

**DE-5973****11**

## DISTANCE EDUCATION

M.B.A. (HM) DEGREE EXAMINATION, MAY 2013

First Semester

## PRINCIPLES OF HOSPITAL MANAGEMENT

(2005 Onwards)

Time : Three hours

Maximum : 100 marks

PART A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. What do you know about motivation?
2. Management is science or art — Discuss
3. Mission and Vision. Explain with illustration.
4. Corporate social responsibility
5. Delegation
6. Explain control
7. Explain leadership and its importance.
8. Strategies and policies.

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. Discuss the evolution of management.
10. Management in hospitals.
11. Discuss the principles of management.

12. Explain the Necessity and merits of teams in an organisation and the formation of teams and types of team.
  13. Centralisation versus decentralisation.
  14. Managing by objectives.
  15. Explain the types of organizational structure, with the merits and demerits of each type.
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**DE-5974****12**

## DISTANCE EDUCATION

M.B.A.(HM) DEGREE EXAMINATION, MAY 2013.

First Semester

## HEALTH ECONOMICS

(2005 onwards)

Time : Three hours

Maximum : 100 marks

PART A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. What is Health Economics?
2. Explain the utility analysis.
3. What is cost-benefit Analysis?
4. What are the properties of indifference curves?
5. Explain HDI.
6. Explain the economic factors that affect health care.
7. Explain external economy.
8. Write a note on value for money.

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. What is demand? Explain the determinants of demand. Is the demand analysis useful?
10. Explain in detail Engel's Law.

11. What is price elasticity of demand? Explain the various types of it and the usefulness of the concept.
  12. Explain the concepts of competition, Regulation in term of health care.
  13. Explain health care market.
  14. Discuss the trends in private and public expenditure on health.
  15. How is price determined under monopolistic competition? Explain.
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**DE-5975****13**

## DISTANCE EDUCATION

M.B.A. (HM) DEGREE EXAMINATION, MAY 2013.

First Semester

HEALTH POLICY AND HEALTH CARE SYSTEMS

(2005 onwards)

Time : Three hours

Maximum : 100 marks

PART A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. Explain in detail the trend in Indian population.
2. Highlight the relationship between demographic structure and social health.
3. Briefly explain the importance of health planning.
4. Explain the role played by corporate hospitals in health care.
5. Explain the concept of health care.
6. Briefly explain the importance of lifestyle in determining health.
7. Explain the importance of preventing disease with suitable examples.
8. Explain the functions of CARE.

## PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. Discuss in detail the demographic structure of world population.
  10. Explain in detail the five year plans carried out in India.
  11. Describe the functions of various levels of health care in India.
  12. Brief the determinants of healthcare.
  13. Trace the history of common diseases in India.
  14. Write short notes on :
    - (a) Indian council of child welfare
    - (b) PN
    - (c) IRC society.
  15. Explain the modes of intervention.
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**DE-5976****14**

## DISTANCE EDUCATION

M.B.A. (HM) DEGREE EXAMINATION, MAY 2013

First Semester

HOSPITAL PLANNING AND DESIGNING

(2005 onwards)

Time : Three hours

Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE of the following questions.

1. Enumerate the healthcare facilities in your hometown, highlighting the
  - (a) available facilities
  - (b) required services
  - (c) challenges/ constraints.
2. Write a note project cost elements & explain how a project is financed.
3. Discuss the importance of Market Analysis & Financial Analysis.
4. Elaborate the procedure for purchase of capital medical equipments.
5. Design a structured Questionnaire (15 questions) to conduct a Market Survey.

6. State the key activities to be monitored during implantation of a hospital project.
7. Write short notes on
  - (a) Pay back period
  - (b) Break even period
  - (c) DPR.
8. Optimal hospital designs of crucial importance to
  - (a) Patients
  - (b) Investors/ Owners
  - (c) Hospital Personnel.

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR of the following questions.

