



DR. B.R. AMBEDKAR OPEN UNIVERSITY

**DEPARTMENT OF BUSINESS MANAGEMENT
FACULTY OF COMMERCE**

**MASTER OF BUSINESS ADMINISTRATION
(HOSPITAL AND HEALTHCARE MANAGEMENT) PROGRAMME
(During 3rd & 4th Semesters)**

406: PROJECT REPORT

GUIDELINES FOR PREPARING PROJECT REPORT (DISSERTATION)

The students of MBA (HHCM) Programme should undertake a 'Project Work' during Second Year, i.e., in 3rd and 4th Semesters of the programme. Both, the preparation and submission of a 'Project Report', for the Project-work undertaken and completed, are very important and integral phases in MBA (HHCM) programme, and in the process, the students are expected to devote considerable time on collection, analysis, interpretation of data and also exercise utmost care in the preparation of their final Project Report.

A) OBJECTIVE

The purpose of introducing the Project Work into this MBA (HHCM) programme is two-fold:

1. To equip the students with the required hospital skills in not only understanding but also analyzing some given real-life health care situations, through their conceptual knowledge, acquired during the study of this programme, and by application of the same, while using the various managerial and statistical tools, techniques, etc., under those situations,

and

2. To elevate and enable the students to offer their observations, if any, made during the study of the situations, as the pertinent and constructive suggestions, to those health care / hospital organizations under study.

B) THE PROJECT WORK AND THE PROJECT REPORT

A Project work is a scientific and systematic study of a real issue or problem, and it is intended to resolve the issue/problem with the application of managerial concepts, skills, tools, etc. The Project Work, thus taken up as a Course, must aim at contributing some amount of new or improved knowledge to the existing knowledge of the student. The problem/issue taken-up for study has to be invariably from any of the disciplines of hospital management study. It may be either a case study, where an issue/problem has been

dealt with, through the process of hospital management, or some kind of general/comparative study of health care industry/economy. Hence, for the preparation of a Project Report, the student has to, at first, systematically collect the required data pertaining to an organization under study, and thereafter, scientifically analyze and interpret the data, and finally, offer some constructive suggestions based on the findings/conclusions drawn there from the study.

C) THE CHOICE OF SELECTION OF A TOPIC

The student is free to choose any topic, having relevance to the changing scenario of economy/health care industry, based on his/her interest and also in consultation with his or her Project Supervisor/Guide.

D) THE SELECTION OF AN ORGANIZATION

The student, before starting the Project work, has to select health care organization/hospital where he or she intends to carry on the proposed Project work. Such organization may be, either, the one the student is working with, or, any other organization permitting the student **(in both cases through an official Letter of Acceptance)** to do the proposed project-work on it. In either case, it must be the organization where the student has necessary permission to access the required data / information and the opportunity to discuss his / her ideas and views pertaining to the Project work with the organization's executives / officers / authorities.

Further, the student, at the time of submitting the Project- Proposal or Synopsis itself, has to, not only, specify the name of the organization selected for the study, but also attach with the said proposal, a copy of duly authorized letter of acceptance on the organization's official letter-head granting necessary permission to that effect, compulsorily.

E) WHO CAN BE A PROJECT SUPERVISOR OR GUIDE?

1. The proposed Project Supervisor/Guide should be:

- i) A Post Graduate in Management/Commerce/Hospital Management from a recognized University with a minimum of five (5) years research experience in his/her respective field/area of study; or
- ii) Any Person who is working in a health care organization with 5 years of experience in hospital industry, having academic interest and willing to guide the students; or
- iii) An Academic Counsellor of the University, handling classes for MBA(HHCM) at any of its Program Centres, with a minimum of five (5) years research experience in his or her area of study; or
- iv) A Professor/Associate Professor/Asst. Professor of any Indian University with a minimum five (5) years research experience in the field of Hospital Management; or
- v) Any member of the Central Academic Staff of Dr. B.R. Ambedkar Open University, Hyderabad, who has been involved in course preparation/revision/counselling with a minimum five (5) years experience in the respective field.

