

MANIPAL UNIVERSITY

MD (HOSPITAL ADMINISTRATION) DEGREE EXAMINATION – APRIL 2014

SUBJECT: PAPER I: GENERAL ADMINISTRATION AND MANAGEMENT IN HOSPITAL FIELD

Tuesday, April 01, 2014

Time: 14:00 – 17:00 Hrs.

Max. Marks: 100

✍ Answer ALL the questions.

✍ Long Essays.

1. Discuss the various Inventory Control systems? Draw a matrix with both ABC & VED Analysis for 5 items of your choice.
(15 marks)
2. “Six sigma is the highest standard for quality yet to be achieved by Indian healthcare industry”. Analyse
(15 marks)
3. Write short notes on:
 - 3A. Explain with examples the concepts of ‘Patents’, ‘Copyrights’, ‘Trade Marks’ and ‘Design’ under Copyright Act.
 - 3B. Classify the levels of management in an organisation. Describe the skills required and functions performed by different levels of management.
 - 3C. Despite the plethora of theories of motivation, we are still in search of a suitable theory of motivation. Explain the statement. How does contingency approach of motivation try to bridge the gap?
 - 3D. In an out-patient department of a hospital, where there is a single counter, the arrival rate of customers is 5 per hour and service rate is 8 per hour, assuming the conditions for the single channel queuing model, find out:
 - i) The probability that the server is idle.
 - ii) The probability that there are at least two customers in the system.
 - iii) Expected time that a customer spends in queue.
 - 3E. Write brief note on marketing audit for a corporate hospital and social responsibility of a healthcare organization.
 - 3F. You are heading a project to train all health officers in a district in management subject. How can you perform a training need analysis? What are the various training techniques that you can use in the program?

- 3G. Explain how hospital information system facilitates patient services in a 100 bed uni-specialty Hospital? What are the ethical issues related to implementation of information system?
- 3H. Define 'Communication'. Outline the importance of communication for a hospital administrator with examples.
- 3I. As a hospital administrator, what are the steps you will undertake to plan a cost-containment activity for the hospital?
- 3J. Outline the various factors that will influence manpower planning for an organization.

(7×10 = 70 marks)



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MD (HOSPITAL ADMINISTRATION) DEGREE EXAMINATION – APRIL 2014
SUBJECT: PAPER II: HEALTH ADMINISTRATION AND MEDICAL CARE

Wednesday, April 02, 2014

Time: 14:00 – 17:00 Hrs.

Max. Marks: 100

✍ Answer ALL the questions.

✍ Long Essays.

1. Describe Economics involved in a primary health center in India. Explain the importance of Five Year Plans in Health Care Policy of India.

(15 marks)

2. Elaborate the duties of medical professionals towards society. Describe the rights of patients towards his care in a tertiary care hospital. Explain the term 'act on good faith'.

(15 marks)

3. Write short notes on:

3A. Explain with example Likert scale and Semantic differential scale. What are the demerits of Likert Scale in OPD patient satisfaction surveys?

3B. Explain exploratory research procedures and briefly narrate primary, secondary and tertiary sources of data collection.

3C. Discuss on Chi-square test, ANOVA and Co-efficient of Skewness.

3D. Critically review the National cancer registry project and discuss the strategy to combat cancer in India.

3E. Describe the role of third party administrators in health insurance in India. Mention any 5 mandatory regulatory requirements to commence a TPA.

3F. Describe the National Population policy 2000. Discuss the current national demographic goals.

3G. Discuss the role of Non-governmental agencies towards community in 21st century.

3H. Outline the components of a fire safety protocol for a 250 bedded general hospital.

3I. Discuss the salient features of the ESI scheme provided by the government to its employees.

3J. Discuss the importance of 'Hospital utilization statistics' to the hospital administrator.

