

Class XII

Patient Care Assistant (PTCA)

Semester III

Detail Theory syllabus

SL no	Content	Details	Marks	Periods
1.	History and evolution of health care system	1.1. Man and Medicine. Health for all 1.2. Establishment of Ministry of health and National health policy 1.3. Evolution of public health education in India	2	03
2.	Health Programmes in India.	2.1 Introduction to Health Care programme in India. 2.2 Different health care programme in India and State 2.3 Different health system strengthening programme in India and State 2.4 Challenge and opportunities in health care system	05	06
3	Types of Hospital organization and its role in primary health care.	3.1 Introduction to Hospital and its different types. 3.2 Function of a medical college hospital. 3.3 Function of district hospital. 3.4 Function of primary health care centre.	05	06
4.	Health care planning in hospital, its facilities and services.	4.1 Planning of health care in short term and long term basis. 4.2 Health care planning included in five year plan recommendation. 4.3 Facilities available in the hospital for in patient or out patients 4.4 Services for patients. Accommodation, nursing, laboratory, operation theatre etc. 4.5 Health, safety procedure in workplace. 4.6 Identify potential hazards and breaches of safe working practices 4.7 Dealing with hazards to maintain health, safety and security in workplace.	06	10
5	Organization and management in hospitals	5.1 Typical organization structure in a hospital. 5.2 Working of hospital as an organization. 5.3 Duties and responsibilities of various department in the organization. 5.4 Different Functions of outpatient department. 5.5 Function of inpatient department. 5.6 Functions of Pharmacy 5.7 Drug Management ; Present scenario Hospital Pharmacy Licenses,	06	10

		<p>Procedure of Drug Indenting, On time Drug dispensing</p> <p>5.8 Functions of Radiology department.</p> <p>5.9 The significant and functions of Emergency Services of a hospital.</p> <p>5.10 Functions of Nursing services.</p> <p>5.11 Functions and significant of Critical care unit.</p>		
6	Financial management and inventory control in hospital.	<p>6.1 Introduction to financial management.</p> <p>6.2 Role of financial management in health care management.</p> <p>6.3 Evaluation and planning, long term investment, financial decisions, working capital management and financial risk management.</p> <p>6.4 Current challenges.</p> <p>6.5 Introduction to inventory control and its importance.</p> <p>6.6 Procedure of inventory control and assets management</p> <p>6.7 Techniques of inventory control</p> <p>6.8 Maintaining supply chain management for inventory.</p>	06	10
TOTAL			30	45

Class XII

Semester IV

SL no	Content	Details	Marks	Periods
1.	Behavioural sciences (Organizational behavior in hospitals)	<p>7.1 Introduction to HR concepts in Hospital.</p> <p>7.2 Different types of manpower which is required for a Hospital.</p> <p>7.3 Concept of organizational behaviour in hospital.</p> <p>7.4 Significant of organizational behaviour in a Hospital.</p> <p>7.5 Patient management system</p> <p>7.6 Staffs behavior and their level of communication with the patient/attenders</p> <p>7.7 Personal grooming to the staff and desk representative</p> <p>7.8 Interact with supervisors on workload issues and take necessary measures</p> <p>7.9 Coordinate for Internal team training on processes</p> <p>7.10 Identifying periodically training needs and Schedule training for team</p> <p>7.11 Handling common patient complaints (Long wait times, issue with staff members, amount time spent with Doctor, lack of communication and</p>	06	12

		divisiveness and Insurance and billings)		
2	Laws related to hospital and medical services.	8.1 Various laws applicable to hospital 8.2 Prerequisites of medical services 8.3 Emergency healthcare and laws 8.4 Various governing laws to run the hospital with professionals	02	06
3	Outpatient and inpatient services in the following fields- Gynecological & Obstetric units, Pediatric/ Neonatal units.	9.1 Different types of services in hospitals 9.2 Difference between outpatient and inpatient services. 9.3 Medical terminology used by Cardiologist 9.4 Medical terminology used by Neurologist 9.5 Medical terminology used by Nephrologist 9.6 Medical terminology used by Gastro intestinologist 9.7 Medical terminology used by Gynecologist 9.8 Brief activities of inpatient care of Gynecological, Obstetric, pediatric/neonatal units. 9.9 Brief activities of outpatient care of Gynecological, Obstetric, pediatric/neonatal units. 9.10 Emergency services. Outpatient & In patient services. 9.11 Identify the problems of outpatient and in patient and resolve procedure. 9.12 Address the issue of vendors, hospital staff and other staff as per organizational policy and procedure.	06	12
4	Concept of Communicable and noncommunicable diseases and their prevention	10.1 Description about the Concept of Communicable and Non-Communicable disease. 10.2 Description about the prevention of disease system. 10.3 Protection with healthy habits. 10.4 Introduction to the Epidemiological concept of disease. 10.5 Description of prevention of Epidemiological disease & outbreak, 10.6 Epidemiology & Analysis of Health Information Data Concept of disease. 10.7 Natural History Level of prevention Rehabilitation. 10.8 Communicable and non-communicable diseases- a) Communicable Diseases-- Influenza Food poisoning, Filariasis, Plague, Tetanus b) Non- Communicable Diseases-- Diabetes Stroke Alcoholism ,Smoking,Rheumatic Heart Diseases. 10.9 Epidemiological studies -- Epidemic, Endemic,Pandemic,Sporadic --Investigation of an epidemic. 10.10 Mortality, Morbidity, IMR, MMR. Transmission of Disease—Vehicles of transmission.	06	12
5.	Preventive measures for	11.1 What is prevention of immunization	04	08