2. **A Curriculum Vitaé (CV) of the Project Supervisor/Guide**, except a Central Academic Staff member of Dr. BRAOU, Hyderabad, should be enclosed in **Annexure - 2**. The CV should be provided on a personal/official letter-head of the Project Supervisor/Guide and it should be duly dated and signed by him/her personally (not digitally or otherwise).
3. **Each Supervisor/Guide is permitted to have a maximum of eight (8) students of Dr. BRAOU, Hyderabad**, under his/her guidance for their Project Works, in a batch or spell at a time.
4. The Project Supervisor/Guide are requested to ensure that none of his/her guided students has copied from others' work/s, and is required to furnish a declaration to that effect in **Annexure-1**. Further, the Supervisor/Guide ought to make sure that no two students of his/her select the same topic in the same health care organization as their Project works.

F) PREPARATION AND SUBMISSION OF PROJECT PROPOSAL / SYNOPSIS

Once the topic/title of the Project work has been finalized, the student is required to prepare the Project Proposal/Synopsis in about **5 to 6 typed/word-document pages with 1.5 line spacing**, covering various aspects as mentioned in **Annexure-3** and submit the same, on or before the scheduled date for its submission in the Department of Business Management, along with the Curriculum Vitaé (CV) of the Project Supervisor/Guide as specified earlier. No 'Project Proposal/Synopsis' will be accepted after the last date of submission and also without the CV of the Project Supervisor/Guide. It is to be particularly noted that the specimen signature of the Supervisor/Guide is scanned and kept in store in digital mode for all the future verifications by the University.

The copy of the Project Proposal/Synopsis should be submitted or sent to the Head of the Programme Centre concerned, along with the following enclosures:

1. ANNEXURE - 1
2. ANNEXURE - 2 (in duplicate)
3. Project Supervisor/Guide's Curriculum Vitaé (CV) (duly signed by him/her)
4. A Letter of Acceptance (Original) from the health care organization under study
and
5. Self-Addressed Envelope (One only) (with PIN Code and Contact Phone Number)

However, the Head of the Programme Centre will forward all the Project Proposals / Synopses to the Head, Department of Business Management, Dr. BRAOU, Hyderabad for final approval.

Note: If, at any time during the course of study, there is any change in your correspondence address, such change may be communicated at the earliest to the Head of the Programme Centre and also to *the Director, Student Services Branch, Dr. BRAOU, Hyderabad*, for a timely reach of every future correspondence from the University.

G) THE APPROVAL OF THE PROJECT PROPOSAL / SYNOPSIS

The Head, Department of Business Management informs the student regarding the approval or otherwise of the Project Proposal/Synopsis, through the Programme Centre, along with reasons in case of any 'Non Approval', within a period of one (1) month after the last date of the submission of such Project Proposals/Synopses by the students of that current batch.

In case of non-approval of a Project Proposal/Synopsis, the student affected may have to revise the Project Proposal/Synopsis as suggested by the Department and resubmit the revised Project Proposal/Synopsis (duly signed by the Project Supervisor/Guide again) to the Head, of the Programme Centre concerned, along with all the annexures, at the earliest, who in turn will forward it to the Head, Department of Business Management, Dr. BRAOU, Hyderabad, for review and approval.

Note: No student is advised to start his/her research activity (the Project Work) until he/she receives the proposal approval copy (Annexure - 2) from the University.

H) PREPARATION AND SUBMISSION OF THE PROJECT REPORT

The student is required to prepare a 'Project Report' on the completion of the Project work undertaken by him/her, in about 60-80 pages (A4 size only) with font size at 12 point in 1.5 line spacing on a bond paper (including appendices, exhibits, etc.), or even more than 80 pages, but not exceeding 100 pages, depending on the scope of the Project Work undertaken.

In case two or more Project reports are found same/similar/copied/traced with earlier Project reports, the University holds the discretion to invalidate all such reports and may require such students to re-submit their reports after completing their Project works afresh. Needless to mention that, the Project Supervisor/Guide, who encourages such false Project reports, will be de-recognized and black-listed for all future academic purposes by the University.

The final Project Report must contain the following:

1. The original proposal-approval copy issued by the Dean, Faculty of Commerce, Dr. BRAOU (Annexure-2 - 1st copy).
2. The 'Letter of Acceptance' (Photo Copy of the Original) from the health care organization under study.
3. A 'Project Completion Certificate' from the company/organization selected for the study [On its official letter-head and duly dated and signed by its Authorized Official(s)].
4. A certificate issued and signed by the Project Supervisor/Guide (Annexure-4).
5. A self-declaration of the student (Annexure-5).
6. A copy of the 'Project Synopsis', as approved in the beginning by the University.

