# JSS Academy of Higher Education and Research (Mauritius)

# Bachelor of Business Administration

## (Hospital and Health System Management)

### A. Programme Information

Bachelor of Business Administration – Hospital and Health System Management is a programme designed to equip students with the required business, administrative and management skills needed for careers in several areas of health services management.

Students enrolled in this course examine business management topics with an eye toward how they are used in a healthcare environment. Insurance, medical terminology, accounting, and healthcare ethics are part of the curriculum. Coursework are intended to equip students with the business/ management skills needed to prepare for non-medical healthcare management careers. Furthermore, the Bachelor of Business Administration – Hospital and Health System Management programme is a stepping-stone to the MBA Hospital Administration course.

### B. Programme Aims

The programme aims to train graduates with managerial skills to manage the day to day operations in health care organizations.

**Job Prospects:**

After completion of this BBA (HHSM), a graduate will have the option to enter job in the health care industry or pursue higher education (post-graduation).

Careers include:

- Healthcare organizations

- Health insurance

- Medical coding and billing

- Pharmacy

- Banking & financial services

- Marketing

- Human resource management

- Entrepreneurship

- Government and non-governmental organizations

**C.     Programme Objectives**

The Programme objectives are to equip the students with -

1. Basic Knowledge to understand the day to day functions of healthcare organizations.
2. Skills required to manage the routine activities in the healthcare organizations
3. Abilities to handle routine operations such as billing, coding, claims management, marketing and public relations.
4. Communicate effectively and efficiently with different stakeholders of the organization.
5. To be effective team players and ability to work in groups.

**D.   Overall Programme Learning Outcomes**

This programme will enable students to:

1. Manage the routine operations of healthcare organizations
2. Be proficient with effective communication skills, team work and public relations
3. Coordinate the interdepartmental activities
4. Communicate effectively with different stakeholders
5. Maintain the routine financial activities of the organizations.

**E.     General Entry Requirements**

JSSAHERM will follow the admission requirements of TEC for tertiary education level programmes. The Faculty of Management Studies, on a case-to-case basis, will make admission decisions.

Candidates must have:

Either

(i)        Pass in 3 Subjects at A-level and 1 subject at subsidiary level of Higher

School Certificate Examination;

Or (ii)    Pass in 2 Subjects at A-level and 2 subjects at subsidiary level of Higher School Certificate Examination;

Or (iii)    Pass in 3 Subjects at A-level at the London General Certificate Examination;

Or (iv)    A qualification equivalent to the above.

**Overseas Candidates**

Overseas candidates whose first language is not English and who do not hold a degree or equivalent professional qualification taught in English will be required to produce evidence of their competence in English.

## F.    Programme Mode and Duration

Full-Time:      Minimum 3 years (6 Semesters) – Maximum 6 years (12 semesters)

## G.    Teaching and Learning Strategies

The programme will consist of a wide variety of teaching and learning methods, including lectures, tutorial, individual or group projects, assignments, presentations, workshops, seminars and case studies. The programme will also consist of class tests, structured discussions, self-development activities, and hospital placement. Self-learning will be the key feature of the programme, enabling students to explore, investigate and research in various issues related to hospital and health system management.

Positive learning outcomes reflect an interplay between the teaching activities  and  learning environment provided by JSSAHERM and the skills, knowledge, attitudes and behaviours of its students. The institution has brought forward a few principles to help ensuring that the quality of teaching and learning is always respected.

The following principles aim to guide excellence in learning and teaching

practices, while recognising that effective learning and teaching involves a partnership between students and the institution:

a) Creating an engaging, motivating, and intellectually stimulating learning environment and experience.

b) Encouraging the spirit of critical inquiry and creative innovation informed by current research.

c) Emphasising the importance, relevance, and integration of theory and knowledge with professional practice to develop solutions to real world issues.

d) Providing learning experiences that develop inter-culturally capable graduates who can make a difference as socially and ethically responsible global citizens.

e) Valuing and recognising individual and cultural diversity through the provision of an inclusive context of support and respect for all students.