9. Define various types of ICU; Also suggest the positions of ICU's with proper rationale.
10. What are the various types of Nursery services and define the roll of them. What is nursing to Patient Ratio in various like wards/ICU/dialysis etc.
11. Assume a 250 bedded hospital with a basement meant only for Car parking. From ground floor to fourth floor, how will you plan the departments and their respective positions?
12. What is the difference between medical Furniture and Non medical Furniture with proper examples? What are the Nursing and OPD items and enlist at least 15 in each.

13. Assume that a promoter has got 20 grounds of land (2400 sq.ft  $\times$  10). He wants you as a facility planner and designer about building a Hospital. In such case, what is the maximum footage you will arrive at and number of beds? (The design can either be vertical or horizontal).
  14. Differentiate Project management and Operational management with examples.
  15. List out the zones of a multispecialty hospital & the departments falling under each.
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**DE-5977****15**

## DISTANCE EDUCATION

M.B.A.(HM) DEGREE EXAMINATION, MAY 2013.

First Semester

## ORGANISATIONAL BEHAVIOUR

Time : Three hours

Maximum : 100 marks

PART A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. Compare and contrast power vs authority.
2. Explain the types and significance of values in an organisation.
3. Differentiate Riemann from Grapevine.
4. What is politics?
5. Discuss the merits and demerits of conflict.
6. What is Perception? What are the factors related to perception?
7. Explain Group cohesiveness, sociometry.
8. Explain stress and factor causing stress and its impact.

PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. Explain the process of organisational change.
10. Discuss Freudian's psychoanalytic theory of personality.

11. Explain
    - (a) Ego states
    - (b) Transactor Analysis
    - (c) Johari windows
    - (d) Illusion.
  12. What are the barriers of communication and how can it be overcome?
  13. Discuss the various theories of leadership.
  14. What are the theories of learning? Discuss.
  15. Explain organizational goals, development and effectiveness.
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DISTANCE EDUCATION

M.B.A. (HM) DEGREE EXAMINATION, MAY 2013.

Second Semester

HOSPITAL CORE SERVICES

(2005 onwards)

Time : Three hours

Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Define the term Hospital. Brief about the types of hospital services.
2. Describe the functions of Physiotherapy department.
3. Write a note on Nuclear medicine and Radiotherapy.
4. Discuss the role of reception in admission process.
5. What are the objectives and functions of security department?
6. What is nursing audit? Write down the nursing audit process.
7. Define inventory. How a stores department handle its material distribution?
8. Enumerate the duties of hospital administrator.

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

9. Explain in detail about the functions of dietary and catering department of a multispecialty hospital.
10. Write in detail about various nursing policies and procedures applicable to a 300 bedded multispecialty hospital.
11. Draw the organogram of housekeeping department. Explain the roles, responsibilities and duties of each position.
12. “Role of ambulance and emergency department in case of mass casualty” — Discuss in detail.
13. Explain about Bio-medical waste management.
14. Give a detail note on Hospital Information System.
15. List the various services entertain by Inpatient. Brief on any two services.

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**DE-5979****22**

## DISTANCE EDUCATION

M.B.A. (HM) DEGREE EXAMINATION, MAY 2013.

Second Semester

## HOSPITAL SUPPORT SERVICES

(2005 onwards)

Time : Three hours

Maximum : 100 marks

## SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Explain the methods of organizing clinical services.
2. Mention in detail about the responsibilities of nursing superintendent.
3. Detail the importance of emergency services.
4. Explain the washing materials used in Laundry and linen.
5. Detail the legal requirements of blood bank.
6. Mention the equipments available in the hospital kitchen.
7. Brief in detail about the types of wards.
8. Brief the role of housekeeping manager in a trauma care centre.

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

9. Explain the role of support services in hospital management.
10. Mention in detail about the types of wards.
11. Detail the types of ambulance services.
12. Explain the general safety rules of hospital laboratory.
13. Discuss the functions and importance of hospital laundry.
14. Mention the diet distribution system in hospital.
15. How will you conduct a nursing audit for a 500 bedded multispecialty hospital?

