

**DEPARTMENT OF HOSPITAL ADMINISTRATION PT.  
BHAGWAT DAYAL SHARMA PGIMS, ROHTAK, HARYANA  
(Pt. BDS UNIVERSITY OF HEALTH SCIENCES, ROHTAK,  
HARYANA)**

1	<b>NAME OF DEPARTMENT</b>	<b>HOSPITAL ADMINISTRATION DEPARTMENT</b>
2	<b>NAME OF DEPARTMENT HEAD</b>	<b>DR. BRIJENDER SINGH</b>
3	<b>ADDRESS OF DEPARTMENT WITH PHYSICAL/BUILDING LOCATION</b>	<b>ROOM. NO. 18 &amp; 14 A-BLOCK, MEDICAL SUPERINTENDENT OFFICE, HOSPITAL BUILDING, Pt. B.D.S. PGIMS, ROHTAK, HARYANA.</b>
4	<b><u>A BRIEF HISTORY OF DEPARTMENT-</u></b>  <b><u>VISION OF THE DEPARTMENT-</u></b>  <b><u>CURRENT AREAS OF ACTIVITY</u></b>	<p>The Hospital Administration Department was established on 26<sup>th</sup> June 2006. And Dr. Brijender Singh, Associate Professor &amp; Head is working since 26<sup>th</sup> June 2006.</p> <p><b>VISION OF THE DEPARTMENT:</b> - To work for the cause of establishing and enhancing the importance of Administration in day to day life and delivery of quality hospital services in the larger interest of public and better patient care. And to conduct the teaching &amp; training Programme's on Hospital Administration topics.</p> <p><b>CURRENT AREAS OF ACTIVITY: - Teaching:</b> - To conduct the teaching &amp; training Programme's on Hospital Administration topics for Nursing Sisters, Nursing College, Pharmacy College, Under graduate students (MBBS) and Hospital Staff of the Pt. BDS PGIMS, Rohtak, Haryana.</p> <p>Hospital Administration Department also provides the training to the Hospital staff on Good Quality care to the patients, good communication skills, good team development motivation etc.</p> <p>As &amp; when required the help of the Hospital Administration Department in the planning of a new services areas &amp; improvement of the existing services including space, manpower &amp; equipment planning for different areas in the hospital the Hospital Administration Department always helps in all these matters.</p> <p>The Hospital Administration Department also looks after the Clinical Services, Support &amp; Ancillary Services &amp; also helps the Medical Superintendent in day to day Administration work of Pt. BDS PGIMS, Rohtak, Haryana.</p>
5	<b>DETAILS ON FACULTY MEMBERS &amp; SENIOR RESIDENT IN THE HOSPITAL ADMINISTRATION-</b>	Only Two Faculty members Dr. Brijender Singh, Associate Professor & Head and Dr. Amit Lathwal Assistant Professor and One Senior Resident Dr. M.C. Sahoo are working in the Hospital Administration Department.

**1. (A). Publications of Dr. Brijender Singh Associate Professor & Head,  
Department of Hospital Administration: – Nine.**

1). CENTRAL STERILE SUPPLY DEPARTMENT IN PT BD SHARMA PGIMS – A SWOT ANALYSIS’.

Dr Brijender Singh Dhillon, Assistant Professor and Head, Department of Hospital Administration and Deputy Medical Superintendent, Pt BD Sharma PGIMS, Rohtak, Haryana & Dr (Maj) Mukunda Chandra Sahoo, Senior Resident Administrator, Department of Hospital Administration, Pt BD Sharma PGIMS, Rohtak. In **HARYANA MEDICAL JOURNAL – January 2010 Vol. 29 No.1 ISSN No. 0971 – 892.**

2). EFFECTIVE HANDLING OF COMPLAINTS IN HOSPITAL-

Dr Brijender Singh Dhillon, Assistant Professor and Head, Department of Hospital Administration and Deputy Medical Superintendent, Pt BD Sharma PGIMS, Rohtak. Dr (Maj) Mukunda -Chandra Sahoo, Senior Resident Administrator, Department of Hospital Administration, Pt BD Sharma PGIMS, Rohtak. **HARYANA MEDICAL JOURNAL – January 2010 Vol.29 No.1 ISSN No. 0971 – 892.**