Note:

- i) Every student must get minimum of two (2) sets of the final Project Report, bounded in hard-bound form, to submit one (1) hard-bound-copy to the Head of the Programme Centre concerned and necessarily bring the second hard-bound copy as his/her 'personal copy' on the day of viva-vocé examination along with the examination Hall Ticket.
- ii) Spirally bound Project report sets are NOT ACCEPTED by the University.
- iii) In case the Project Supervisor/Guide, and/or the Organization selected for the study, require(s) (Optional) the Project Report, the student has to necessarily submit them by getting some extra copies of the same prepared.

I) THE LIST OF PROJECT TITLES (indicative only)

An indicative list of Project titles is given in **Annexure-6** for the guidance of the student. However, the student is free to choose any title in his/her hospital / health care related area.

J) THE LAST DATE FOR SUBMISSION OF THE PROJECT PROPOSAL / SYNOPSIS

30.04.2022

K) THE LAST DATE FOR SUBMISSION OF THE PROJECT REPORT

15 days before the commencement of 4th Semester – End Examinations.

L) MARKS FOR THE PROJECT REPORT

The Project Report carries 6 credits. Hence, the students are required to pay greater attention not only in the preparation, but also in the timely submission of their Project Reports at their respective Programme Centres.

M) THE VIVA-VOCÉ EXAMINATION

1. Every student is required to come in person to attend the Viva-Vocé examination on the day and the time as scheduled/announced by the University.
2. The Viva-Voce Examination also carries 3 credits.
3. Submission of Project Report on time is a pre-requisite to attend the Viva-Voce examination.

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ANNEXURE – 1

DECLARATION

I, the undersigned, hereby, declare that the following student (s) - not exceeding eight (8) in all/total - pursuing their MBA (HHCM) Programme from Dr. BRAOU, Hyderabad, is/are carrying on their Project work(s) under my guidance for the Academic Year 2020-21 and the particulars (viz., Student's Name, Admission No., and Title of the Project Work) of those students including the one (Sr. No.), whose synopsis has been just now signed by me, are provided here below:

1.

2.

3.

4.

5.

6.

7.

8.

Name and Address:

(Supervisor/Guide)

Signature

(Supervisor/Guide)

Date: _____

ANNEXURE – 2

**DR. B.R. AMBEDKAR OPEN UNIVERSITY
DEPARTMENT OF BUSINESS MANAGEMENT
FACULTY OF COMMERCE**

[Performa for Approval of Project Proposal]

Admission No.: Prog. Centre:

1. Name and Address of the Student : _____

Contact/Mobile Number:

e-mail id:

3. Title of the Project Report : _____

4. Name & Designation of the Supervisor/ : _____
 Guide (with official address) : _____

5. Is the Supervisor/Guide an Academic
 Counsellor of Dr. BRAOU, Hyderabad? :

Yes / No
 (Please tick whichever is applicable)

6. Whether the CV of the Supervisor is
 Attached or Not:

Yes / No
 (Please tick whichever is applicable)

Signature of the Student
 Date: _____

Signature of the Supervisor/Guide
 Date: _____

Approved

SIGNATURE
DEAN, FACULTY OF COMMERCE

Date: _____

Suggestions for improvement (if any):

1.

2.

ANNEXURE – 2

DR. B.R. AMBEDKAR OPEN UNIVERSITY
DEPARTMENT OF BUSINESS MANAGEMENT
FACULTY OF COMMERCE

[Performa for Approval of Project Proposal]

Admission No.: **Prog. Centre:**

1. Name and Address of the Student : _____

Contact/Mobile Number:

e-mail id:

3. Title of the Project Report : _____

4. Name & Designation of the Supervisor/ Guide (with official address) : _____

5. Is the Supervisor/Guide an Academic Counsellor of Dr. BRAOU, Hyderabad? :

Yes / **No**
 (Please tick whichever is applicable)

6. Whether the CV of the Supervisor is Attached or Not:

Yes / **No**
 (Please tick whichever is applicable)

Signature of the Student
 Date: _____

Signature of the Supervisor/Guide
 Date: _____

Approved

SIGNATURE
DEAN, FACULTY OF COMMERCE

Date: _____

Suggestions for improvement (if any):

1.