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**DE-5980****23**

## DISTANCE EDUCATION

M.B.A.(HM) DEGREE EXAMINATION, MAY 2013.

Second Semester

## HUMAN RESOURCE MANAGEMENT IN HOSPITALS

Time : Three hours

Maximum : 100 marks

PART A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. Define 'Human Resource Management'. What are the objectives of Human Resource Management?
2. Explain the various sources of recruitment.
3. Discuss the various types of employment tests normally taken by the hospital.
4. What do you mean by wage structure? Outline the components of sound wage structure.
5. What are the need for motivating employees in an organization?
6. Explain the significance of an organizational culture.
7. Distinguish between job description and job specification.
8. What are the statutory provisions concerning employee's health?

## PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. Explain the process of Human Resource Management.
  10. “If employees are properly treated, there should be no need for an induction programme”. Comment.
  11. Briefly discuss the steps involved in conducting a training programme in a systematic way.
  12. Briefly explain the various methods of job evaluation.
  13. Critically examine the need hierarchy theory of motivation.
  14. Explain the organizational change and development with respect to hospital management.
  15. Discuss the role and function of Human Resource Management in Hospitals.
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## DISTANCE EDUCATION

M.B.A. (HM) DEGREE EXAMINATION, MAY 2013.

Second Semester

## MATERIALS MANAGEMENT IN HOSPITALS

(2005 onwards)

Time : Three hours

Maximum : 100 marks

## SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. What is materials management? Explain its importance.
2. Explain the principles of scientific purchasing.
3. What are the procedures of imports of equipments are medicines for hospitals?
4. Write short notes on "materials handling".
5. What are the objectives of stores management?
6. What is inventory management? State its objectives.
7. "Perpetual inventory system is on integral part of material control". Explain.
8. What are the essentials of sound purchasing policy in hospital? Explain.

## SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

9. Explain the integrated approach to material planning and control.
10. Explain the principles of scientific purchasing.
11. Explain the various documents for imports of equipments and medicines for hospitals.
12. Explain the benefits of materials handling equipments.
13. Write short notes on the following.
  - (a) Stone accounting and records
  - (b) Stock verification.
14. Explain the techniques of inventory management.
15. Explain the ABC system for inventory control.

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DISTANCE EDUCATION

M.B.A. (H.M.) DEGREE EXAMINATION, MAY 2013.

Second Semester

ACCOUNTING AND FINANCIAL MANAGEMENT

(2005 onwards)

Time : Three hours

Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. What is book-keeping? Explain its objectives.
2. What are the different types of accounts?
3. How is balance sheet differing from a trial balance?
4. Discuss about the scope of internal control.
5. Define the terms :
  - (a) Assessment year
  - (b) Assessee.
6. What are the objectives of financial management of hospital?
7. What is budget? What are the essentials of a budget in hospital management?
8. What is overhead? Explain its types.

## SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. What are accounting conventions? Discuss in detail.
10. The following is the trial balance of M/s. Selvi as on 31-3-2005; you are required to prepare a trading and profit & loss account and balance sheet.

	Dr	Cr
	Rs.	Rs.
Capital	—	1,00,000
Building	15,000	—
Drawing	18,000	—
Furniture	7,500	—
Motor car	25,000	—
Loan from Y @ 12% interest	—	15,000
Interest paid on above	900	—
Sales	—	1,00,000
Purchase	75,000	—
Opening stock	25,000	—
Sundry expenses	15,000	—
Wages	2,000	—
Insurance	1,000	—
Commission received	—	7,500
Debtors	28,100	—
Bank balance	20,000	—
Creditors	—	10,000
	2,32,500	2,32,500

## Adjustment:

- (a) Closing stock Rs. 32,000;
  - (b) Outstanding wages Rs. 500;
  - (c) Prepaid insurance Rs. 300;
  - (d) Commission received in advance Rs. 800;
  - (e) Interest on capital 10%;
  - (f) Depreciate; buildings 21/2; Furniture and fittings 10%; motor van 10%;
  - (g) Interest on drawings Rs. 500.
11. What are the essential features of Receipts and Payments accounts? Explain.
  12. Discuss the duties of an auditor relating to hospital accounts.
  13. Explain the different sources of finance in hospital management.
  14. The expenses for budgeted production of 10,000 units in a factory are furnished below:

