

# JOB ROLE: GENERAL DUTY ASSISTANT

Sector- Health Care

(Qualification Pack Code: HSS/Q5101 )



PSS Central Institute of Vocational Education  
Shymala Hills, Bhopal – 462013 , Madhya Pradesh, India

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# **UNIT 1 : HOSPITAL MANAGEMENT SYSTEM**

**Session 1:**

**Health Care Delivery System**

# Content

Title	Slide No.
Objectives	4
Health Care Delivery System	5
Health Care Model in India	6-11
Hospital	12
Components of Hospitals	13
Functions of Hospital	14-17
Out-Patient Department(OPD)	18
In-Patient Department(IPD)	19-20
Laboratories	21
Other Departments	22
Summary	23

# Session Objectives

The student will be able to :-



**Explain Health Care System Model in India**

**Comprehend Levels of Health Care**

**Distinguish Components & Functions of Hospital**

# Health Care Delivery System



- For organizations, for people and for actions intended for promotion, restoration or maintenance of health.
- Pyramid of publicly owned facilities that deliver personal health services for population.
- It includes efforts to influence determinants of health and health-improving activities.

# Health Care Model in India



- Health care is a State subject.
- Health care institutions owned by central, state government and local bodies.
- Central government develops and monitors national standards and regulations, sponsor numerous schemes.
- Government and private sectors make health care accessible in all areas of India.

# Health Care Model

Public Health Sector

Private Health Sector

Primary  
Health  
Care

Government  
Hospital/  
Health  
Centres

Clinic /  
General  
Practitioners

Private  
Hospital,  
Nursing  
Home

# 1. Public Health Sector

## a) Primary Health Care

- Sub- Centres
- Accredited Social Health Activist(ASHA)
- Auxiliary Nurse Midwifery(ANM)
- Primary Health Centre(PHC)





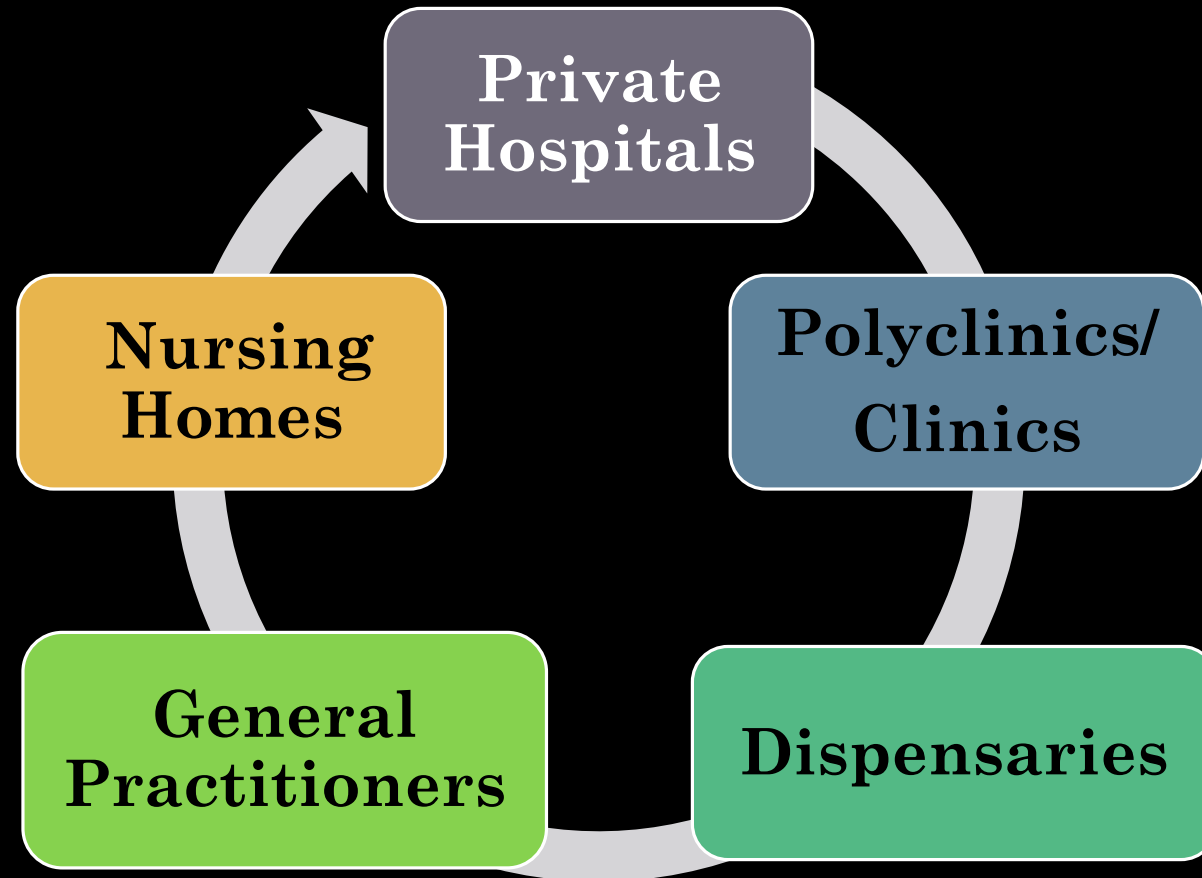
## b) Government Hospitals / Health Units

