



Value-Added Course
Empathy and Ethics in Healthcare
Management
MBA Batch 2025-27, First Year
(Academic Year - 2025-26)

VAC-046

Dr. Kirti Agarwal
Assistant Professor

A handwritten signature in blue ink, appearing to read 'Dr. Singh', written over the printed name 'Registrar'.

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IIHMR University
1, Prabhu Dayal Marg, Near
Sanganer Airport, Jaipur-302029



IIHMR University, Prabhu Dayal Marg, Near Sanganer Airport, Jaipur – 302029

Date: 27-01-2026

CIRCULAR

All the students are hereby informed that IIHMR University, Jaipur, is offering a Value-Added Course (VAC-046) titled “Empathy and Ethics in Healthcare Management.” The course aims to develop an understanding of empathy, ethical values, and responsible decision-making.

The course is designed to develop a deeper understanding of **ethical values, empathy, and responsible decision-making**, enabling students to cultivate professionalism, integrity, and compassion in personal and workplace settings.

Interested students are required to complete the registration process with the respective **Course Coordinator/Program Office**.

The course will focus on:

- Understanding empathy and ethical behavior
- Ethical decision-making in professional environments
- Emotional intelligence and interpersonal sensitivity
- Responsible leadership and value-based conduct

Course Code: VAC-046

Course Credits: 1.5

The duration and session timings of the course will be conducted as per university norms.

All eligible students are encouraged to enrol and enhance their skills in **ethical leadership, empathy, and value-based professional practices**.

Registrar's Office

Registrar

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Sanganer Airport, Jaipur-302029

Course Information

1. Course Title: Empathy and Ethics in Healthcare Management

Course Credit: 1.5

Instructor: Kirti Agarwal

2. Course Description

Healthcare management requires not only technical and managerial competencies but also a deep understanding of ethical principles and empathy in patient-centered care. This course introduces students to the concepts of empathy, compassion, professional ethics, and ethical decision-making in healthcare settings. The course explores ethical dilemmas faced by healthcare managers, patient rights, confidentiality, informed consent, equity in healthcare, and responsible leadership. Through case studies, role plays, reflective exercises, and discussions, students will develop the ability to balance organizational objectives with ethical responsibilities and human-centered healthcare practices.

3. Course Objectives

The primary objective of this course is to enable students to:

- Understand the role of empathy in healthcare delivery and management.
- Apply ethical principles in healthcare decision-making.
- Analyze ethical dilemmas and conflicts in healthcare settings.
- Promote patient-centered care through compassionate leadership.
- Develop professional values and ethical conduct required in healthcare organizations.

4. Course Outcomes

After completing the course, students should be able to:

CO	Course Outcome
CO1	Explain the concepts of empathy, compassion, and ethics in healthcare management.
CO2	Apply ethical principles and frameworks to healthcare situations.
CO3	Analyze ethical dilemmas and recommend appropriate solutions.
CO4	Demonstrate empathetic communication and patient-centered decision-making.
CO5	Exhibit professional integrity, ethical leadership, and social responsibility in healthcare organizations.

5. Course Pedagogy

The course will be delivered through:

- Interactive lectures
- Case study discussions
- Ethical dilemma analysis
- Role plays and simulations
- Reflective learning exercises
- Group activities



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- Video-based learning
- Healthcare scenarios and discussions
- Presentations

6. Course Requirement

Students are expected to actively participate in classroom discussions, case analyses, role plays, and reflective activities. Preparation of assigned readings and contribution to ethical debates will enhance the learning experience.

7. Course Syllabus

Unit	Content / Topics	CO	Bloom's Learning Levels
Unit 1	Introduction to Empathy and Ethics in Healthcare: Concepts, importance, professional values, healthcare ethics principles	CO1	1,2,3
Unit 2	Ethical Frameworks and Decision Making: Autonomy, beneficence, non-maleficence, justice, ethical reasoning models	CO2	1,2,3,4
Unit 3	Ethical Dilemmas in Healthcare Management: Resource allocation, confidentiality, informed consent, end-of-life decisions	CO3	1,2,3,4,5
Unit 4	Empathetic Communication and Patient-Centered Care: Active listening, emotional intelligence, patient engagement, cultural sensitivity	CO4	1,2,3,4,5
Unit 5	Ethical Leadership and Professional Responsibility: Governance, accountability, social responsibility, ethical leadership practices	CO5	1,2,3,4,5,6

Bloom's Taxonomy Levels:

BL1: Remember | BL2: Understand | BL3: Apply | BL4: Analyze | BL5: Evaluate | BL6: Create

8. Course Policies

The course follows university academic regulations regarding attendance, assessments, and classroom conduct. Students are encouraged to maintain professional behavior and participate actively in discussions and activities.