	Per Unit
	Rs.
Material	70
Labour	25
Variable Overheads	20
Fixed Overheads (Rs. 1,00,000)	10
Variable Expenses (Direct)	5
Selling Expenses (10% Fixed)	13
Distribution Expenses (20% Fixed)	7
Administration Expenses	5
Total Cost per unit	155

Prepare a budget for production of :

- (a) 8,000 units
- (b) 6,000 units
- (c) Indicate cost per unit at both the levels.

Assume that administration expenses are fixed for all levels of production.

15. Explain the patterns of hospital expenditures.
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## DISTANCE EDUCATION

M.B.A. (HM) DEGREE EXAMINATION, MAY 2013.

Third Semester

## MANAGEMENT INFORMATION SYSTEM

(2005 onwards)

Time : Three hours

Maximum : 100 marks

## SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. What is the basic function of accounts payable system?
2. Explain Tally. Its usages benefits and characteristics.
3. How does computerisation facilitate better patient service?
4. Explain the constraints and limitations of MIS.
5. Explain the various telecommunication facilities used in the healthcare industry today.
6. State the importance of (CIS) Clinical Information System.
7. Explain Information Architecture.
8. Explain the importance of indicators is MIS.

## SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. What are the ethical issues related to information technology?
10. Explain the applications of MIS in stores with illustration.
11. What are the different phases of decision making?
12. What are the functions of an operating system?
13. How will you predict and secure your computer and data?
14. What are the latest kinds and modalities in MIS?
15. What are the risks and challenges involved in MIS?

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**DE-5984****32**

## DISTANCE EDUCATION

M.B.A. (HM) DEGREE EXAMINATION, MAY 2013.

Third Semester

## RESEARCH METHODS

(2005 onwards)

Time : Three hours

Maximum : 100 marks

## SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Distinguish between basic research and applied research.
2. Explain primary and secondary data and bring out the relative importance.
3. Explain various diagrammatic representation and its uses.
4. Discuss the importance of sample selection in research.
5. Explain the measurement scales.
6. Differentiate  $z$  test and  $t$  test in testing hypothesis.
7. Explain hypothesis and its types.
8. What do you understand by Type I and Type II error?

## SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. What are the principles to be followed in preparation of a research report?
10. Explain the steps followed in hypothesis testing.
11. What is a case study method? What are the salient points of the case study methods?
12. Explain in details processing of data.
13. Explain the meaning and significance of a research design.
14. Compare the advantages and disadvantages of the survey of those of observation.
15. Distinguish between and explain :
  - (a) Sample frame and population
  - (b) Probability and non probability sampling
  - (c) Point estimate and internal estimate
  - (d) One tailed tests and two tailed tests.

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**DE-5985****33**

## DISTANCE EDUCATION

M.B.A. (HM) DEGREE EXAMINATION, MAY 2013.

Third Semester

## HOSPITAL RECORDS MANAGEMENT

(2005 onwards)

Time : Three hours

Maximum : 100 marks

## SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. What is Medical Terminology?
2. What are the challenges of medical records department?
3. How is deficiently check impartial is medical records what are the legal implication related to deficiencies.
4. Explain the various filing system.
5. What is SOAP technique?
6. How does medical record facilitate patient identification?
7. Explain a few medical terminologies. Explain with examples.
8. What is Medical Records Science?

## SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. How can data from medical records be used as an indicator of community health?
10. How can medical records be of help in promoting the health care services of a hospital?

11. What is the special procedure to be followed by a hospital in handling MLC cases?
  12. Write notes on the specifications to be followed to maintain a good medical record.
  13. Explain the care and precautions to be taken in the storage of medical records.
  14. Compare and contrast manual medical records with EMR, highlighting the merits and demerits of each.
  15. Trace the latest trends and modalities used in handling and provides medical information to the patients.
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**DE-5986****34**

## DISTANCE EDUCATION

M.B.A. (HM) DEGREE EXAMINATION, MAY 2013.

