

MBA-181

MSH-20

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

Third Semester

Hospital Administration

PATIENT CARE PLANNING AND MANAGEMENT

Time : 3 hours

Maximum marks : 75

SECTION A — (3 × 5 = 15 marks)

Answer any THREE questions.

Write short notes on :

1. Hospital planning
2. Patient counselling
3. Medico-legal procedure
4. Intensive care units
5. Sterile techniques.

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

6. Discuss the factors to be considered in planning for hospital facilities and services.
7. Discuss the importance of time management in out patient services.
8. What do you mean by daily planning and scheduling of work?
9. Discuss classification and principles of disaster management with respect of hospital management.
10. Discuss medico-legal procedures in emergency and casualty services.
11. Discuss Equipments and Facilities required in Impatient care.
12. Discuss clinical protocols and safety issues in operation theatre.

MBA-182

MSH-21

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

Second Year

**SUPPORTIVE SERVICES AND FACILITIES
MANAGEMENT**

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any **THREE** questions.

1. What are the functions of front office?
2. What do you mean by Radiology services?
3. Write short not on CSSD.
4. What is the function of pharmacy.
5. Write short note on Biomedical Management.

PART B — (4 × 15 = 60 marks)

Answer any **FOUR** questions.

6. Write short notes on :
 - (a) Medical Records
 - (b) Bed turnover rate.

7. Briefly discuss about laboratory services and its classifications.
 8. Discuss the roles and responsibilities of pathologists and Lab Technicians.
 9. Discuss the importance and functions of House keeping.
 10. Elucidate the role of Dietary Services.
 11. How has automation influenced supportive services offered by Hospitals? Discuss.
 12. Discuss various levels of Maintenance in Hospitals.
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MBA-183

MSH-22

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

Third Semester

Hospital Administration

**HEALTH SYSTEMS RESEARCH AND RESEARCH
METHODOLOGY**

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any **THREE** questions.

1. Define research.
2. What do you mean by census sampling.
3. Define primary data.
4. Define forecasting.
5. What is the significance of Report writing?

PART B — (4 × 15 = 60 marks)

Answer any **FOUR** questions.

6. Discuss different types of research.
7. Discuss ethical aspects of health research.

8. Discuss different sampling methods. Bring out its merits and demerits.
9. What are the points to be considered while designing a questionnaire? Discuss.
10. Elucidate the various bio statistical tools available for data analysis.
11. Write short notes on :
 - (a) Hypothesis testing
 - (b) Statistical quality control.
12. Briefly discuss layout of a research report.

MBA-184

MSH-23

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

Third Semester

**HEALTH COMMUNICATION PLANNING AND
MANAGEMENT**

Time : 3 hours

Maximum marks : 75

PART A — (3 × 5 = 15 marks)

Answer any THREE questions.

1. Define communication.
2. Define leadership.
3. Define counseling.
4. What do you mean by role play?
5. What do you mean by visual aids?

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

6. Discuss barriers to communication.
7. Discuss the learning process.

8. Discuss different types and techniques of taking interview.
 9. Discuss various types of audio aids.
 10. Discuss meaning and techniques of conducting symposium.
 11. Discuss various types of visual aids.
 12. Write short notes on :
 - (a) Group teaching.
 - (b) Mass teaching.
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