e) Enhancing student engagement and learning through effective curriculum design, pedagogy and assessment strategies.

f) Continuously improving teaching practice through academic staff professional development, and critical reflection informed by a range of evaluation approaches.;

g) Conducting evaluation (feedback) exercises, through which the students will be encouraged to give their view and rate the teaching quality of each lecturer – The feedback survey forms would be analysed and reports would be generated. Appropriate measures would be taken to improve weaknesses and shortcomings; All feedback survey forms would be securely kept for verification and consultation as and when required; The feedback exercise will be conducted every semester before the end of courses to ensure that students' views are appropriately taken care prior to their sitting for examinations;

h) Conducting Performance Appraisal exercises for all teaching and non-teaching staff members; This exercise allow the institution to find room for improvement, evaluate the staff's opportunities for promotion and to channel staff members for training and development as learning is an on-going process not only students but for lecturers and other staff members also.

JSSAHERM considers feedback from students as vital and has established a student feedback form for each module being taught every semester. The criterion under which a course will be evaluated is as follows:

a) Knowledge of the lecturer related to the subject;

b) Coverage of the syllabus – Was the syllabus covered completely and thoroughly or was any topic not covered;

c) Delivery of lecturer or demonstration for practical;

d) Discipline in class (theory and practical) – Did the lecturer have control over his batch of students;

e) Interaction in class – Did the lecturer invite students to participate in class?

f) Audibility of voice – Did the lecturer express himself clearly and could all students hear / understand when he/ she explained?

g) Explanation and emphasis on important points – Was the subject being explained with respect to the syllabus and were important points highlighted? Did the lecturer make use of relevant examples to support the explanations?

h) Evaluation of subject note or learning materials being provided to students – clarity, conciseness and relevance;

i) Infrastructure being given for the subject being taught – classroom quality (clarity of white board, aeration, LCD and multimedia projector equipments, etc)

j) Evaluation of practical sessions – laboratories, equipments, safety, knowledge of the lecturer, etc;

k) Information being given students – Did the lecturer provide students with information that were related to only the subject matter or did they provide a broader picture of the subject for more learning.

l) Were students motivated to attend conferences/ seminars / industrial training to enhance their knowledge?

The feedback exercise would be carried out anonymously meaning that students do not divulge their identities while filling the form. Once the feedback exercise has been

carried out, the administrative department would work on each form and compile the data and submit same to the Head of Faculty. The latter will analyze the information and call the lecturers to inform them of the evaluation of the subject and work on ways to improve effectiveness and efficiency of lecturers and implementation of new ways of teaching and learning.

The feedback mechanism is expected to assist JSSAHERM, to improve the following:

- Quality of teaching
- Service provided to students both academic and non-academic
- Infrastructure – new equipments in laboratories, classrooms
- Organization of extra-curricular activities – outings, sports activities, cultural events, etc
- Quality of learning materials distributed to students
- Importance of courses being delivered;
- Objectives and career pathway of students
- Creation of short training programmes to enhance learning
- Encouraging faculty members to pursue their studies to higher levels
- Converting weaknesses of faculties to strengths to provide better learning opportunities for students.

**H.    Student Support and Guidance**

Each cohort of the programme is allocated a Programme Coordinator who will act as a liaison officer between the students and the institution.  The programme coordinator will also provide support for academic management of the programme

The student support and guidance include:

- Tutoring
- Access to library / E-library
- Access to IT workshop
- A variety of student welfare activities.

## I. Attendance Requirements

The students must secure a minimum of 80% attendance in each subject to become eligible to take term end examination. All students must attend every lecture, tutorial and practical classes except for approved leave like medical emergencies etc. Each course of the semester shall be treated as a separate unit for calculation of the attendance. A student, who does not satisfy the attendance requirement, mentioned as above, shall not be eligible to appear for the examination of that semester and not promoted to higher semester. The student shall be required to repeat that semester along with regular students later by paying the prescribed fee as per the regulations of JSSAHERM.