Third Semester

## HOSPITAL RELATED LAWS

(2005 Onwards)

Time : Three hours

Maximum : 100 marks

## SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Explain the significance of Birth and Death registration Act.
2. Mention the objectives of Transplantation of Human Organs Act.
3. Detail the content of Poison Act.
4. Discuss in detail about maternity benefit act.
5. Detail the applicability of Payment of bonus Act for hospitals.
6. Explain in brief about Trade Union Act.
7. Brief in detail about “Dying Declaration”.
8. Write brief notes on “Legislation for Tobacco control”.

## SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

9. Explain the uses and importance of Feeding bottles and infant food act.
  10. How prenatal diagnostic techniques are misused? Explain the law to prevent misuses.
  11. Brief in detail about objectionable advertisement act.
  12. Mention the rules for employer and employee provided in the Employees State Insurance Act.
  13. Mention the content of Payment of wages act.
  14. Brief in detail about the Factories act, 1948.
  15. Brief how Workmen's compensation Act is helpful for the hospital employee?
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## DISTANCE EDUCATION

M.B.A. (H.M) DEGREE EXAMINATION, MAY 2013.

Third Semester

## OPERATIONS RESEARCH

(2005 Onwards)

Time : Three hours

Maximum : 100 marks

SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Explain assignment model and its special cases.
2. What is a feasible region and bring about the details of redundant constraints.
3. Explain arrow diagram and the rules for preparation of the same.
4. Solve the following LPP graphically.

$$\text{Mini } Z = 3x_1 + 8x_2$$

$$\text{Subject to constraints: } x_1 + x_2 \geq 200$$

$$x_1 \leq 80$$

$$x_2 \geq 60 \quad x_1, x_2 \geq 0$$

5. What is Monte-Carlo simulation and discuss its application.

6. Explain the methods available in solving a transportation problem.
7. Find the optional assignment of the following and find out the minimum cost.

		Machinery				
		I	II	III	IV	
Jobs	A	45	40	51	67	is Rs.
	B	57	42	63	55	
	C	49	52	48	64	
	D	41	45	60	55	

8. Explain the concept of queuing system and its models.

SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

9. Solve the following LPP by using simplex method

$$\text{Maxi } Z = 5x_1 + 10x_2 + 8x_3$$

$$\text{Subject to } 3x_1 + 5x_2 + 2x_3 \leq 60$$

$$4x_1 + 4x_2 + 4x_3 \leq 72$$

$$2x_1 + 4x_2 + 5x_3 \leq 100$$

$$x_1, x_2, x_3 \geq 0.$$

10. For the following project find out the duration and float of each activities.

Activities from even	1-2	1-3	1-4	2-4	2-5	3-4	3-5	4-5
Duration in days	4	3	6	4	8	4	4	6

11. Solve the following Transportation problem:

A company has three factories which supply their products to four warehouses. Monthly capacity of the factories are 120, 200 and 180 respectively and monthly requirements of the warehouses are 100, 140, 110 and 150 respectively. Unit transportation costs in rupees are given below.

		Warehouses			
		P	Q	R	S
Factory	A	15	–	30	20
	B	–	24	12	15
	C	25	15	–	20

Transportation from A to Q, B to P and C to R is not possible. Find the initial feasible solution to minimize the cost.

12. A transport corporation operates 15 buses with one driver each. There are three reserve drivers on call to replace sick drivers. If the driver is not available the trip is cancelled. The probability distribution of the sick drivers is given below.

No. of Sick :	0	1	2	3	4	5
Probability :	0.17	0.25	0.23	0.15	0.10	0.10

Simulate of determine the utilisation of reserve drivers and also the expected number of trips cancelled for want of drivers.