✍ = 15 marks



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MD (HOSPITAL ADMINISTRATION) DEGREE EXAMINATION – APRIL 2014

SUBJECT: PAPER III: HOSPITAL ADMINISTRATION AND HOSPITAL PLANNING

Thursday, April 03, 2014

Time: 14:00 – 17:00 Hrs.

Max. Marks: 100

✍ Answer ALL the questions.

✍ Long Essays.

1. Mention the steps to be taken to prepare OP & IP medical records for storing for official purpose? Explain the uses of General consent form to hospital authorities.

(15 marks)

2. Describe a Financial Feasibility Study to be undertaken for an ophthalmic chain of hospitals in India? What are 5 important uses of a Feasibility study during project execution?

(15 marks)

3. Write short notes on:

3A. Write in detail about the Commissioning stage with an activity analysis chart for a 500 bed hospital?

3B. A cardiac specialty hospital would like to launch Mobile health services in a metropolitan city. Describe in detail the scope of services, plan of launching, policies that can be laid down, manpower requirement, immediate and remote issues that can come up.

3C. Healthcare industry in India has arrived to a turning point. Classify the different types of hospitals and their role in healthcare delivery in India.

3D. Classify the types of equipment required in a 200 bed hospital. Describe steps in equipment planning of a 200 bed district hospital.

3E. Mention the usages of TQM tools of healthcare sector. Discuss Pareto diagram in detail.

3F. Describe a plan of Infection Control Program that can be established in 12 bed Multi-Specialty Intensive Care Area in a hospital. Enumerate the role of Infection Control Nurse in detail.

3G. Explain any 7 planning parameters considered in an OPD services designing of a large hospital.

3H. Define 'Consent'. Outline its importance to medical practice and medical administrators.

3I. Outline the silent features of 'Consumer Protection Act'.

3J. Write briefly on the classification of Hospitals. Illustrate with examples.

(7×10 = 70 marks)



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MD (HOSPITAL ADMINISTRATION) DEGREE EXAMINATION – APRIL 2014

SUBJECT: PAPER IV: ADMINISTRATION OF CLINICAL & NON CLINICAL SERVICES

Friday, April 04, 2014

Time: 14:00 – 17:00 Hrs.

Max. Marks: 100

✍ **Answer ALL the questions.**

✍ **Long Essays.**

1. Enumerate the roles and functions of Outpatients Department. Discuss briefly any ten administrative problems and their solutions for the Outpatient Department of a 500 bed multi-specialty hospital.

(15 marks)

2. Discuss implementation program of ICD coding in a tertiary care hospital? What are the advantages and disadvantages of Diagnosis related group implementation to a healthcare provider?

(15 marks)

3 Write short notes on:

3A. What are Schedule H drugs? Write any 5 precautions to be followed in their storage in a hospital pharmacy? Describe the implementation process of Hospital Formulary.

3B. What is the primary role of CSSD in a large hospital? Mention any five quality policies that can be implemented as per NABH. Discuss any 2 surface sterilization procedures.

3C. Describe in detail various intramural transportation systems available in healthcare sector, with their advantages and disadvantages.

3D. In the blood bank visits of your hospital, describe the workflow for issue of a unit of blood to a patient with & without replacement. Suggest any improvements in processes of adverse blood transfusion reactions.

3E. Discuss in detail the legal aspects and record maintenance in a medically assisted reproduction facility attached to your hospital.

3F. What are notifiable diseases? What are the uses of notifying diseases to a hospital? Describe the methodology to notify the case of 'Acute Flaccid Paralysis' indicating to whom it should be notified.

3G. What are planning requirements of MRI facility? Mention the role of Radiological Safety Officer in a Radiology unit of a hospital.

3H. Define the term 'Dialysis'. Discuss the requirement in setting up a dialysis unit for a 500 bedded hospital.

3I. Define 'Biomedical waste'. How will you manage biomedical waste generated at your hospital?

3J. Discuss on the importance of having hospital dietary services.

(7×10 = 70 marks)