3). STUDY OF LAUNDRY AND LINEN SERVICES IN PT. B.D. SHARMA PGIMS SUPER SPECIALTY HOSPITAL, ROHTAK –

Dr Brijender Singh Dhillon, Assistant Professor and Head, Department of Hospital Administration and Deputy Medical Superintendent, Pt BD Sharma PGIMS, Rohtak & Dr (Maj) Mukunda Chandra Sahoo, Senior Resident Administrator, Department of Hospital Administration, Pt BD Sharma PGIMS, Rohtak. (Under Publication)

**1. (B). Conference(s) attended by Dr. Brijender Singh Associate Professor  
& Head, Department of Hospital Administration in the year 2008 to April  
2011: -**

**NATIONAL**

1. Annual Conference of Indian Radiology & Imaging Association (IRIA) Haryana Branch – (30th March 2008) PGIMS, Rohtak.
2. National Conference (HOSPITALS 2020) from 29<sup>th</sup> to 30<sup>th</sup> November, 2008 at Hyderabad, India.

3. Participated actively as delegate in the **National Seminar cum Workshop on Operations Research in Hospital Administration** held on 7<sup>th</sup> -8<sup>th</sup> August 2009 organized by **AIIMS, N-Delhi** with collaboration with **WHO**.
4. Participated as delegate in the CME on Concepts in **Financial Management for medical Administrators** held from 30<sup>th</sup> Sept-1<sup>st</sup> Oct 2009 at AIIMS, New Delhi.
5. Participated as delegate in the CME on '**Managing Quality on Hospital Services**' organized by Department of Hospital Administration, AIIMS in collaboration with World health organization – India Office held from 6<sup>th</sup> to 7<sup>th</sup> November 2009 at AIIMS, New Delhi.
6. Attended the NABH Assessor Course for Hospital Accreditation Program on 14<sup>th</sup> November to 18<sup>th</sup> November 2009 & which was conducted by the National Accreditation Board for Hospitals and Healthcare Providers (NABH), Quality Council of India, at **St. John's Medical College Bangalore**.
7. Participated as delegate in the 5<sup>th</sup> National Quality Conclave on "**Leveraging Quality for Good Governance**" in Hotel Le-Meridien, Jan path, New Delhi from 19-20 February 2010 organized by QCI.
8. Awareness Programme for Medical Imaging Services, at The Claridges, 12 Aurangzeb Road N-Delhi on 21<sup>st</sup> August 2010.
9. Workshop on National Initiative for Patient Safety (NIPS) from 16<sup>th</sup> to 18<sup>th</sup> September 2010 by the Department of Hospital Administration of AIIMS, N-Delhi.
10. National Conference on Challenges & Issues in Hospital Administration from 3<sup>rd</sup> December 2010 to 4<sup>th</sup> December 2010 at Chandigarh.
11. CME on Best Practices in Hospital Logistics, Inventory and Stores Management from 21<sup>st</sup> January 2011 to 22<sup>nd</sup> January 2011 at AIIMS, N-Delhi.
12. Conference Cum Exhibition on Healthcare Infrastructure & Medical Technology 2011 (HIMT-2011) organized by the Hospital Administration Deptt at AIIMS, N- Delhi on 3<sup>rd</sup> Feb to 5<sup>th</sup> Feb 2011.

## **INTERNATIONAL**

1. South Asian Conference & CME on synergy in Healthcare (SASHCON-2008) from 3<sup>rd</sup> to 6<sup>th</sup> November, 2008.
2. International Patient Safety Conference from 1<sup>st</sup> Oct to 3<sup>rd</sup> Oct 2010 at AIIMS, N-Delhi.

