

Question Paper

Exam Date & Time: 28-Nov-2022 (09:00 AM - 12:00 PM)



MANIPAL ACADEMY OF HIGHER EDUCATION

MANIPAL INSTITUTE OF TECHNOLOGY, MANIPAL
SEVENTH SEMESTER B.TECH END SEMESTER EXAMINATIONS, NOV/DEC 2022

HEALTH CARE MANAGEMENT [BME 4072]

Marks: 50

Duration: 180 mins.

Answer all the questions.

Instructions to Candidates:

1. Answer ALL questions
2. Missing data may be suitably assumed

- 1) Define Motivation. Why is it important for employees to be motivated? (3)
 - A) (3)
 - B) Outline the managerial grid. (3)
 - C) Explain the concept of 'Situational Leadership'. (4)
- 2) Enumerate the role of drug therapeutic committee in a hospital. (3)
 - A) (3)
 - B) Write about how are inventory management techniques used to improve efficiency of pharmacy services. (3)
 - C) Define Medical Record. What are the components, purpose, and medico-legal importance of medical records? (4)
- 3) What is 3-tier health delivery system in India? Explain one feature of each health centre. (3)
 - A) (3)
 - B) Define "Hospital" & "Rehabilitation". What are the functions of a hospital? (3)
 - C) Outpatient department of a hospital is said to be "Gateway or Shop Window" of a hospital. (4)
 - a) Mention the six changing roles of hospital healthcare delivery services in last 50 years.
 - b) Explain the planning of outpatient department for a 300-bed hospital, specifically about demand and need measurement, scope of services, hourly service rate, lifting capacity, holding capacity.
 - c) There are 3 types of arrivals of patients into OPD, explain them.
- 4) What is strategy? What are the steps and tools of strategy management? Give an example how it is used in managing a hospital. (3)
 - A) (3)
 - B) What are the different types of wards? Write about administrative functions of ward sister. (3)

- C) What is a medico-legal case? Give a few examples. Write in detail about POCSO act 2012. (4)
- 5) How are hospitals classified? What is a Hospital Bed? (3)
- A)
- B) What is CSSD? What are the different methods of sterilization techniques used to sterilize medical equipment's? What is bowie-dick test? (3)
- C) Explain the contribution of "System approach in Management" theory to managing organizations. (4)

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