2.

FORMAT OF PROJECT SYNOPSIS

**THE PROJECT SYNOPSIS SHOULD COVER THE BELOW ASPECTS IN BRIEF
(In 5 to 6 Pages Max.)**

1. Introduction of the Study
2. Need for the Study and Statement of the Problem
3. Objectives and Hypothesis of the Study
4. Scope and Period of the Study
5. Methodology and Data Collection Sources
6. Plan of the Study or Chapterization

The above aspects are briefly explained below:

- 1. Introduction of the Topic:** Under this heading, you should write a brief introduction about the topic selected by you. For example, if the topic selected by you is “GAP Analysis for NABH Accreditation in a Multi-Specialty Hospital”, then you should write briefly about NABH, its chapters, latest editions, updates.
- 2. Need for the Study and Statement of the Problem:** Here, you need to state briefly the profile of the Health Care Organization selected by you for your study and what is the need of studying that particular topic in that hospital/HCO. What is the problem existing in the area of the study in the Organization selected and what's that you wanted to prove after completing your study should be written here.
- 3. Objectives of the Study and Hypotheses:** You have to give the list of objectives (at most 3 or 4 objectives only) formulated for your study, i.e., what, that is you are going to study/analyze/examine, should be written under this heading. It is also necessary to mention a number of Null Hypotheses (two or three) in tune with your study objectives.
- 4. Scope and Period of the Study:** What the different areas to which you are confining your study should be written here. For example, if the topic selected is “GAP Analysis for NABH Accreditation”, it may not be possible to cover all the chapters. Hence, you have to confine your study to any one or two of the chapters which are patient-centric.

Further, the period of data to be collected (say past 10 years/5 years/1 year (in case of primary data), and the period of collection of such data should be stated here.

5. **Methodology and Data Base:** The source/s of data (i.e., Primary Data or Secondary Data) you are going to collect, the required sample size for the project, etc., should be mentioned here.
6. **Plan of Study/Chapterization:** The suggested chapterization/study plan is provided here below:

Chapter-I: Introduction (Introduction to the topic as the Theoretical Background, Need for the Study, Objectives, Methodology, etc. should be written in this chapter) (15-20 Pages).

Chapter-II: Profile of the Health Care Organization/Hospital (An executive summary of the hospital / HCO selected for the study should be given) (10-15 Pages).

Chapter-III: Existing Systems/Practices/Policies in the Organization under study, in the selected area (for ex: Existing GAPS for NABH Accreditation have to be covered in this chapter (10-15 Pages).

Chapter-IV: Data Analysis (For example, GAP Analysis for NABH Accreditation) has to be taken up with the help of appropriate techniques in order to achieve the objectives formulated for this study/Project work (15-20 Pages).

Chapter-V: Findings, Conclusions and Suggestions: The student has to present his/her list of findings, conclusions and suggestions in this Chapter (5-10 Pages).

Annexure(s): Supporting information, tables, questionnaires, checklist, feedback forms etc., have to be presented under this heading (5-10 Pages).

Bibliography: A list of Books, Journals, Magazines, Websites, Blogs etc., referred to, by the student during the Project work, has to be given under this heading (1-2 Pages).

Total Project Report has to be confined to maximum of 60 - 80 Pages only, in exceptional cases, not more than 100 pages.

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ANNEXURE – 4

CERTIFICATE

This is to certify that the Project Report titled _____

_____, submitted in partial fulfillment
for the award of MBA (HHCM) Degree of Dr. BRAOU, Hyderabad, is the outcome of the
successful and satisfactory completion of the Project Work done under my guidance by
Mr./Ms. _____ with Admission No. _____ .

Further, it is also to declare that the above titled Project Report has never been subjected to
any publication nor submitted to any other University or Institution for the award of any
Degree/Diploma/Certificate, to the best of my knowledge and belief.