	disease outbreak, vaccination, immunization, pollution control	11.2 Planning for vaccination 11.3 Uniform immunization programme. 11.4 Vaccination and immunization (Cholera, Diarrhea) 11.5 Vaccination preventable diseases. 11.6 What is pollution prevention (P2). 11.7 Different approach for pollution prevention.		
6.	Vital statistics	12.1 Vital statistics concepts in a hospital and its types. 12.2 Importance and use of the measurement indicators. 12.3 Topics and theme to be covered in a vital statistics system. 12.3 importance of Vital statistics in community health and nursing.	02	05
7.	Management in Health Care Units- Blood bank, dispensaries, pathology lab, boundary services, security services, ambulance services, nursing services	13.1 Requirement of different health care units in a hospital. 13.2 Quality management concepts for each units. 13.3 Introduction to quality accreditation body NABH. 13.4 Importance of accreditation. 13.5 Functions of blood bank. 13.6 Functions of pathology lab. 13.7 Functions of dispensaries 13.8 Functions of Nursing services. 13.9 Functions of ambulance services. 13.10 Functions of boundary and security and boundary services.	04	08
TOTAL			30	63

Detail of Practical Syllabus

SL no	Content	Details	Marks	Periods
1.	Maintenance of medical records in health care delivery system.	1.1. Understand different medical units record. 1.2. Prepare out patient record and organize it as per unitwise. 1.3. Prepare in patient record summarize it as per diseases. 1.4. Prepare the file as per case. 1.5. Retrieve the file for in and out patient. 1.6. Prepare the certificate of Birth and Death. 1.7. Preserve the records and certificates.	07	25
2.	Computer application on hospital information system	2.1 Familiarization with the computer application software with hospital MIS.	10	40

		<p>2.2 Prepare out patient record and organize it as per unitwise.</p> <p>2.3 Prepare in patient record summarize it as per diseases.</p> <p>2.4 Apply numbering system to maintain units records.</p> <p>2.5 Apply indexing system to maintain for review the cases.</p> <p>2.6 Prepare the file as per case.</p> <p>2.7 Retrieve the data for in patient and out patient.</p> <p>2.8 Differentiate the data for in and out patient.</p> <p>2.9 Maintain the census for all patients.</p>		
3.	Procedure of maintaining hospital hygiene personal hygiene	<p>3.1 Follow Waste disposal techniques and implement</p> <p>3.2 Identify source of infection</p> <p>3.3 Isolate infected patients</p> <p>3.4 Sterilize the required objects</p> <p>3.5 Keep hospital premises clean.</p> <p>3.6 Maintain Infection prevention protocols.</p> <p>3.7 Maintain health, safety and security for healthcare personnel in work place.</p> <p>3.8 Follow the personnel hygiene checklist and apply</p>	05	15
4.	Kitchen hygiene.	<p>4.1 Sanitize kitchen as per procedure</p> <p>4.2 Wash vegetables and fruits thoroughly. ...</p> <p>4.3 Clean the Kitchen Rags Regularly. ...</p> <p>4.4 Segregate the Chopping Boards.</p> <p>4.5 Sterilize shopping equipment.</p> <p>4.6 Clean the Kitchen Cabinets and Refrigerator.</p> <p>4.7 Sanitize faucet on regular basis</p> <p>4.8 Utilize the bins properly</p>	05	15
5.	Housekeeping.	<p>Clean all spills in floor</p> <p>Control the dust and eliminate by cleaning.</p> <p>Maintain and clean all light fittings.</p> <p>Eliminate fire hazards</p> <p>Inspect, clean and repair all housekeeping tools</p> <p>Maintain 7S of housekeeping</p>	03	05
	TOTAL		30	100

Topic for Project (Choose any one topic for project formulation)

SL no	Details	Marks	Periods
1	Project Visit to nearby Hospital/Health care centre/nursing home to get an idea about the Health Care system of a Hospital.	20	44
2.	Visit to nearby hospital to get an idea about its organizational system and draw a hierarchy chat..		
3.	To study and prepare a project report on vital statistics nearby Hospital/Healthcare centre/Nursing home.		
	TOTAL	20	44