

MBHM 3001

M.B.A. DEGREE EXAMINATION, SEPTEMBER 2021.

Third Semester

Hospital Management

HEALTH CARE ENVIRONMENT AND
MANAGEMENT

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions out of the following.

1. Indicate factors of environmental scanning in health care.
2. Mention the role of nurses and their importance in Health care.
3. Write short note on National Health Policy.
4. Highlight importance of MCI and its role.
5. State principles of Epidemiology.
6. How is Health Economics important in health care?

7. How are Hospital Laboratory Services essential in Health Care System?
8. Briefly outline the services rendered by the Health Universities in a State.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions out of the following.

9. Describe the difference between Primary Care, Secondary Care and Tertiary Care with suitable examples.
10. Bring out the importance of women health care in health care system.
11. What are the key features and uses of descriptive epidemiology?
12. How is health information technology used in hospital? Give relevant examples.
13. Describe the role of National Drug Policy.
14. How does tiered approach help in Casualty and Emergency Services?
15. Write in detail about Preventive Health Care.
16. What do you mean by Health care delivery system? And emphasize its significance in primary health care in India.

PART C — (1 × 20 = 20 marks)

Compulsory

17. Recently news described about an inner city neighborhood concerns about the rise in the number of prevalence of dengue fever. Another reports shows revised recommendations of flu vaccine among children. In another article, they published about leading risk of cancer. Each of these incidents included interviews with public health officials or who called themselves epidemiologists.

Questions :

What is epidemiology? Explain some of the key methods and concepts which are used to focus on epidemiology in public health practice.

MBHM 3002

M.B.A. DEGREE EXAMINATION,
SEPTEMBER 2021.

Third Semester

Hospital Management

HOSPITAL ARCHITECTURE, PLANNING AND
MAINTENANCE

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE of the following.

1. Discuss about the principles of hospital planning.
2. Detail the factors influencing bed planning.
3. Explain the duties of hospital architect.
4. Mention the departments of Critical Zone.
5. Explain in brief about the designing of hospital mortuary.

6. Write about the classification of hospital.
7. What are the factors considered for designing the diagnostic zone of the hospital?
8. What are the minor facilities provided as a hospital services? Explain.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Explain the role of Hospital planning team.
10. What are the factors that influence the space requirements of different facilities of Hospital?
11. List out the zones of a multispecialty hospital and the departments falling under each.
12. Explain the problems is maintaining in Biomedical waste Management.
13. Highlight the factors that influence Hospital utilisation.

14. Briefly explain the various voluntary standards to be followed by Hospital.
15. Write a detailed note on hospital drawings and documents.
16. What are the requirements of a building for a hospital design? Explain.

PART C — (1 × 20 = 20 marks)

Compulsory

17. Health systems have great opportunities to alleviate the healthcare resource constraints and reduce costs. These can be realized through investment in technology to help better healthcare coordination and move all functions of public health management into the service economy. Health is critically important to build strong health systems, and accelerate the achievement of sustainable development goals. particularly universal health coverage.

Explain the process of hospital planning. Draw the layout for administrative zone and explain.

MBHM 3003

M.B.A. DEGREE EXAMINATION, SEPTEMBER 2021.

Third Semester

Hospital Management

HEALTH CARE LAWS, ETHICS AND MEDICAL
TERMINOLOGY

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. Interpret the Features of a Company.
2. What are the Basic Principles of Medical Ethics?
3. Mention the major Provisions of FEMA, 1999.
4. Examine the Special Provisions regarding Births and Deaths in a Plantation.
5. Describe the Types of Medical Negligence in India.
6. State the Importance of Radiation Safety for Healthcare Workers.
7. List out the Common Prefixes in Medical Terminology.
8. Outline the Principles of Medical Asepsis.

PART B – (5 × 10 = 50 marks)

Answer any FIVE questions

9. Summarize the major Provisions of Tamil Nadu Clinical Establishments Act
10. Carefully analyze the need of Medical Termination of Pregnancy Act 1971 in India.
11. Explain the Procedure of Filing Returns under Income Tax Act 1961.
12. Discuss the Medical ethics followed by the Medical Practitioners in India.
13. Enumerate the Types of Human Organ Donation.
14. Examine the Challenges faced by Indian Hospitals in Managing Biomedical Wastes.
15. Categorize the different Routes of Medication Administration.
16. Describe the Factors to be considered in Planning Hospital Nursing Services.

