

MBA-185

MSH-24

**M.B.A. DEGREE EXAMINATION –
JUNE 2019.**

Fourth Semester

Hospital Administration

HEALTH INSURANCE

Time : 3 hours

Maximum marks : 75

SECTION A — (3 × 5 = 15 marks)

Answer any THREE questions.

1. What are the factors to be considered while designing health insurance product?
2. What is chain management?
3. Write short note on premium setting.
4. Write short note on Patient Access Systems.
5. What do you mean by cost escalation?

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

6. Briefly discuss community health insurance.
7. Briefly discuss various Health Insurance Schemes.

8. Discuss about welfare loss from Health Insurance.
 9. Elucidate Pre-Feasibility study in designing and planning of community Health Insurance.
 10. Explain the development and current trends in Health Insurance.
 11. Write the salient features of actuarial principles and premium selling.
 12. Briefly discuss the origin, importance and development of managed care.
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MBA-186

MSH-25

**M.B.A. DEGREE EXAMINATION –
JUNE, 2019.**

Fourth Semester

Hospital Administration

**LEGAL AND ETHICAL ISSUES IN
HEALTHCARE**

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any THREE questions.

1. Define Company.
2. Define Trade man.
3. List the role of Medical Council of India.
4. What is Medical Jurisprudence?
5. What are Biomedical waste?

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

6. Discuss the main features of Tamil Nadu clinics Act.
 7. Briefly discuss Medical Malpractice.
 8. Discuss Patients Rights and Responsibilities.
 9. Elucidate main features of Narcotic Law.
 10. Discuss the considerations in Medical Termination of Pregnancy.
 11. Briefly discuss about Emergency care.
 12. Define Patient consent. Explain the legal validity of various types of patient consent.
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MBA-187

MSH-26

**M.B.A. DEGREE EXAMINATION –
JUNE 2019.**

Fourth Semester

MANAGING QUALITY IN HEALTH CARE

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any **THREE** questions.

1. Name any one Quality Guru and their contribution.
2. Define benchmarking.
3. What is meant by flow chart?
4. What is meant by Quality Audit?
5. Define Business Process Reengineering.

PART B — (4 × 15 = 60 marks)

Answer any **FOUR** questions.

6. Compare and contrast Quality, Productivity and Profitability.
7. Compare and contrast Education, Training and Development.

8. Write short notes on:
 - (a) Pareto Diagram
 - (b) Cause and effect Diagram.
 9. What are the factors influencing patient satisfaction?
 10. Discuss steps and techniques involved in Quality Audits.
 11. Write short notes:
 - (a) Quality council
 - (b) Quality teams
 12. Briefly discuss recent trends in Quality management practices in Health Care.
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MBA-188

MSH-27

**M.B.A. DEGREE EXAMINATION –
JUNE 2019.**

Fourth Semester

Hospital Administration

**MIS AND APPLICATION OF INFORMATION
TECHNOLOGY IN HEALTHCARE**

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any THREE questions.

1. What are the uses of computers?
2. Define MIS.
3. What is feasibility study?
4. Define Integrated HIS
5. Define GIS.

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

6. What are the types and importance of files?
 7. Discuss role of IT in office automation.
 8. Discuss different roles of personnel in managing system.
 9. Briefly discuss software development procedure.
 10. What are the objectives, elements and categories of HIS?
 11. Discuss the need and importance of IT in healthcare.
 12. Discuss latest technological advancement in healthcare.
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