Medium, L-Low |          |  |                              |                       |                           |                                    |
| 1   | COs/POs  | PO1                                    | PO2                          | PO3                   | PO4                       | PO5                                |
| 2   | CO1      | H                                      |                              |                       |                           |                                    |
|   | CO2      |  | M                            | H                     |                           | M                                  |
|   | CO3      |  | M                            |                       | H                         |                                    |
|   | CO4      | H                                      |                              | M                     | M                         |                                    |
|   | CO5      |  |                              |                       |                           |                                    |
|   |          | H                                      |                              |                       | H                         |                                    |
| 3   | Category | General (A)                            | Basic Sciences and Maths (B) | Professional Core (D) | Professional Elective (E) | Project / Seminar / Internship (H) |
|   |          |  |                              |                       | ✓                         |                                    |
| 4   | Approval | Meeting of Academic Council, June 2022 |                              |                       |                           |                                    |

**FACULTY OF MANAGEMENT STUDIES**  
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**MMBA22E67 HEALTHCARE LAW and ETHICS**

- UNIT - I CODE OF MEDICAL ETHICS (MCI) 6 hours**  
Code-Duties of Physician to their patients-Duties of Physician to the profession at large-Duties of Physician to the profession in consultation- Duties of Physician to the profession to the public-Disciplinary action.
- UNIT- II THE MEDICAL TERMINATION OF PREGNANCY ACT 1971 6 hours**  
Indication or Grounds of MTP-Requirements for MTP-Complications of MTP-Doctor and Criminal Abortion-The Pre Natal Diagnostic Techniques Act 1994- -Determination of Sex prohibited.
- UNIT- III DYING DECLARATION 6 hours**  
Definition – Precautions-Procedure of Recording - Death Certificate-Precautions while issuing death certificate-- Contents of Death Certificate- Importance of Death Certificate.
- UNIT- IV MEDICAL JURISPRUDENCE 6 hours**  
Introduction and Legal Procedure-Medical ethics- Patient's rights and provider's responsibility-Medical Malpractice-Management of Medical Malpractice.
- UNIT- V MEDICO LEGAL ASPECTS 6 hours**  
Impotence – Sterility-Medico Legal aspects of Psychiatric and mental Health – Toxicology-Organ Transplantation Act-Tamil Nadu Clinics Act. Recent trends relating to health care laws for discussion only).

**TOTAL NO. OF PERIODS- 30 HOURS**

**Reference Books:**

1. N.D. Kapoor - Elements of Mercantile Law - Sultan Chand and Sons, New Delhi – 2003.
2. E. Venkatesan - Hand Book of Mercantile Law - M. L. J. Publications.
3. Bulchandai K. R. - Industrial Law - Himalaya Publishing House.

**FACULTY OF MANAGEMENT STUDIES**  
**MBA- Two Year Full Time Program- Curriculum and Syllabus**  
Program Structure for MBA (Full Time)

**MMBA22E68 PUBLIC HEALTH SYSTEM and OUTREACH PROGRAMMES**

|  |  |  |          |          |              |            |                     |
|--|--|--|----------|----------|--------------|------------|---------------------|
| <b>MMBA22E68</b>   | <b>CONTROL SYSTEMS</b>                                       |  | <b>C</b> | <b>L</b> | <b>T/SLr</b> | <b>P/R</b> | <b>T/L/<br/>ETP</b> |
|  | Total Contact Hours – 30                                     |  | 3        | 3        | 0            | 0          | T                   |
|  | Prerequisite – Degree  |  |          |          |              |            |                     |
|  | Course Designed by – Faculty of Management Studies           |  |          |          |              |            |                     |
| <b>OBJECTIVES</b>  |  |  |          |          |              |            |                     |
| 1. Reducing inequalities in health and access to health services.<br>2. To help detect health issues as early and respond appropriately. |  |  |          |          |              |            |                     |
| <b>COURSE OUTCOMES (COs)</b>   |  |  |          |          |              |            |                     |
| CO1  | To understand the Epidemiological methods.                   |  |          |          |              |            |                     |
| CO2  | Knowledge on infectious diseases and National programmes.    |  |          |          |              |            |                     |
| CO3  | Understanding the occupational health hazards                |  |          |          |              |            |                     |
| CO4  | Knowledge on infection control                               |  |          |          |              |            |                     |
| CO5  | Acquaint the students about the maintenance of surveillance. |  |          |          |              |            |                     |