- Community Health Centers (CHC)
- Civil Hospitals
- Poly Clinics
- District Hospitals/ Health Centers
- Medical Colleges



## 2. Private Sector

Private Sector includes :-



# Levels of Medical Care

S.No.	Level	Providers
1	Primary Care	Primary Health Centres (PHCs) and their Sub- Centers
2	Secondary Care	District Hospitals and Community Healthcare Centres(CHC).
3	Tertiary Care	Medical Colleges /AIIMS/ Central Level Institutions.

# Hospital



- Integral part of social and medical organization.
- Provide both preventive and curative healthcare for the population.
- Centre for training of health workers and bio-medical research.
- Hospital is an open system with various components that are integrated by common purpose.

# Components of Hospital

Clinical and Nursing Services	Other Services
<ol style="list-style-type: none"><li>1. Outpatient and Inpatient Services</li><li>2. Emergency/Causality and Other services</li></ol>	<ol style="list-style-type: none"><li>1. Personnel Services</li><li>2. Financial services</li><li>3. Management services</li><li>4. Support Services</li><li>5. Transport Services</li></ol>



# Functions of Hospitals

**Restorative**

**Preventive**

**Training and Research**

# 1. Restorative Function



## 2. Preventive Functions :-

**Control of  
Communicable  
Diseases**

**Prevention of  
Prolonged  
Illness**

**Preventive  
Health  
Check-up**

**Health  
Education  
Services**

**Supervision of  
normal Pregnancies,  
Childbirth, Growth  
and Development**

**Occupational  
Health  
Services**



# 3. Training and Research Function

**Medical Undergraduates/  
Post Graduates  
Training**

**Specialists,  
Nurses and  
Midwives  
Training**

**Medical Social  
Workers,  
Paramedical Staff  
Training**

**Clinical Medicine  
Research**

**Medical  
Technology &  
Services Research**

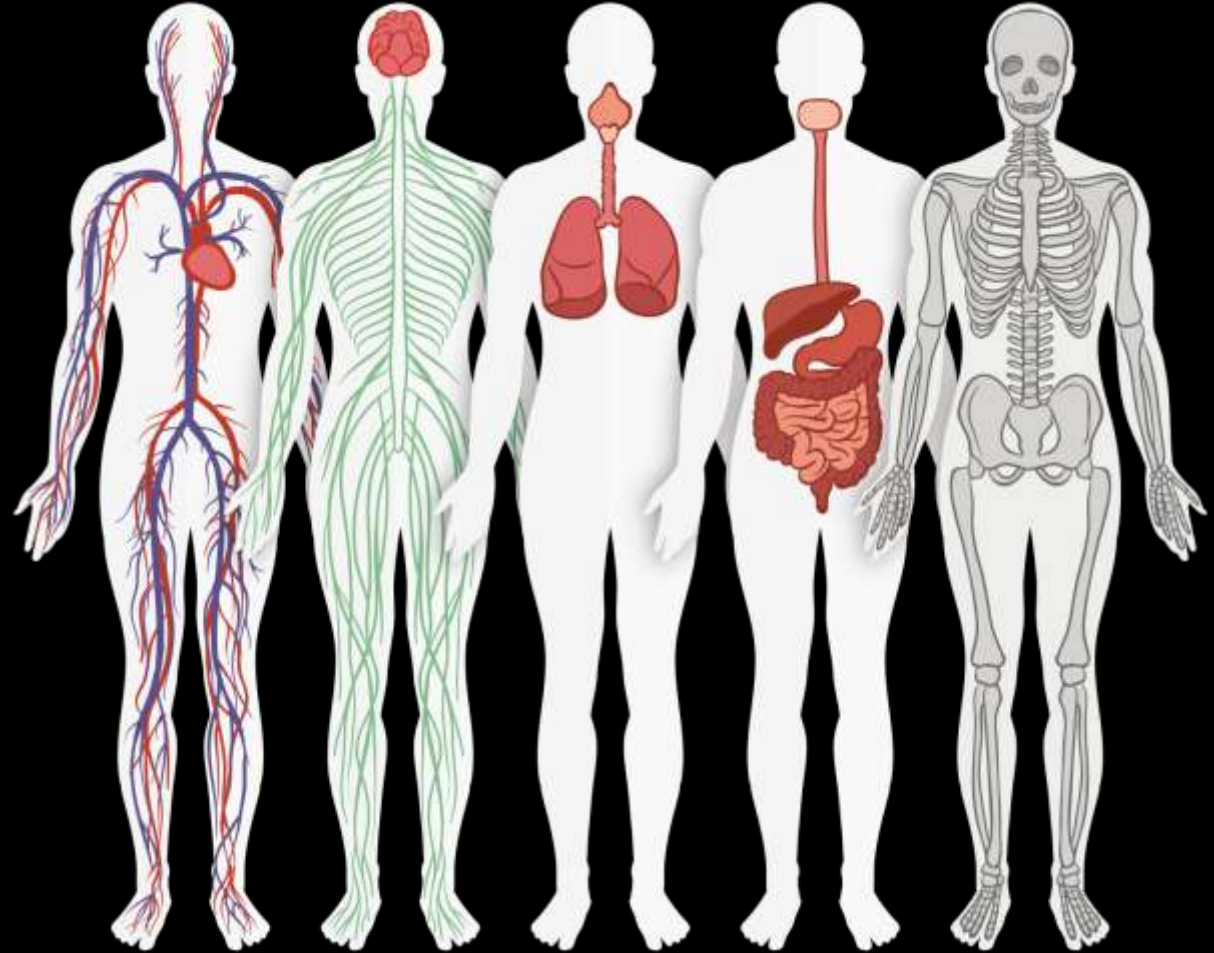