**1. (C). SEMINARS/CONFERENCES/WORKSHOP/CME PROGRAMMES ORGANISED (2008 To 2011): -**

CONFERENCE/SEMINAR/WORKSHOP/CME TITLE	Date/(S) From	To
CME on <b>Primary, Secondary &amp; Tertiary Health Care Services in Haryana.</b>	9 <sup>th</sup> January 2009	9 <sup>th</sup> January 2009
Workshop on <b>Primary, Secondary &amp; Tertiary Health Care Services in Haryana</b> at PHC – Lakhanmajara, CHC - Chiri., Civil Hospital Rohtak & Pt. BDS PGIMS, Rohtak, Haryana.	9 <sup>th</sup> January 2009	9 <sup>th</sup> January 2009

**PAPER(S) READ AT THE CONFERENCES**

1. Delivered the lectures in the Hospital Administration & Quality Management Training for Hospital Managers Programme from 7<sup>th</sup> to 9<sup>th</sup> September 2009, at Bhubaneswar, Orissa, India, (**Training Workshop**).
2. Dr Brijender Singh Dhillon, Assistant Professor and Head, Department of Hospital Administration and Dr (Maj) Mukunda Chandra Sahoo, Senior Resident Department of Hospital Administration. Presented poster on “Development Plan of PGIMS-2009-2010, in **Health Conclave 2009 - “Managing Challenges of 21<sup>st</sup> Century in Healthcare Organizations”**. organized by IIHMR, New Delhi at India Habitat Center on November 18 & 19 ,2009 on behalf of Department of Hospital Administration.
3. Participated as speaker in the Orientation Workshop for Post graduate students of 2010 Admission Batch of Pt. BDS PGIMS, Rohtak, Haryana.

**1. (D). Any specialized/research work (including thesis & other projects): -**

Taught the basic research methodology and guided the students while preparing their project work during their training at Pt. BDS PGIMS, Rohtak, Haryana.

1. Study of the Engineering Maintenance System at Pt. B.D. Sharma PGIMS, Rohtak.
2. Study of the PHARMACY SERVICES DEPARTMENT of Pt. B.D. SHARMA PGIMS, ROHTAK (HARYANA)
3. Study of the BIO-MEDICAL WASTE MANAGEMENT SYSTEM at Pt. B.D. SHARMA PGIMS, ROHTAK (HARYANA)
4. Study the Health Services provided by the Govt. Beri, Hospital to the population of Haryana.
5. Study of the OUT PATIENT DEPARTMENT SERVICES OF GOVT. DENTAL COLLEGE PT. B. D. SHARMA PGIMS,ROHTAK (HARYANA)
6. Study of the Laundry Department Services of the PT. B. D. SHARMA PGIMS, ROHTAK (HARYANA).
7. A PROJECT REPORT on Infrastructure Planning of Kitchen/Dietary Services & Operation Theatre of 100 Bedded Hospital.
8. A PROJECT REPORT on Registration, Admission, Discharge, Left against Medical Advice (LAMA) policies for the Pt. B.D. SHARMA PGIMS, ROHTAK (HARYANA).
9. A PROJECT REPORT ON CONTINGENCY PLAN OF MEDICAL RELIEF IN THE EVENTUALITY OF ANY DISASTER IN Pt.BDS PGIMS ROHTAK, (UNIVERSITY OF HEALTH SCIENCES ROHTAK, HARYANA).

**1. (E). Details Of Additional General Services (If Any) Provided To The Institution Other Than Teaching/Academic Activity Or Any Other Notable Contribution Made To The Institution (2008-2011): -**

**Additional Charge of Deputy Medical Superintendent of Pt. BDS PGIMS, Rohtak, Haryana to Dr. Brijender Singh.**

**The allotted areas of Postings & the duties assigned to me are:-**

**A) Clinical Services of Lala Sham Lal Building :-**

- Out Patient Deptt. (OPD's) of Cardiology, CTVS, Neuro-Surgery, Neurology, Urology, Rheumatology, Endocrinology, Asthma Clinic etc-etc.
- Operation Theater Services of CTVS, Urology (Lala Sham Lal Building).
- Indoors including ICU's (Intensive Care Units) of Cardiology, CTVS, Neuro Surgery (Lala Sham Lal Building) {Super –Speciality Block}.