| Mapping of Course Outcomes with Program outcomes (Pos)              |          |  |                              |                       |                           |                                    |
|---|----------|--|------------------------------|-----------------------|---------------------------|------------------------------------|
| (H/M/L indicates strength of correlation ) H-HIGH, M -Medium, L-Low |          |  |                              |                       |                           |                                    |
| 1   | COs/POs  | PO1                                    | PO2                          | PO3                   | PO4                       | PO5                                |
| 2   | CO1      | H                                      |                              |                       |                           |                                    |
|   | CO2      |  | M                            | H                     |                           | M                                  |
|   | CO3      |  | M                            |                       | H                         |                                    |
|   | CO4      | H                                      |                              | M                     | M                         |                                    |
|   | CO5      |  |                              |                       |                           |                                    |
| 3   | Category | General (A)                            | Basic Sciences and Maths (B) | Professional Core (D) | Professional Elective (E) | Project / Seminar / Internship (H) |
|   |          |  |                              |                       | ✓                         |                                    |
| 4   | Approval | Meeting of Academic Council, June 2022 |                              |                       |                           |                                    |

## **FACULTY OF MANAGEMENT STUDIES**

### MBA- Two Year Full Time Program- Curriculum and Syllabus Program Structure for MBA (Full Time)

#### **MMBA22E68 PUBLIC HEALTH SYSTEM and OUTREACH PROGRAMMES**

##### **UNIT - I CONCEPT OF HEALTH AND DISEASE and EPIDEMIOLOGICAL METHODS 6 hours**

Introduction to Epidemiological concepts, definitions, etc.-Concept of health- Definition, indicators, determinants- Epidemiological triad and disease transmission – Disease- Natural History, causes, etc.- Descriptive epidemiological studies-Analytical epidemiological studies.

##### **UNIT - II INFECTIOUS DISEASE EPIDEMIOLOGY 6 hours**

National Health Programmes related to Communicable diseases-Malaria, Filarial, Tuberculosis, Leprosy, AIDS and STD National Health Programmes related to Non Communicable diseases–Cancer, Blindness, Diabetes, and Mental Health-Reproductive and child health programme (RCH)-Health related national programmes–Integrated Child development scheme, Water supply and sanitation, Minimum needs programme.

##### **UNIT - III EPIDEMIOLOGY, OCCUPATIONAL SAFETY 6 hours**

Unit objectives and introduction to Occupational health and hazards- Nature, origin determinants and solutions - Roles of national and international organizations in promoting occupational and environmental health.

##### **UNIT - IV HOSPITAL INFECTIONS CONTROL 6 hours**

Hospital infections Definitions - Importance, Determinants, Sources, Routes of transmission-Principles of control of infection - Control measures in wards, Operating theatres, Laundry, Kitchen, Water, Special units e.g. (ICCU, ICU, Renal units) after discharge, waiting rooms, etc.

##### **UNIT - V MAINTENANCE OF SURVEILLANCE, RECORDS and REPORTS 6 hours**

Unit objectives and importance of surveillance and records/reports maintenance - Outline and risk surveillance measures - Record keeping and reports presentation.

**TOTAL NO. OF PERIODS- 30 HOURS**

#### **Reference Books:**

1. G.E.Alan Dever - Epidemiology in Health Services Management, (1984) – publication at Maryland – June 1984.
2. G.A.J. Ayliffe, E.J.L. Lawbury, A.N. Geddes - Control of hospitals infection - Chapman and Hall publication – 1997.
3. Roger detels, James Menon, Robert Beaglenole - Textbook of Public Health – Oxford University Press – May 15, 2002.
4. J.E. Park - Preventive and social Medicine by Banarsidas, Bhanot Publication – Published on Feb 2011 – 1<sup>st</sup> edition – July 1970.