13. What are the initial and optimum solutions? Explain the concept of optimality and the methods.
14. Explain in detail the concept of CPM and PERT in network analysis and the concept of crashing of activities.
15. Arrivals at a telephone bolt are as per poisson with an average time of 10 minutes between arrivals. The length of phone calls is assumed the exponential with mean of 3 minutes. Find
  - (a) The probability of 4 persons waiting for their turn
  - (b) Average number of persons waiting and making phone calls and
  - (c) Average length of queue that is formed from time to time.

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## DISTANCE EDUCATION

M.B.A.(HM) DEGREE EXAMINATION, MAY 2013.

Third Semester

## MARKETING OF HOSPITAL SERVICES

(2005 onwards)

Time : Three hours

Maximum : 100 marks

## PART A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. Differentiate marketing of goods from services.
2. Distinguish between selling concept and the marketing concept.
3. What is Branding? Illustrate.
4. Explain the types of segmentation. Illustrate.
5. Explain the role of Advertisements.
6. Describe Marketing Mix.
7. Explain the factors affecting consumer behaviour.
8. What is Market Research? Illustrate.

## PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. Explain the four “P”s in marketing, with reference to hospital service.

10. Explain Global Marketing, strategies, trends with illustrations.
  11. How does labelling and Packaging facilitate marketing? Explain with reference to a hospital service.
  12. Trace some of the latest techniques of marketing; Analyse its merits and demerits.
  13. Describe some of the sales Promotion Tools.
  14. Define the relative importance of Differentiators. (Successful and unsuccessful sales)
  15. Explain what is Promotion its purpose process and strategies.
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**DE-5989****41****DISTANCE EDUCATION****M.B.A. (HM) DEGREE EXAMINATION, MAY 2013****Fourth Semester****QUALITY MANAGEMENT IN HOSPITALS****(2005 onwards)**

Time : Three hours

Maximum : 100 marks

**SECTION A — (5 × 8 = 40 marks)**

Answer any FIVE questions.

1. Explain the components of TQM?
2. What are the various quality terminologies you have studied? Explain.
3. What are the benefits of ISO 9000 certification?
4. Explain briefly the purpose of JCI.
5. What are the function of quality assurance committee?
6. Explain quality delivery process.
7. Write short notes on process reengineering.
8. How will you analyze the training needs in an organization? Explain.

**SECTION B — (4 × 15 = 60 marks)**

Answer any FOUR questions.

9. Discuss in detail the process of TQM.
10. Explain the evolution and characteristics of ISO 9000.

11. Briefly explain the purpose and process of quality assurance.
  12. Discuss the different techniques adopted in quality auditing.
  13. Explain in detail the parameters used to evaluate the performance of hospitals.
  14. Write short notes on
    - (a) Pareto analysis
    - (b) Fishbone diagram.
    - (c) Flow charting.
  15. Discuss in detail the training plan for ensuring quality in hospitals.
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**DE-5990****42****DISTANCE EDUCATION****M.B.A. (H.M.) DEGREE EXAMINATION, MAY 2013.****Fourth Semester****HOSPITAL HAZARDS MANAGEMENT****(2005 onwards)****Time : Three hours****Maximum : 100 marks****SECTION A — (5 × 8 = 40 marks)****Answer any FIVE questions.**

1. Explain what is hospital hazard. What are the types of hazards?
2. Explain the ways to handle different hazardous material.
3. What is the role of Hazardous committee?
4. What are the occupational hazards faced by nurses?
5. Explain the waste disposal procedure.
6. Highlight the hazards caused by infection.
7. What is the role of pollution control board in terms of hospital?
8. Explain the types of risks faced by Housekeeping staff.

## SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. Explain the radiological safety norms to be followed.
  10. Explain the universal safety measures to be followed by health care professionals.
  11. Highlight the importance of fire safety measures to be adopted by the hospital.
  12. What are sentinel events?
  13. Explain the importance of hospital planning and designing in reducing the hazards.
  14. How important is the patient Ideality mechanism in reducing patient related hazards.
  15. What kind of health hazards does the community face?
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## DISTANCE EDUCATION

M.B.A. (HM) DEGREE EXAMINATION, MAY 2013.