**Physical,  
Psychological and  
Social Research**

# Out -Patient Services

- ❑ Investigative and treatment work done without admitting the patient.
- ❑ The scope of OPD includes:-
  - Registration
  - Consultation and Investigation
  - Preventive and Promotive Healthcare
  - Rehabilitation services
  - Health Education
  - Counseling
  - Dispensing

# In-Patient Services (IPD)

- Neurology
- Ophthalmology
- Ear Nose Throat
- Cardiology
- Gastroenterology
- Nephrology
- Gynaecology
- Orthopaedics



# In-Patient Departments (IPD)

- Anaesthetics
- Oncology
- Burn & Trauma
- Intensive Care Unit
- Physiotherapy
- Dermatology
- Paediatrics
- Psychiatry
- General surgery
- Dentistry



# Investigation / Laboratory



Laboratories	Analysis/ Function
Bacteriology laboratory	Tests bacteria and toxins
Biochemistry laboratory	Biochemical analysis of samples
Hematology laboratory	Blood related investigations
Parasitological laboratory	Test for the presence of parasites
Blood bank	Collecting, screening and transfusion of blood
Radiology/ Imaging	X- ray, Magnetic Resonance Imaging

# Other Departments

- Administration/Finance
- Inventory
- Dietetics
- Housekeeping
- Sterilisation
- Transport





# Summary

- Health care services fulfill health based needs of population.
- Health care model in India has public and private sector as an integral part of hospital services.
- Hospital provides preventive and curative healthcare, training and bio-social research activities.



# Assignment

Teacher will take children to a hospital and ask them to observe the functions of various department. Students will fill the portfolio table

S. No.	Name of Department	Function
1	Dietary Department	
2	Laundry	
3	Out Patient Department(OPD)	
4	Laboratories	
5	Administration	





# Thank you

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Contact us

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