**B) Support & Ancillary Services of Lala Sham Lal Building :-**

- Nursing Services
  - Pharmacy Services
  - CSSD(Central Sterile Supply Deptt)
  - Laundry
  - Dietary Services
  - House Keeping
  - Medical Record
  - Manifold
  - Central Workshop
  - Hospital Engineering Services
  - Hospital Information System (Reception)
  - Bio-Medical Waste Management
  - Security
  - Transport & Ambulance Services at Lala Sham Lal Building.
- Managing the Security Services of Pt. BDS PGIMS (350 Acer), Rohtak, Haryana.
  - Vishram Sadan (200 Bedded).

**1. (F). Some Projects done by Dr. Brijender Singh Associate Professor & Head, Department of Hospital Administration since 2006 till 2011: -**

S.No.	Projects – Given by the Worthy Director. -----	A. to
1	Up-gradation of CHC Dighal to Model Hospital.	Submitted to the Worthy Director.
2	A New 30 Bedded Wing in A&E Deptt. PGIMS .	do
3	New Mortuary Complex for PGIMS, Rohtak.	do
4	Disaster Plan for PGIMS, Rohtak.	do
5	Emergency Response Team& Extrinsic Disaster Management Plan of PGIMS, Rohtak.	do
6	Security& safety Services in PGIMS, Rohtak.	do
7	Fire Fighting System in PGIMS, Rohtak.	do
8	Bio-Medical Waste Management System for PGIMS, Rohtak.	do
9	Employees Health Scheme (EHS) Services for PGIMS, Rohtak.	Submitted to the Worthy Director.
10	Planning to Outsource of Hospital Services: Managerial Issues.	Submitted to the Worthy Director/ Budget Branch
11	Draft Action Plan for PGIMS to deal with cases during Diwali & after Diwali.	Submitted to the Worthy Director.
12	Contingency Action Plan for PGIMS Hospital in view of flash RDA Strike at PGIMS Hospital	Submitted to the Worthy Director.
13	With the view to utilize the <b>Telephone Directory</b> in an effective manner the Edited, published & printing matter was given to the Hospital Admn. Deptt.	Completed in time & given to the MG-I Branch.

14	Hospital Administration Deptt prepared the Management Development Programme for the Civil Surgeons, S.M.O's, M.O's & Senior Administrators of the Health Deptt at HIPA, Gurgaon, Haryana.	Submitted to the Mr. Bishoni, IAS (Additional Director), HIPA, Gurgaon, Haryana.
15	A project of 30 Bedded Complex (A&E Deptt) for Civil Hospital Bhiwani, Haryana.	Submitted to Dr. Vatas (PMO), Civil Hospital, Bhiwani, Haryana.
16	Infrastructure Planning of State Institute of Mental Health, PGIMS, Rohtak, Haryana (100 Bedded Hospital).	Submitted to the HOD Psychiatry Deptt. Pt. BDS PGIMS, Rohtak, Haryana.
17	A PROJECT REPORT on Infrastructure Planning of Kitchen/Dietary Services & Operation Theatre of (100 Bedded Hospital).	Submitted to the HOD Pediatric Deptt. Pt. BDS PGIMS, Rohtak, Haryana.
18	A PROJECT REPORT on Registration, Admission, Discharge, Left against Medical Advice (LAMA) policies for the Pt. B.D. SHARMA PGIMS, ROHTAK (HARYANA).	Submitted to the Vice Chancellor, Pt. BDS University of Health Sciences Rohtak, Haryana.
19	Infrastructure Planning of Civil Hospital, Narnaul, Haryana (100 bedded Hospital).	Submitted to the Deputy Commissioner Narnaul, Haryana.
20	Proposal regarding the improvement of infrastructure & facilities in the Pt. BDS PGIMS, Rohtak, Haryana.	Submitted to the Vice Chancellor, Pt. BDS University of Health Sciences Rohtak, Haryana & to the Director of Pt. BDS PGIMS Rohtak.
21	Proposal for the Centrally Air Condition System & the new car & scooter Parking areas for the new OPD block building, to the new Trauma Center building & new Extension blocks of Lala Shyam Lal Building of Pt. BDS PGIMS, Rohtak, Haryana.	Submitted to the Vice Chancellor, Pt. BDS University of Health Sciences Rohtak, Haryana & to the Director & Medical Superintendent of Pt. BDS PGIMS Rohtak.
22	Proposal for the new CSSD, new Boiler section new Laundry, new Kitchen, new Generator sets for the all the new blocks of Pt. BDS PGIMS Rohtak, Haryana.	Submitted to the Vice Chancellor, Pt. BDS University of Health Sciences Rohtak, Haryana & to the Director & Medical Superintendent of Pt. BDS PGIMS Rohtak.
23	Infrastructure Planning of the Cafeteria at Pt. BDS PGIMS Rohtak, Haryana.	Submitted to the Medical Superintendent of Pt. BDS PGIMS Rohtak.

