MANIPAL UNIVERSITY

FOURTH SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION – DECEMBER 2016

SUBJECT: MHA – 624: ADMINISTRATION OF CLINICAL SERVICES
(REPEATERS)

Monday, December 12, 2016

Time: 10:00 – 13:00 Hrs.   Maximum Marks: 80

SECTION – A

✍ **Long Essay Questions:**

1. Describe in detail planning parameters for radiation safety of a 300 bed hospital.

(10+5 = 15 marks)

2. What are the various organisation features of ICU in a hospital? Mention any five problems faced due to mis-management of ICU.

(10+5 = 15 marks)

SECTION – B

3. **Short Essay Questions:**

3A. Queuing problems in OPD of a multi-specialty hospital.

3B. What are Special planning parameters for a Maternity Ward. And also describe Organizing of maternity services.

3C. Common Problems and their Solutions in administration of scheduling of operation-theater.

3D. Draw three types of design of Trauma and Emergency Unit. Briefly describe Management of Medico-legal case.

3E. Salient features of Burns Unit.

(10 marks × 5 = 50 marks)

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MHA-624

MANIPAL UNIVERSITY

FOURTH SEMESTER MASTER IN HOSPITAL ADMINISTRATION
DEGREE EXAMINATION – DECEMBER 2016

SUBJECT: MHA – 628: QUALITY MANAGEMENT IN HEALTHCARE
(REPEATERS)

Thursday, December 15, 2016

Time: 10:00 – 13:00 Hrs.   Maximum Marks: 80

✍ **Answer ALL questions.**

✍ **Budget time across questions accordingly.**

✍ **Long Essay Questions.**

1. Discuss the implementation of Quality Management program in a hospital.

2. Discuss the ISO 9001:2000 standards.

(15 marks × 2 = 30 marks)

3. **Short Essay questions.**

3A. Discuss the NABH accreditation process for hospitals.

3B. Discuss Statistical Process Control with examples from the hospital setting.

3C. Discuss Pareto chart as a tool of quality with an example from the hospital setting.

3D. Patient Satisfaction survey.

3E. Contributions of Avedis Donabedian and Abraham Flexner to Quality in Healthcare.

(10 marks × 5 = 50 marks)

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