**11**

DE–3079

DISTANCE EDUCATION

M.A. (HA) DEGREE EXAMINATION, MAY 2008.

PRINCIPLES OF HOSPITAL MANAGEMENT

Time : Three hours Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. What are the principles of Hospital planning?
2. Define Organisation and its importance of Organisation.
3. Write the aim of supervision.
4. What are the methods of achieving co-ordination?
5. Write the meaning and importance of motivation.
6. What are element of evaluation?
7. Explain the process of M.B.O.
8. What is Departmentation? What are the types of Departmentation?

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

1. Explain functional components in planning of nursing services.
2. What is delegation of authority? What are the principles of effective delegation?
3. Briefly explain the different types of leadership with special reference to hospital administration.
4. Examine the application of Maslow's theory of motivation of Hospital Management.
5. Explain the types and process communication.
6. Explain the role of chief medical officer in developing quality culture.
7. Explain advantages of management audit.

————————

DE–3080

**12**

DISTANCE EDUCATION

M.A. (Hosp. Admin.) DEGREE EXAMINATION, MAY 2008.

HOSPITAL OFFICE MANAGEMENT

Time : Three hours Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. State the duties and responsibilities of a hospital manager.
2. How are Mails used as a means of communication in a hospital?
3. Explain the billing procedures in hospital.
4. What are characteristics of a good filing system?
5. Explain equipment utilization and monitoring for hospitals.
6. Explain the procedures used for grievance handling in patient care services.
7. State the advantages of automation in a hospital office.
8. Explain purchase mechanisms for hospital equipments.

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

1. “Front Office is the face of any hospital”–Prove this statement.
2. Explain the impact of good designing of forms towards patient care.
3. Discuss the admission and discharge procedures in a hospital.
4. Brief the various filing methods, their merits and demerits.
5. Discuss the modalities of safeguarding and maintaining equipments in hospitals.
6. What are the different types of office stationeries and supplies and its relevance to hospital setting?
7. Discuss the principles of office management and its importance.

————————



**13**

DE–3081

DISTANCE EDUCATION

M.A. (Hos Admin) DEGREE EXAMINATION, MAY 2008.

HEALTH POLICY AND HEALTH CARE SYSTEM

Time : Three hours Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Explain :
   1. (a) Birth rate,
   2. (b) Death rate,
   3. (c) Growth rate and Fertility rate.
2. Discuss universal immunization programme.
3. Recommendations of Bhore committee/Mudaliar committee.
4. Write short notes on :
   1. (a) UNICEF
   2. (b) World Bank.
5. Discuss ‘‘Health Policy’’ and its need.
6. Explain the applications of cost benefit analysis in health care services.
7. Discuss ‘‘Health for All’’ by 2000 A.D.
8. Explain Prepathogenesis phase.

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

1. Explain the various levels of Indian Health care system.
2. Discuss the ‘‘Concepts of Prevention’’ to preserve health.
3. Explain the ‘‘Determinants of Health’’.
4. List any five current issues in the economics of Healthcare and give your comments on it.
5. Write brief notes on ‘‘Voluntary Health Agencies’’ in India.
6. Write short note on :
   1. (a) Modified Leprosy Elimination Campaign
   2. (b) National Cancer Control Programme.
7. Give a brief account of the changing concepts of Health.

———————



DE–3082

**14**

DISTANCE EDUCATION

M.A. (HA) DEGREE EXAMINATION, MAY 2008.

HOSPITAL SUPPORT SERVICES

Time : Three hours Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Discuss the records and documents of nursing care.
2. Brief about the vehicles used for Internal Transportation.
3. Write in brief about Doctor red and Code black.
4. Explain the functions of blood bank.
5. Brief the process of collection and classification of soiled linen.
6. Draw the functional flowchart for hospital dietary department.
7. Explain the duties and responsibilities of staff nurse.
8. Brief the various types of sterilisation methods.

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

1. List and explain the clinical and supportive services.
2. Brief the process of Nursing Audit.
3. How do you organize the emergency services during the disaster?
4. Discuss about the safety rules of laboratory.
5. Brief the organization chart for dietary department and explain the role of dietary manager.
6. Discuss the location and layout of the laundry.
7. Explain in brief about drugs and therapeutics committee.

———————



**15**

DE–3083

DISTANCE EDUCATION

M.A. (HA) DEGREE EXAMINATION, MAY 2008.

HUMAN RESOURCE MANAGEMENT IN HOSPITALS

Time : Three hours Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Explain the role of Human Resource Management in hospitals.
2. Brief the process of selection.
3. Examine the need for training.
4. What is ‘‘Job evaluation’’? Explain it.
5. Define and detail about ‘‘Group cohesiveness’’.
6. Discuss about ‘‘Organisational Climate’’.
7. List and explain the various types of personality.
8. Write brief notes on :
   1. (a) Job specification.
   2. (b) Job analysis.

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

1. Brief the process of manpower planning.
2. Explain the types of tests and interviews conducted in hospitals during selection.
3. Detail the objectives and types of training.
4. Discuss in detail about salary and wage administration.
5. As a hospital administrator, how would you motivate your hospital employees?
6. Examine the need and nature of organisational charge.
7. Write brief notes on :
   1. (a) Transfer
   2. (b) Promotion
   3. (c) Perception.

————————



**21**

DE–3084

DISTANCE EDUCATION

M.A. (HA) DEGREE EXAMINATION, MAY 2008.