9. Course Assessment

Internal Assessment (50%)

Continuous Internal Assessment (30%)

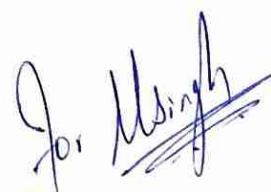
- Case Study Analysis – 10%
- Reflective Journal/Essay – 10%
- Group Presentation/Role Play – 10%

Mid-Term Examination (20%)

- Objective and Subjective Assessment

End-Term Examination (50%)

Comprehensive examination covering all units.


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10. CO and Assessment Alignment Matrix

Activity	CO1	CO2	CO3	CO4	CO5
Ethical Case Analysis		✓	✓		✓
Reflective Journal	✓			✓	✓
Role Play			✓	✓	
Group Discussion	✓	✓	✓	✓	✓
Presentation		✓	✓		✓
Class Participation	✓	✓	✓	✓	✓
Mid-Term Examination	✓	✓	✓	✓	✓
End-Term Examination	✓	✓	✓	✓	✓

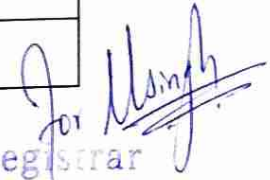
11. Session Plan (5 Days)

Day 1	Introduction to Empathy and Ethics	Principles of Healthcare Ethics	Case Discussion: Ethical Challenges	Reflection Activity
Day 2	Ethical Decision-Making Models	Patient Rights and Confidentiality	Informed Consent	Group Discussion
Day 3	Ethical Dilemmas in Healthcare	Resource Allocation and Equity	Case Analysis	Presentation Preparation
Day 4	Empathetic Communication Skills	Emotional Intelligence in Healthcare	Role Play: Patient Interaction	Feedback Session
Day 5	Ethical Leadership and Accountability	Corporate Social Responsibility in Healthcare	Group Presentations	Course Review and Assessment

12. Readings

1. Beauchamp, T. L., & Childress, J. F. *Principles of Biomedical Ethics*.
2. Morrison, E. E. *Health Care Ethics: Critical Issues for the 21st Century*.
3. Goleman, D. *Emotional Intelligence*.
4. Hojat, M. *Empathy in Health Professions Education and Patient Care*.
5. World Health Organization (WHO) Guidelines on Ethics and Human Rights in Healthcare.
6. American College of Healthcare Executives (ACHE) Code of Ethics.
7. Relevant Harvard Business Review and healthcare ethics case studies.

Value Added Course
MBA & MPH Batch- 2025-27, First Year (Academic Year- 2025-26)
Apr 13-17, 2026
Student Attendance
VAC-046 Empathy and Ethics in Healthcare Management