Fourth Semester

## DISASTER MANAGEMENT

( 2005 onwards )

Time : Three hours

Maximum : 100 marks

## SECTION A — (5 × 8 = 40 marks)

Answer any FIVE of the following questions.

1. Explain Epidemics and Endemics. What does it indicate?
2. What are the fire safety measures to be adopted in a hospital?
3. Explain the various sources of infection in a hospital and what kind of disaster it can cause?
4. Explain the importance of waste disposable system to avoid disaster in a hospital?
5. Explain the role of Emergency department in disaster management?
6. Describe some of the social disasters and measures to control them.
7. What are the prevented measure that can be adopted in evading disaster in Transport, Travel and Tourism and Banking sector.
8. What are the occupational hazards related to hospital industry?

## SECTION B — (4 × 15 = 60 marks)

Answer any FOUR of the following questions.

9. Narrate some of the disasters that have taken place in the recent part and analyse the cause critically.
  10. Explain how various camps, mobile services can reduce disaster?
  11. How do hospitals support the Government in Disaster Management?
  12. What kind of data is maintained and provided by the hospital to control disaster management?
  13. How does Medical Audit Control disaster?
  14. Explain the rate of Regulatory bodies in controlling disaster?
  15. Narrate an episode of “Disaster” related to a hospital and critically analyse the cause for it?
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**DE-5992****44**

## DISTANCE EDUCATION

M.B.A.(HM) DEGREE EXAMINATION, MAY 2013.

Fourth Semester

COUNSELLING

(2005 onwards)

Time : Three hours

Maximum : 100 marks

## SECTION A — (5 × 8 = 40 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. Explain the need of counselling.
2. What is integrative understanding? Explain.
3. Detail the responsibilities of the counsellor.
4. How do you prevent suicide through counselling?
5. Detail the process of alcoholism counselling.
6. What is self actualization?
7. Brief in detail about the physical counselling.
8. Distinguish counselling with guidance.

## SECTION B — (4 × 15 = 60 marks)

Answer any FOUR questions.

All questions carry equal marks.

9. Explain the models of counselling.
10. Enumerate the types of counselling.
11. Explain how attitude, values and self-esteem are important for a counselor.

12. How do you counsel the HIV patient?
  13. Discuss the methods to counsel the critically ill patient.
  14. Brief in detail about the management of counselling.
  15. Write in detail the process of counsel the manmade disaster victims.
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**DE-5993****45**

## DISTANCE EDUCATION

M.B.A.(HM) DEGREE EXAMINATION, MAY 2013.

Fourth Semester

COMPUTER APPLICATIONS IN HOSPITAL  
MANAGEMENT

(2005 onwards)

Time : Three hours

Maximum : 100 marks

PART A — (5 × 8 = 40 marks)

Answer any FIVE questions.

1. Explain the application of Excel in hospital.
2. Explain Hardware and Software.
3. Explain the usage of Powerpoint in presentation. Illustrate with an example related to hospital data.
4. What is a virus and what are the types of viruses?
5. Differentiate:
  - (a) Internet and Intranet.
  - (b) Memory and operation
  - (c) Input and output devices.
6. Write a few websites related to health care and the content of it.
7. Explain with illustration of hospital data the various charts, graphs that can be drawn using the system.
8. Explain the basic steps to be followed in the care and maintenance of a system.

## PART B — (4 × 15 = 60 marks)

Answer any FOUR questions.

9. Explain the various purposes for which computer can be used in Medical Records.
  10. Explain the various parts of computer and its usage.
  11. Explain Medical coding and medical Transcription with illustrations.
  12. Explain the various functions for which Internet can be used in a hospital sector.
  13. Explain MS word and its features.
  14. Trace the history of computer and its various models.
  15. What is Medical terminology? Explain a few Terminologies with reference to various system in the body, explaining the word structure, prefixes and suffixes.
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