### J.     Credit System

#### A.     Credit Equivalence
1.     (i)     1 credit = 15 hours of lecture
       (ii)    1 credit = 30 hours of practical/tutorials/seminars
       (iii)   1 credit = 60 hours of Professional Placement

2.     Project / Dissertation: 8 – 12 credits.

#### B.     Credits per level
Each level shall constitute of the following number of credit subject to the required number of credits for award:

| | | |
|---|---|---|
| Level 1 | (Certificate) | :33 - 53 credits |
| Level 2 | (Diploma) | :33 - 48 credits |
| Level 3 | (BBA) | :33 - 58 credits |

### K.     Student Progress and Assessment

- The evaluation of performance of the student is based on the marks obtained in each module. Semester Percentage Average (SPA) and Cumulative Percentage Average (CPA) are calculated to determine their final awards at the end of their programme of study.
- Modules are assessed through written examinations of duration of 3 hours.
- All modules are normally assessed over 100 marks, except for project/dissertation which will be assessed over 200 marks.
- The overall pass mark for a module shall be 40%, subject to the students submitting their continuous assessment within set deadlines.
- All modules must be passed in the examinations, coursework and other forms of assessment.

The modules will be assessed as follows:
- End semester examinations contributing to 70% of the total marks
- Continuous assessment carrying 30% of total marks. Continuous assessment can be based on seminars and/or assignments or class tests.

In order to pass in a module, a minimum of 40% should be attained in:
a) Continuous assessment, and in
b) End semester examination

**Grading**

| Undergraduate | | |
|---|---|---|
| Overall Marks | Grade | Remarks |
| $70 \leq X \leq 100$ | A | Excellent |
| $60 \leq X < 70$ | B | Very Good |
| $50 \leq X < 60$ | C | Good |
| $40 \leq X < 50$ | D | Satisfactory |
| $X < 40$ | F | Failed |

## Calculation of Semester grade point average (SGPA)

The performance of a student in a semester is indicated by a number called 'Semester Grade Point Average' (SGPA). The SGPA is the weighted average of the grade points obtained in all the courses by the student during the semester. For example, if a student takes five courses (Theory/Practical) in a semester with credits C1, C2, C3, C4 and C5 and the student's grade points in these courses are G1, G2, G3, G4 and G5, respectively, and then students' SGPA is equal to:

$$SGPA = \frac{C_1G_1 + C_2G_2 + C_3G_3 + C_4G_4 + C_5G_5}{C_1 + C_2 + C_3 + C_4 + C_5}$$

The SGPA is calculated to two decimal points. It should be noted that, the SGPA for any semester shall take into consideration the F grade awarded in that semester. For example, if a learner has a F grade in course 4, the SGPA shall then be computed as:

$$SGPA = \frac{C_1G_1 + C_2G_2 + C_3G_3 + C_4 * ZERO + C_5G_5}{C_1 + C_2 + C_3 + C_4 + C_5}$$

## Calculation of Cumulative Grade Point Average (CGPA)

The CGPA is calculated with the SGPA of all the semesters to two decimal points and is indicated in final grade report card/final transcript showing the grades of all semesters and their courses. The CGPA shall reflect the failed status in case of F grade(s), till the course(s) is/are passed. When the course(s) is/are passed by obtaining a pass grade on subsequent examination(s) the CGPA shall only reflect the new grade and not the fail grades earned earlier. The CGPA is calculated as:

$$CGPA = \frac{C_1S_1 + C_2S_2 + C_3S_3 + C_4S_4 + C_5S_5 + C_6S_6 + C_7S_7 + .... + C_nS_n}{C_1 + C_2 + C_3 + C_4 + C_5 + C_6 + C_7 + .... + C_n}$$

where $C_1$, $C_2$, $C_n$,.... is the total number of credits for semester I,II,…n, and $S_1$,$S_2$, $S_n$,....is the SGPA of    each semester I,II,,,,n.

## L.    Evaluation of Performance

All modules carry equal weight, except for dissertation, which counts for the equivalent of 2 Modules.

### Project/dissertation

Candidates should compulsorily submit a related project at the end of the final semester of the programme or a dissertation. The scope of the research will be assessed and approved through a project proposal that will be due after completion of Research Methods module. The project will mainly involve real problems solving situation or will be on health systems administration themes.. The project should be around 8000-10000 words and may have to be defended in a viva-voce.