**FACULTY OF MANAGEMENT STUDIES**  
**MBA- Two Year Full Time Program- Curriculum and Syllabus**  
Program Structure for MBA (Full Time)

**MMBA22E69 RISK MANAGEMENT AND HEALTH INSURANCE**

|                  |  |          |          |              |            |                     |
|------------------|--|----------|----------|--------------|------------|---------------------|
| <b>MMBA22E69</b> | <b>CONTROL SYSTEMS</b>                             | <b>C</b> | <b>L</b> | <b>T/SLr</b> | <b>P/R</b> | <b>T/L/<br/>ETP</b> |
|                  | Total Contact Hours – 30                           | 3        | 3        | 0            | 0          | T                   |
|                  | Prerequisite – Degree                              |          |          |              |            |                     |
|                  | Course Designed by – Faculty of Management Studies |          |          |              |            |                     |

**OBJECTIVES**

1. To acquaint the students with the concepts of risk management and its techniques, implementation
2. outline of insurance , principle and its types
3. To know about regulatory framework of insurance IRDA.
4. To get knowledge about the health insurance and group insurance.

**COURSE OUTCOMES (COs)**

|     |   |
|-----|---|
| CO1 | Give emphasis on TPA claims management and its process.       |
| CO2 | Understanding about social security and its benefits.         |
| CO3 | Getting knowledge about ratemaking-pricing of insurance.      |
| CO4 | Understanding about reinsurance and its types                 |
| CO5 | Assessing and implementation of action plan during disasters. |

| Mapping of Course Outcomes with Program outcomes (Pos)              |            |             |                              |                       |                           |  |  |
|---|------------|-------------|------------------------------|-----------------------|---------------------------|--|--|
| (H/M/L indicates strength of correlation ) H-HIGH, M -Medium, L-Low |            |             |                              |                       |                           |  |  |
| 1   | COs/POs    | PO1         | PO2                          | PO3                   | PO4                       | PO5                                    |  |
| 2   | <b>CO1</b> | H           |                              |                       |                           |  |  |
|   | <b>CO2</b> |             | M                            | H                     |                           | M                                      |  |
|   | <b>CO3</b> |             | M                            |                       | H                         |  |  |
|   | <b>CO4</b> | H           |                              | M                     | M                         |  |  |
|   | <b>Co5</b> |             | M                            |                       |                           | H                                      |  |
| 3   | Category   | General (A) | Basic Sciences and Maths (B) | Professional Core (D) | Professional Elective (E) | Project / Seminar / Internship (H)     |  |
|   |            |             |                              |                       | ✓                         |  |  |
| 4   | Approval   |             |                              |                       |                           | Meeting of Academic Council, June 2018 |  |



**FACULTY OF MANAGEMENT STUDIES**  
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**MMBA22E69 RISK MANAGEMENT AND HEALTH INSURANCE**

**UNIT - I RISK, INSURANCE AND MANAGEMENT**

**6 hours**

Introduction to Risk and Insurance-Risk Identification and Risk Evaluation-Risk Management Techniques-Principles of Insurance -Selection and Implementation of risk management techniques.

**UNIT - II INSURANCE LAW AND REGULATION**

**6 hours**

Insurance Laws-Regulation of Insurance and IRDA-Principles of Health Insurance-Health Insurance Products-Group Insurance Products-Risk Assessment.

**UNIT - III CLAIMS MANAGEMENT**

**6 hours**

Claims Management – Third Party Administration-Actuarial Principles-Principles of Ratemaking – Data Required for Ratemaking.

**UNIT - IV REINSURANCE**

**6 hours**

Principles of Reinsurance-Types of Reinsurance-Casualty and Property Reinsurance-Reinsurance Markets-Underwriting and its Considerations.

**UNIT - V DISASTER MANAGEMENT**

**6 hours**

The concept of managing Disaster-Issues of Manmade and Natural disaster-Planning Process involved in Disaster Management.

**TOTAL NO. OF PERIODS: 30 HOURS**

**Reference Books:**

1. Rajiv Jain and Rakhi Biswas - Insurance Law and Practice - Vidhi Publishers, Delhi – 1<sup>st</sup> edition 2001, revised 2006.
2. Shailendra K. Singh - Safety and Risk Management - Mittal Publishers – 1998.
3. J. H. Diwan - Safety, Security and Risk Management – Mittal Publishers – 1998.
4. Stephen Ayres and Garmvik – Holbook and Shoemaker - Text Book of critical care – Andhra University.
5. Kenneth Black, Herald. D - Life and Health insurance (13<sup>th</sup> Edition) — U.K. Open University Press – Sep 17, 1999.