**1 (G). EXTERNAL MEMBER OF THE SELECTION BOARD OF INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH (IIHMR), JAIPUR, RAJASTHAN, INDIA.**

**2). (A).Publications of Dr. Amit Lathwal Assistant Professor Deptt. of Hospital Administration: -**

1. Amit Lathwal, Sanjay Kumar Aarya, IB Singh, DK Sharma; Study of the Universal Precautions Practices in high risk areas of a super specialty tertiary care hospital; Journal of Post Graduate Medical Education, Training & Research, National board of Examinations; November-December 2009; Volno.6; 71-76.
2. Lathwal OP, Lathwal Amit, Singh Sanju; Maintenance and Repair of Major Equipment in a District Hospital; Indian Internet Journal of forensic Medicine & Toxicology; Vol. 7 No. 2 (2009); 51-57.
3. Sona Bedi, Saanjay kumar Arya, D. K. Sharma, Sanju Singh, Amit Lathwal, Adarsh Kumar; Hospital Support Services- The Know how; International Journal of Medical Toxicology & Legal Medicine; Octobe-december 2009; Vol.XII, No.-2; 13-20.

**2 (B). Conference(S) Attended By Dr. Amit Lathwal Assistant Professor Deptt. of Hospital Administration:**

1. “CME on Best Practices in Hospital Logistics, Inventory & Stores Management” at AIIMS, New Delhi on 21<sup>st</sup> 22<sup>nd</sup> Jan 2011.
2. Participated as speaker in the sensitization in Workshop on Bio-Medical Waste Management for Nursing Personal on 21.10.10 & 23.10.10 at Pt. BDS PGIMS, Rohtak, Haryana.

**3). (A). Publications of Dr (Maj) Mukunda Chandra Sahoo, Senior Resident Deptt. of Hospital Administration: -**

1. Hospital Equipment Utilization: Increasing Operational Efficiency , Medical Buyer, Volume IV Issue I, Jan 2008, Dr Shakti Kumar Gupta, Col(Dr) sunil Kant, Dr(Maj) MC Sahoo
2. ‘AIIM’ing for the Top,, Modern Medicare, Vol 4, No.6, May 2008, Dr Shakti Kumar Gupta, Dr Bir Singh, Dr(Maj) MC Sahoo
3. Central Sterile Supply Department in Pt BD Sharma PGIMS – A SWOT analysis’ HARYANA MEDICAL JOURNAL – January 2010 Vol.29 No.1 ISSN No. 0971 – 892. Dr Brijender Singh Dhillon & Dr (Maj) Mukunda -Chandra Sahoo, Senior Resident Administrator, Department of Hospital Administration, Pt BD Sharma PGIMS, Rohtak.
4. **Effective Handling of Complaints in Hospital-** Dr Brijender Singh Dhillon, Assistant Professor and Head, Department of Hospital Administration and Deputy Medical Superintendent, Pt BD Sharma PGIMS, Rohtak. Dr (Maj) Mukunda -Chandra Sahoo, Senior Resident Administrator, Department of Hospital Administration, Pt BD Sharma PGIMS, Rohtak. HARYANA MEDICAL JOURNAL – January 2010 Vol.29 No.1 ISSN No. 0971 – 892.
5. **Study of Laundry and Linen Services in Pt. B.D. Sharma PGIMS Superspecialty Hospital, Rohtak-** Dr Brijender Singh Dhillon, Assistant Professor and Head, Department of Hospital Administration and Deputy Medical Superintendent, Pt BD Sharma PGIMS, Rohtak. Dr (Maj) Mukunda Chandra Sahoo, Senior Resident Administrator, Department of Hospital Administration, Pt BD Sharma PGIMS, Rohtak. (Under Publication).

