

Contents

SECTION ONE : THE HOSPITAL

- 1. Role of Hospitals in Health Care 3
- 2. Hospital Planning and Design 21

SECTION TWO : OUTPATIENT, INPATIENT AND NURSING SERVICES

- 3. Outpatient Services 55
- 4. The Nursing Unit 71
- 5. Intensive Care Unit 85
- 6. Nursing Services 97

SECTION THREE : MANAGEMENT

- 7. Effective Hospital Management 109
- 8. Planning 120
- 9. Organising 129
- 10. Directing and Leading 143
- 11. Controlling 152
- 12. Financial Management 163

SECTION FOUR : CLINICAL SUPPORTIVE SERVICES

- 13. Radiology and Imaging Services 185
- 14. Laboratory Services 195
- 15. Operation Theatre Suite 208
- 16. Pharmacy 218
- 17. Central Sterile Supply Department (CSSD) 225

SECTION FIVE : ADMINISTRATIVE SERVICES

- 18. Medical Records 235
- 19. Hospital Infection 242
- 20. Hospital Utilisation Statistics 250
- 21. Materials Management 256
- 22. Marketing of Health Services 269
- 23. Evaluation of Hospital Services 286

SECTION SIX : FUNCTIONAL HOSPITAL ORGANISATION

24. Hospital Linen and Laundry Service	301
25. Disposal of Hospital Waste	310
26. Public Relations in Hospitals	319
27. Ethical and Legal Aspects of Hospital Administration	324
28. Disaster Management	338
29. Quality Assurance through Record Review and Medical Audit	347

APPENDICES

<i>I. Significance of the Aesculapaeus' Rod and the Snakes in Medical Emblem</i>	<i>357</i>
<i>II. Schedules of Accommodation</i>	<i>358</i>
<i>III. Classification of Various Service Areas and Departments in a Hospital</i>	<i>363</i>
<i>IV. Recommendation of the Workshop on Medical Records</i>	<i>365</i>
<i>V. Salient Points of Biomedical Waste Rules</i>	<i>367</i>
<i>VI. Medical Audit</i>	<i>370</i>
<i>VII. Check-list for Preparation of a Disaster Plan</i>	<i>373</i>
 <i>Index</i>	 <i>375</i>