

PG-C-2385

MSH-20X

**P.G. DEGREE EXAMINATION —
DECEMBER, 2023.**

Hospital Administration

Third Semester

**PATIENT CARE PLANNING AND
MANAGEMENT**

Time : 3 hours

Maximum marks : 70

PART A — (5 × 5 = 25 marks)

Answer any FIVE out of Eight questions in 300 words.

All questions carry equal marks.

1. Explain the Concepts of patient care planning.
2. Write in detail about policies and procedures for smooth functioning of OPD.
3. What is the manpower planning, list the objectives in staffing in Casualties?
4. Explain the various types of ICU's in detail.
5. Explain the management of air conditioning and supply in OT.
6. Define the role played by pharmacy department.

7. Discuss the importance and functions of medical record department.
8. Explain the effective and ineffective communication in casualty services.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in 1000 words.

All questions carry equal marks.

9. Explain the Steps in patient careplanning and emphasize, the rationale of planning.
10. Determine time management of Outpatient department.
11. Explain about equipment plan in casualty services with listing the quality indicators in detail.
12. Enlist the important functions of inpatient services in hospital. Enumerate various functions and planning consideration for establishing the inpatient services in hospital.
13. Describe the zoning concepts in operation theaters, highlight the major bottleneck in management of OT's.

PG-C-2386

MSH-21X

**P.G. DEGREE EXAMINATION —
DECEMBER 2023**

Hospital Administration

Second Year

**SUPPORTIVE SERVICES AND FACILITIES
MANAGEMENT**

Time : 3 hours

Maximum marks : 70

PART A — (5 × 5 = 25 marks)

**Answer any FIVE questions out of Eight questions in
300 words.**

All questions carry equal marks.

1. What are the objectives and functions of front office in hospitals?
2. Classify the laboratory services.
3. Write a note on systematic and standard procedures of Cleaning.
4. List the functions of dietary services.
5. State the policies and procedures of maintenance management.

6. How do you staff the front office?
7. What are the objectives and functions of housekeeping?
8. What do you mean by bed linen ratio?

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in
1000 words.

All questions carry equal marks.

9. Describe the medical record management in detail.
10. Elucidate the design, layout and location of radiology services.
11. Explain in detail the duties of security services.
12. Discuss in detail the objectives and functions of pharmacy.
13. Outline the civil and biomedical issues related to maintenance management.

PG-C-2388

MSH-23X

**P.G. DEGREE EXAMINATION —
DECEMBER 2023**

Hospital Administration

Third Semester

**HEALTH COMMUNICATION PLANNING AND
MANAGEMENT**

Time : 3 hours

Maximum marks : 70

PART A — ($5 \times 5 = 25$ marks)

Answer any FIVE questions out of Eight questions in
300 words.

All questions carry equal marks.

1. Explain the importance of communication.
2. How do you build commitment among the employees in an organization?
3. List the stages of evaluation of health communication.
4. Write about meaning and techniques of counselling.
5. Explain the importance of audio aids in Health Communication.

6. Write about leadership and motivation.
7. What are computer networks? Explain.
8. Write about Flannel graph and mention the techniques used.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in
1000 words.

All questions carry equal marks.

9. Describe the process of communication planning in detail.
10. Describe about training manpower in communication programme.
11. Explain about criteria and methods of evaluation of health communication programs.
12. Write a short note on:
 - (a) group discussion
 - (b) role play.
13. Discuss any three media of communication with their merits and demerits.

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MSH-24X

**P.G. DEGREE EXAMINATION –
DECEMBER 2023**

Hospital Administration

Third Semester

HEALTH INSURANCE

Time : 3 hours

Maximum marks : 70

SECTION A — (5 × 5 = 25 marks)

**Answer any FIVE questions out of Eight questions
in 300 words**

All questions carry equal marks.

1. Identify the concepts of health insurance.
2. How is the premium health insurance determined and calculated? Explain.
3. Write about global budget hospital payment mechanism.
4. Explain the importance of Health insurance.
5. Brief on utilization management in managed care system.
6. Explain about Economics of scale.

7. How to design a benefit package? Discuss.
8. What do you mean by cost escalation? Explain.

SECTION B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions
in 1000 words.

All questions carry equal marks.

9. Describe the risk factors involved in health insurance in detail.
 10. Outline the costing factors in benefit package.
 11. Compare the different payment systems used in healthcare insurance.
 12. Elucidate Pre-Feasibility study in designing and planning of community Health Insurance.
 13. Briefly discuss the origin, importance and development of managed care.
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PG-C-2391

MSH-26X

**P.G. DEGREE EXAMINATION —
DECEMBER 2023**

Hospital Administration

Fourth Semester

MANAGING QUALITY IN HEALTHCARE

Time : 3 hours

Maximum marks : 70

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions out of Eight questions in
300 words.

All questions carry equal marks.

1. Differentiate Quality vs Productivity vs Profitability.
2. Define the importance of time management in giving quality healthcare.
3. Define Customer and Identify Customers.
4. What are the code of conduct for healthcare professionals?
5. Write about the quality awards scheme in healthcare.

6. What are the complications in maintaining the clinical quality?
7. State the qualities of good leadership in healthcare management.
8. List out the concepts and model of quality management.

PART B — ($3 \times 15 = 45$ marks)

Answer any THREE questions out of Five questions in 1000 words.

All questions carry equal marks.

9. Describe the major components in fundamental qualities of healthcare.
10. Classify the tools and techniques used in quality foundation.
11. Discuss about methods to measure the quality in healthcare management.
12. Detail the quality policy to be followed in healthcare.
13. Explain about the JCI accreditation, what are the various measures should be taken and followed by the management to achieve the accreditation?