MANIPAL INSTITUTE OF TECHNOLOGY

(A Constituent Institute of Manipal University)

Manipal – 576 104

VII SEMESTER B.Tech. (BME) DEGREE MAKE UP EXAMINATIONS DEC/JAN 2015-16

SUBJECT: HEALTH CARE MANAGEMENT SYSTEMS (BME 423)

(REVISED CREDIT SYSTEM)

Tuesday, 5ᵗʰ January 2016, 2 to 5 PM

TIME: 3 HOURS   **MAX. MARKS: 100**

Instructions to Candidates:
1. **Answer any FIVE full questions.**
2. **Draw labeled diagram wherever necessary.**

Q1   Management is both science & an art.

(a)   Define Management   3

(b)   Name five Fayol's principles of management.   5

(c)   Name five methods to improve employee productivity.   5

(d)   What is Taylorism?   4

(e)   What are the levels of Management and functions they carry?   3

Q2   Managers in an organization spend considerable amount of time in managing conflict.

(a)   What is conflict?   3

(b)   What are the different types of conflict?   6

(c)   How does conflict evolve?   3

(d)   What are the main causes of conflict?   3

(e)   Mention 5 ways to resolve conflict in an organization?   5

Q3 **Hospital is a community organization and cater to the needs of the society.**

    (a)   Define Hospital.   3

    (b)   Name 5 services provided by the hospital.   3

    (c)   What are the 5 common administrative problems faced in Outpatient department.   5

    (d)   Name 5 planning considerations for ICU.   4

    (e)   Name 5 laws related to Hospital.   5

Q4 **Inventory Management is of the principal responsibility of a Central Stores Manager.**

    (a)   Define Inventory.   4

    (b)   What are the primary objectives of inventory Control?   6

    (c)   What are the costs associated with Inventory?   4

    (d)   Name 5 inventory management techniques.   6

Q5 **Quality in patient care services in the buzz word in modern hospital management.**

    (a)   Define Quality in Healthcare   4

    (b)   How do you implement a Quality management system (QMS)   7

    (c)   Name some advantages in implementing QMS   3

    (d)   What is Lean management   3

    (e)   Name 5 Quality tools   3

Q6 **Health Information System enhances quality of service delivery.**

    (a)   Define Health Information system.   3

    (b)   What are the sources of Health Information systems?   4

    (c)   Name 5 functions of Health Information systems.   6

    (d)   Essential Characteristics of Health Information system   7