Name and Address
(Project Supervisor/Guide)

Signature
(Project Supervisor/Guide)

Date: _____

ANNEXURE – 5

DECLARATION

I, the undersigned student of MBA (HHCM) programme, hereby declare that the Project Report titled _____, submitted by me to the Department of Business Management, Faculty of Commerce, Dr. BRAOU, Hyderabad, is original and is a bonafide work of mine, and it was neither submitted to any other University or Institution for the award of any Degree/Diploma/Certificate nor published elsewhere any time earlier.

Student's Name and Address:

Signature of the Student

Date: _____

ANNEXURE – 6

LIST OF TOPICS FOR PROJECT WORK (INDICATIVE ONLY)

RESEARCH AREAS IN A HOSPITAL / HEALTH CARE ORGANIZATION

Sl. No.	TOPIC
1.	A study on Patient Satisfaction in Inpatient Department of a select hospital
2.	Compliance of Safety procedures in Radiology and Catheterization Laboratory
3.	Analysis of Turnaround time for Laboratory Services
4.	A study to identify the causes of delays in internal patient transfer in a selected hospital
5.	A study to assess nurses knowledge on nosocomial infections and infection control
6.	A Study on Nursing Handover Process and its Compliance
7.	A study on turnaround time in admission process in a corporate hospital
8.	A Study on Minimization of Medication Errors
9.	A study on patient flow and patient waiting time in a selected hospital
10.	A Study on patient satisfaction for the laboratory services (phlebotomy)
11.	A Study on bounce rate analysis from outpatient department to in-house pharmacy
12.	A Study on Operation Theater Management in a Corporate hospital
13.	A study on Inventory Management in pharmacy stores
14.	A Study on utilization of intensive care unit in a corporate hospital
15.	Preparation of a Handbook for healthcare providers in rural areas
16.	A study on rescheduling of planned surgeries in the operation theater of a selected hospital
17.	A study on enhancing blood transfusion safety through the use of online blood bank management system
18.	Failure Mode Effect Analysis on Medication Management in a trust hospital
19.	A study on Knowledge and Understanding among hospital employees on various consents
20.	A study on Lab Tests rejections and incidents in a corporate hospital
21.	Streamlining of policies and procedures of purchase department in a tertiary care hospital
22.	A study on blood bank services with special emphasis on utilization of blood components
23.	A study on maintenance of safe infusion practices in a tertiary care hospital
24.	A study on bed management in a corporate hospital
25.	A study on concurrent medical record evaluation
26.	A study on utilization and maintenance of medical equipments in a multispecialty hospital
27.	Identification of billing errors through Failure Mode Effect Analysis (FMEA)
28.	A study on Occupational hazards (clinical and non-clinical) in corporate hospital

29.	A study on staff knowledge on Emergency preparedness and need for emergency response training in a corporate hospital
30.	A study on teamwork and patient safety in orthopedic surgeries
31.	Root Cause Analysis of Operation Theatre (OT) cancellations
32.	A time and motion study on Nurses Activities
33.	Predicative Analysis of ICU re-admission and return in a corporate hospital
34.	Targeted assessment of prevention of hospital acquired infection
35.	A study on implementation of international patient safety goals
36.	Overcrowding in Emergency Department and its impact on patient flow outcomes
37.	Impact of communications on the quality of healthcare services in a corporate hospital
38.	A Study on Lean Management of biochemistry and clinical pathology departments
39.	Assessing attitudes towards e-prescription adoption at a corporate hospital
40.	A study of TPA claim process and pre authorization issues and claims settlement
41.	A study on Turnaround Time of insurance process among select TPA's in a corporate hospital
42.	A study to Identify the factors to hasten the closure of claims
43.	Workflow assessment and comparison of manual and automated health insurance eligibility verification process
44.	Turnaround time of inpatient discharge process under different payment modes
45.	A study on Challenges faced by the medical tourists in a multi specialty hospital

Notes:

- I. The above identified/suggested topics are merely provided to give the student a fair idea about the different sub-areas that suit research/Project work. This list of topics is an inclusive one. Therefore, the student is advised to choose a correct and complete title for the Project work, only after discussing with the Project Supervisor/Guide, and mention the same title while sending the Project proposal/synopsis for the approval from the University.
- II. The name of the health care organization/hospital selected for the study shall also have to be mentioned very clearly in the 'Performa for Approval of Project Proposal', not merely enclosing the official Letter of Acceptance (Original) from the organization under study.