## M.    Award Classification

The class shall be awarded on the basis of CGPA as follows:

| Classification of Award | CGPA |
|---|---|
| First Class with Distinction | 7.00 and above |
| First Class | 6.00 to 6.99 |
| Second Class | 5.00 to 5.99 |
| Third Class | 4.00 to 4.99 |
| No Award | less than 4.00 |

**N.     Programme Organisation and Management**

Programme Coordinator :

Name : Dr H K Mamatha

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**O.     Programme Structure**

### BBA (Hospital and Health System Management) (Version1.0)

| YEAR 1 (Level 1) | | | | | | | |
|---|---|---|---|---|---|---|---|
| *Semester 1* | | | | *Semester 2* | | | |
| **Code** | **Modules** | **Hrs/Wk** L T/P/SD | **Credits** | **Code** | **Modules** | **Hrs/Wk** L T/P/SD | **Credits** |
| BBAHS101 | Financial Accounting I | 4 | 4 | BBAHS201 | Financial Accounting II | 4 | 4 |
| BBAHS102 | Management Principles | 4 | 4 | BBAHS202 | Services Management | 4 | 4 |
| BBAHS103 | Business Environment | 4 | 4 | BBAHS203 | Business Communication | 4 | 4 |
| BBAHS104 | Environmental Studies | 4 | 4 | BBAHS204 | Introduction to Health Care Systems | 4 | 4 |
| BBAHS105 | Statistical Applications | 4 | 4 | BBAHS205 | Business Ethics & Corporate governance | 4 | 4 |
| | | **Total** | **20** | | | **Total** | **20** |

| YEAR 2 (Level 2) | | | | | | | |
|---|---|---|---|---|---|---|---|
| *Semester 1* | | | | *Semester 2* | | | |
| **Code** | **Modules** | **Hrs/Wk** L T/P/SD | **Credits** | **Code** | **Modules** | **Hrs/Wk** L T/P/SD | **Credits** |
| BBAHS301 | Management Information System (MIS) | 4 | 4 | BBAHS401 | Quantitative Techniques | 4 | 4 |
| BBAHS302 | Business Law | 4 | 4 | BBAHS402 | Organisational Behaviour | 4 | 4 |
| BBAHS303 | Strategic Management | 4 | 4 | BBAHS403 | Business Economics | 4 | 4 |
| BBAHS304 | Cost Accounting | 4 | 4 | BBAHS404 | Research Methodology | 4 | 4 |
| BBAHS305 | Hospital Posting | 4 | 4 | BBAHS405 | Management Accounting | 4 | 4 |
| | | **Total** | **20** | | | **Total** | **20** |

| YEAR 3 (Level 3) | | | | | | | |
|---|---|---|---|---|---|---|---|
| *Semester 1* | | | | *Semester 2* | | | |
| Code | Modules | Hrs/Wk L T/P/SD | Credits | Code | Modules | Hrs/Wk L T/P/SD | Credits |
| BBAHS501 | Medical Records Management/ Introduction to Hospital systems | 4 | 4 | BBAHS601 | Elective-I (HR/Fin/Marketing)* | 4 | 4 |
| BBAHS502 | Medical Coding and Billing | 4 | 4 | BBAHS602 | Elective-II (HR/Fin/Marketing)* | 4 | 4 |
| BBAHS503 | Insurance Management | 4 | 4 | BBAHS603 | Project Work II | | 12 |
| BBAHS504 | Project Work I | | 8 | | | | |
| | | **Total** | **20** | | | **Total** | **20** |

* Electives I and II will be any two of the following:

1. Human Resource Management

2. Financial Management

3. Marketing Management

### Summary of Number of Credits

| Total Number of Credits | |
|---|---|
| **Semester** | **No. of Credits** |
| I | 20 |
| II | 20 |
| III | 20 |
| IV | 20 |
| V | 20 |
| VI | 20 |
| **TOTAL** | **120** |