PART C – (20 marks)

Compulsory

17. Case Study:

‘Proper Governance and Effective Management of Health Care and Hospital Services is an important issue for any Country; otherwise it has a very serious ramification on Economic Development’- Critically examine this Statement with the support of Adequate illustrations.

MBHM 3004

M.B.A. DEGREE EXAMINATION, SEPTEMBER 2021.

Third Semester

Hospital Management

HOSPITAL OPERATIONS MANAGEMENT

Time : Three hours

Maximum : 100 marks

SECTION A — (5 × 6 = 30 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Mention the Functions of front office in hospital.
2. State importance of medical record department in hospital.
3. Point out any five objectives of Outpatient Department.
4. Highlight importance of Lay Out of X ray Department in a hospital.
5. What is CSSD?
6. What are different types of Linen that comes to laundry from the hospital?

7. What are the capital operations in the hospital?
8. Outline the recent trends in work sampling.

SECTION B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Explain the value engineering in relation to the hospitals.
10. Highlight the steps in purchasing process.
11. How would you hands patient brought dead to hospital?
12. Inventory Control for hospital material.
13. Briefly explain need for training and coordination among staffs.
14. Write an explanatory note Bio medical maintenance.
15. Capacity utilization of staff – Discuss.
16. Examine factors for incentive calculation.

SECTION C — (1 × 20 = 20 marks)

Compulsory

17. The organization wants to start 75 bedded hospital.
- (a) Draw lay out for OPD, Radiology.
 - (b) Plant the support services.
 - (c) Calculate the manpower to be recruited
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MBHM 3005

M.B.A. DEGREE EXAMINATION,
SEPTEMBER 2021.

Third Semester

Hospital Management

PATIENT CARE MANAGEMENT

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions out of the following.

1. Enumerate the strategies that can be used to protect patient care from medico legal issues.
2. How can we establish and sustain a healthy environment in a busy clinical practice by using models of Quality Improvement?
3. Discuss why informed consent is the basis for all legal and moral aspects of a patient's autonomy.
4. How do you create a disaster preparedness plan as a health care professional?

5. Why is it important to have a record keeping system? Briefly discuss the preservation and storage of records in hospitals.
6. How will you organize counselling of patients in health care settings – Discuss?
7. Write notes on: Social justice and Human Dignity.
8. You are asked to establish Ethics Committee for a hospital. How will you organize it?

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions out of the following.

9. What is Patient classification system? Why do you need to classify patients?
10. In view of fire safety in hospitals, discuss risk reduction strategies.
11. Out of the various laws that have been enforced to protect the consumer rights in India, the most important is Consumer Protection Act – Discuss the statement.
12. Do you think it is important to classify patients based on Case Mix Classification Systems?
13. Enumerate the steps involved in implementation of Medical Audit Cycle.

14. How can patient safety be improved by leveraging digital solutions?
15. Write about patient centric management in hospitals with suitable examples.
16. What are the few key performance indicators used to monitor quality of patient care? Explain them.

PART C — (1 × 20 = 20 marks)

(Compulsory)

17. Recent researches have shown that in hospitals, many crisis are managed poorly, exposing patients to harm and clinicians to litigation. Various crisis threaten people, and when these crisis hit, their impact can cause both short and long-term effects. All facets of a health care system must be trained and ready for patients before a major crisis. Planning in advance for these potential disasters and preparing to meet these challenges is very important in crisis management. As healthcare systems moved from hospital-centric providers to more integrated delivery systems, systems should ensure that disaster preparedness, both in terms of securing physical locations and electronic data, consider both inpatient and outpatient facilities in the hospital network.

Question:

How is crisis management so challenging? Discuss the factors which may conspire to make crisis challenging. Prepare a plan for crisis management. Discuss how hospitals can improve crisis management in emergencies?