HEALTH AND HOSPITAL LAWS

Time : Three hours Maximum : 100 marks

PART A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Brief the features of Infant fool Act, 1992.
2. Explain about ‘‘Transplantation of Human Organs Act’’.
3. Mention in brief about the act which is governing the blood bank in hospitals.
4. Detail the importance of Drugs and magic remedies Act.
5. Discuss the Maternity benefit Act.
6. Examine the relevance of Minimum wages Act in hospitals.
7. Brief about ‘‘Factories Act 1948’’.
8. Explain in brief about Birth and Death registration Act.

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

1. Detail in brief about Medical Termination of Pregnancy Act.
2. Write brief notes on :
3. (a) Medical Negligence
   1. (b) Dying Declaration.
4. Detail the features of ‘‘Legislation for Tobacco Control’’.
5. Brief in detail about ‘‘Employees State Insurance Act’’.
6. Examine the importance of Payment of Wages Act and Payment of Bonus Act.
7. Describe the details of Industrial disputes Act and Trade Union Act.
8. List and explain about Medico Legal Cares.

——————



**22**

DE–3085

DISTANCE EDUCATION

M. A. (HA) DEGREE EXAMINATION, MAY 2008.

MATERIAL MANAGEMENT IN HOSPITALS

Time : Three hours Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. Explain the Importance of Materials Management.
2. Define Material Planning and its objectives.
3. Explain objectives of Creative Purchasing.
4. Write the safety aspects in Material Handling Equipments.
5. Explain the principles of Material Handling Equipments.
6. Write the responsibilities and functions of Storekeeper.
7. Explain the necessity for Stock Records.
8. Define Inventory Management and its importance.

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

1. Explain the Integrated systems approach to Material Management in hospitals.
2. Explain the Purchasing Principles.
3. Explain the Document Procedures to be followed while importing of equipments and medicines for hospitals.
4. Explain the importance of selection of Material Handling equipments.
5. Objectives of Stores Management in hospitals.
6. Write short notes on :
7. (a) ABC Analysis
   1. (b) XYZ Analysis.
8. Explain the Inventory Control Systems?

——————



DE–3086

**23**

DISTANCE EDUCATION

M.A. (HA) DEGREE EXAMINATION, MAY 2008.

FINANCIAL MANAGEMENT IN HOSPITALS

Time : Three hours Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Define financial management. Briefly explain the importance of finance in hospitals.
2. How the private institutional capital for hospitals could be procured?
3. What are the various sources of finance available to hospitals?
4. What do you mean by budgetary control? What are the various types of budgets?
5. Explain social cost benefit analysis.
6. Explain the cost centres in medical laboratory.
7. What are the principles of book-keeping?
8. What are the elements of cost accounting?

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

1. What are the objectives of financial management in hospitals?
2. What are the various grants provided to hospitals by government?
3. Briefly explain the patterns of hospital management.
4. How will you evaluate the investments by hospitals?
5. Describe various classifications of accounts.
6. The sales and profit of a company during two periods were as follows :

|  |  |  |
| --- | --- | --- |
| Period | Sales | Profit |
|  | (in Rs.) | (in Rs.) |
| I | 1,00,000 | 10,000 |
| II | 1,50,000 | 20,000 |

* 1. Find out :
  2. (a) P/V ratio
  3. (b) Fixed cost
  4. (c) Break even point
  5. (d) Sales to earn a profit of Rs. 40,000
  6. (e) Profit if the sales are Rs. 1,20,000.

1. Distinguish between internal audit and external audit.

———————

**24**

DE–3087

DISTANCE EDUCATION

M.A. (HA) DEGREE EXAMINATION, MAY 2008.

MARKETING OF HOSPITAL SERVICES

Time : Three hours Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Write a vision statement for a corporate hospital.
2. Do you think branding is essential for hospitals? Explain.
3. Enumerate the package of services offered by a hospital.
4. What are medical camps? How they are beneficial to hospitals?
5. Write a note on logistics management in hospitals.
6. ‘‘Above the line promotions often does not work for hospitals’’ — Discuss.
7. What do you mean by internal marketing?
8. Do you think brochures will be useful to hospitals?

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

1. Explain the need for planning the marketing for hospital services in southern states in India.
2. Describe the service product mix that can be used in hospitals.
3. Explain the pricing strategies that can be followed by :
   1. (a) Rural centres
   2. (b) Satellite centres and
   3. (c) Urban centres.
4. Differentiate between advertising and sales promotion is hospital services.
5. What is CRM? How can it be effectively used in marketing of hospital services?
6. Explain the need and scope of service quality in hospitals.
7. ‘‘Physical evidence decides the choice of a hospital’’ — Elaborate.

——————



**25**

DE–3088

DISTANCE EDUCATION

M.A. DEGREE EXAMINATION, MAY 2008.

Hospital Administration

COMPUTER APPLICATIONS IN HOSPITAL MANAGEMENT

Time : Three hours Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Mention the generation of computers.
2. How do you prepare a billing system for your hospital using MS Access?
3. What is “Intranet”?
4. Explain about Web Server and clients.
5. How do you display the information for OTC Medicines?
6. Analyse the prefix and suffix of a medical term with an example.
7. Explain the objectives of HIS.
8. Brief about ‘Data Processing’.

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

1. Explain about he classification of computers.
2. Write brief notes on relational databases.
3. Explain briefly about ISP and ISDN. What is Domain naming system?
4. How do you write notices and letters in hospitals?
5. State the techniques of medical transcription.
6. How do you develop Hospital Information system for a 500 bedded hospital?
7. Explain briefly about the “physical examination” of medical terminologies.
8. ————————