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 Airport, Jaipur-302029

Registration ID	Name	Total Sessions Scheduled	Sessions Attended	Present Percentage
IIHMR-U/01/2025-27/2130	AGARE ADITI DILIP	20	18	90.00
IIHMR-U/01/2025-27/2133	Akansha Aggarwal	20	17	85.00
IIHMR-U/01/2025-27/2137	Amisha Tandon	20	19	95.00
IIHMR-U/01/2025-27/2156	Asha Jha	20	20	100.00
IIHMR-U/01/2025-27/2159	Avhad Rutik kiran	20	18	90.00
IIHMR-U/01/2025-27/2164	Ayushi Srivastava	20	19	95.00
IIHMR-U/01/2025-27/2185	Diksha Bansal	20	19	95.00
IIHMR-U/01/2025-27/2186	Dinakar Kartheek	20	20	100.00
IIHMR-U/01/2025-27/2187	DIPTIMA YEE PANDA	20	17	85.00
IIHMR-U/01/2025-27/2189	Divya Yadav	20	20	100.00
IIHMR-U/01/2025-27/2192	Drishti Pathak	20	16	80.00
IIHMR-U/01/2025-27/2219	Jayant Vajpayee	20	18	90.00
IIHMR-U/01/2025-27/2238	Kriti Arora	20	20	100.00
IIHMR-U/01/2025-27/2242	Maheep shekhawat	20	20	100.00
IIHMR-U/01/2025-27/2263	Nikhil Patidar	20	19	95.00
IIHMR-U/01/2025-27/2266	Palak arora	20	18	90.00
IIHMR-U/01/2025-27/2270	Pancholi Dhruti Nipam	20	19	95.00
IIHMR-U/01/2025-27/2272	Pankhudi Tank	20	19	95.00
IIHMR-U/01/2025-27/2273	Patel Foram Shaileshbhai	20	20	100.00
IIHMR-U/01/2025-27/2276	Pinkey Devi Choudhary	20	18	90.00
IIHMR-U/01/2025-27/2279	Pracheta Baraskar	20	19	95.00
IIHMR-U/01/2025-27/2283	Pratyasha Dasgupta	20	15	75.00
IIHMR-U/01/2025-27/2285	Preeti Maan	20	19	95.00
IIHMR-U/01/2025-27/2292	Rathod Priyanka Ramesh	20	19	95.00
IIHMR-U/01/2025-27/2310	Sheikh Shadab Sadiq Ahmed	20	17	85.00
IIHMR-U/01/2025-27/2311	SHINDE PANKAJ SURESH	20	19	95.00
IIHMR-U/01/2025-27/2312	Shipra Sharma	20	19	95.00
IIHMR-U/01/2025-27/2326	Patil Sujeet Uttamrao	20	19	95.00
IIHMR-U/01/2025-27/2338	Vansha Dhar	20	19	95.00
IIHMR-U/01/2025-27/2340	VANSHIKA SHARMA	20	18	90.00
IIHMR-U/01/2025-27/2347	Vishwas Agarwal	20	18	90.00
IIHMR-U/02/2025-27/0740	Arijit Dey	20	20	100.00
IIHMR-U/20/2025-27/0001	Nayak Alisha Ravindra	20	18	90
IIHMR-U/20/2025-27/0002	ANUPAMA YADAV	20	20	100
IIHMR-U/20/2025-27/0008	Mohekar Nimisha Pradeep	20	20	100
IIHMR-U/20/2025-27/0010	MONA SAHU	20	20	100
IIHMR-U/20/2025-27/0011	Chute Monali Jageshwar	20	20	100
IIHMR-U/20/2025-27/0013	Prachi Karode	20	18	90
IIHMR-U/20/2025-27/0014	PRIYA RAVIPRAKASH SHRIVASTAVA	20	16	80
IIHMR-U/20/2025-27/0015	Priyansh Shringi	20	20	100
IIHMR-U/20/2025-27/0016	Ravsheen Sandhu	20	16	80
IIHMR-U/20/2025-27/0019	Shahajanna Bhattacharjee	20	16	80
IIHMR-U/20/2025-27/0020	Shreya TIWARI	20	20	100
IIHMR-U/20/2025-27/0021	Shreyansh Khandelwal	20	20	100

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Certification of Completion

This certifies that

Agare Aditi Dilip

**Master of Business Administration (Hospital and Health Management)
2025-27**

has successfully completed Value Added Course (VAC) on

Empathy and Ethics in Healthcare Management

Conducted during **April 13-17, 2026**, accumulating a total of 30 hours

with Grade A+

Dr. Himadri Sinha
Professor and Coordinator (VAC)

Dr. P.R. Sodani
President

Registrar

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Date of issue: April 30, 2026



Certification of Completion

This certifies that

Avhad Rutik Kiran

**Master of Business Administration (Hospital and Health Management)
2025-27**

has successfully completed Value Added Course (VAC) on

Empathy and Ethics in Healthcare Management

Conducted during **April 13-17, 2026**, accumulating a total of 30 hours
with **Grade A**

Dr. Himadri Sinha
Professor and Coordinator (VAC)

Dr. P.R. Sodani
President

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Certification of Completion

This certifies that

Shinde Pankaj Suresh

**Master of Business Administration (Hospital and Health Management)
2025-27**

has successfully completed Value Added Course (VAC) on

Empathy and Ethics in Healthcare Management

Conducted during **April 13-17, 2026**, accumulating a total of 30 hours
with **Grade B+**

Dr. Himadri Sinha
Professor and Coordinator (VAC)

Dr. P.R. Sodani
President

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Date of issue: April 30, 2026

LIIHMR University

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Certification of Completion

This certifies that

Vansha Dhar

**Master of Business Administration (Hospital and Health Management)
2025-27**

has successfully completed Value Added Course (VAC) on

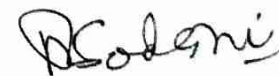
Empathy and Ethics in Healthcare Management

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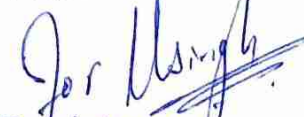
with Grade B+



Dr. Himadri Sinha
Professor and Coordinator (VAC)



Dr. P.R. Sodani
President



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Sanganer Airport, Jaipur-302029

Date of issue: April 30, 2026

Certification of Completion

Vishwas Agarwal

This certifies that

**Master of Business Administration (Hospital and Health Management)
2025-27**

has successfully completed Value Added Course (VAC) on

Empathy and Ethics in Healthcare Management

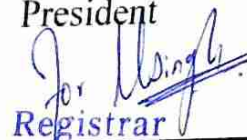
Conducted during **April 13-17, 2026**, accumulating a total of 30 hours
with Grade B+



Dr. Himadri Sinha
Professor and Coordinator (VAC)



Dr. P.R. Sodani
President


Registrar

Date of issue: April 30, 2026