**3 (B). Paper(S) Read At The Conferences By Dr (Maj) Mukunda Chandra Sahoo, Senior Resident:**

- Dr Brijender Singh Dhillon, Assistant Professor and Head, Department of Hospital Administration and Deputy Medical Superintendent & Dr (Maj) Mukunda Chandra Sahoo Senior Resident Administrator Department of Hospital Administration, Pt BD Sharma PGIMS, Rohtak. Presented poster on “Development Plan of PGIMS-2009-2010, in **Health Conclave 2009 -“Managing Challenges of 21<sup>st</sup> Century in Healthcare Organizations”**”. organized by IIHMR, New Delhi at India Habitat Center on November 18 &19 ,2009 on behalf of Department of Hospital Administration along with Dr Brijender Singh Dhillon, Assistant Professor and Head, Department of Hospital Administration and Deputy Medical Superintendent, Pt BD Sharma PGIMS, Rohtak.

**3 (C). Conference(s) Attended By Dr (Maj) Mukunda -Chandra Sahoo, Senior Resident: -**

1. Participated actively as delegate in the **National Seminar cum Workshop on Operations Research in Hospital Administration** held on 7<sup>th</sup> -8<sup>th</sup> August 2009 organized by **AIIMS** with collaboration with **WHO**.
2. Participated as delegate in the CME on Concepts in **Financial Management for medical Administrators** held from 30<sup>th</sup> Sept-1<sup>st</sup> Oct 2009 at AIIMS, New Delhi.
3. Participated as delegate in the CME on ‘**Managing Quality on Hospital Services**’ organized by Department of Hospital Administration, AIIMS in collaboration with World health organization –India Office held from 6<sup>th</sup> to 7<sup>th</sup> November 2009 at AIIMS, New Delhi.
4. Participated as delegate in the 5<sup>th</sup> National Quality Conclave on “**Leveraging Quality for Good Governance**” in Hotel Le-Meridien, Janpath, New Delhi from 19-20 February 2010.
5. Participated in the symposium “**Molecular Medicine at Translational Crossroads**” as a delegate organized by the Department of Biotechnology & Molecular Medicine, PGIMS, Pandit Bhagwat Dayal Sharma University of Health Sciences, Rohtak, on December 15, 2009.
6. Participated in the CME on “**Pharmacovigilance – A Primer**” as delegate on Saturday, 20<sup>th</sup> March,2010 in the College Auditorium(LT-1), Pt BD Sharma PGIMS, Rohtak.
7. Participated in the 21<sup>st</sup> National conference on Mind Body Medicine from April 23<sup>rd</sup> -27<sup>th</sup> 2010 at shantivan, Abu road, Rajasthan.
8. Attended 3 day workshop on internal counselor program on NABH standards conducted by Quality Council of India from 14-16 Jun 2010 at Bhubaneswar, Orissa.
9. Participated CME on RNTCP held at Government Dental College Auditorium, PGIMS, Rohtak on 24.03.2011

**RESEARCH FORUM/STAFF CLINICAL MEETINGS DONE BY THE DEPARTMENT: -**

- Organised group presentation on “ Steam sterilizer- design, standards, CSSD planning” – by Mr Tomass Tucek, Director of M/SS BMT, Czech Republic on 17/3/10 (3pm to 4pm).

DR. BRIJENDER SINGH  
ASSOCIATE PROFESSOR & HEAD  
DEPTT. OF HOSPITAL ADMINISTRATION  
Pt. BDS PGIMS, ROHTAK, HARYANA.