

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(For Candidates admitted from 2007-2008 onwards)

PAPER II – HOSPITALS OPERATIONS & MANAGEMENT

Q.P. Code: 283060

Time : Three Hours

Maximum : 100 marks

Draw suitable diagram wherever necessary.

Answer ALL questions

I. Elaborate on:

(2 x 20 = 40)

1. Discuss the various National Health Programmes implemented by the State Government.
2. Discuss in detail the admission and discharge process in a hospital. Provide suggestions to optimize the process to improve customer satisfaction.

II. Write notes on:

(10 x 6 = 60)

1. Brief about the principles of control of Hospital Infection.
2. What are the key factors need to be considered while doing manpower planning.
3. Explain the Legal Aspects of Medical Records.
4. Explain the general implications of Bio-medical wastage.
5. What are the quality aspects required in House Keeping.
6. How does the inpatient pharmacy services function in Multispeciality Hospital?
7. Describe the factors influencing perceptual process.
8. Brief about the laboratory services and radiology services in hospital.
9. Differentiate the importance between the In-patient, Out-patient and ICU patient.
10. Explain the possible areas of organization development interventions of a hospital.

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Time : Three Hours

Maximum : 100 marks

Draw suitable diagram wherever necessary.

Answer ALL questions

I. Elaborate on:

(2 x 20 = 40)

1. Discuss the challenges of Health Care Administration in new millennium.
2. What are the different Functional Areas of the Operation Theatre Complex?
Develop a suitable mathematical model to study the Demand and Number of operating rooms required in a Multispeciality hospital.

II. Write notes on:

(10 x 6 = 60)

1. What are the requirements for effective control for the Hospital Management?
2. Brief about the Health Care in developing countries.
3. Give the technological advancements in hospitals.
4. What are the quality aspects in Food and Beverage Department?
5. Discuss the causes and consequences of group cohesiveness in the organization.
6. Explain the Maslow's theory of motivation.
7. What factors may lead to organizational changes in a hospital?
8. Brief about the functions of Central Sterile Supplier Department (CSSD).
9. Explain the negative implications of medical waste in the society.
10. Brief about the major functions of front office of Multispeciality hospital.

October 2011

[KZ 1011]

Sub. Code: 3060

M.Sc (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(For candidates admitted from 2007-2008 onwards)

PAPER II – HOSPITAL OPERATIONS AND MANAGEMENT

Q.P. Code : 283060

**Time : 3 hours
(180 Min)**

Maximum : 100 marks

Answer ALL questions in the same order.

I. Elaborate on :

	Pages (Max.)	Time (Max.)	Marks (Max.)
1. What are the types of wastes generated in a hospital? How will you organize an effective waste management in a multispecialty hospital?	17	40 min.	20
2. What is the present organization of health care delivery system in India? Explain the role of private health sector.	17	40 min.	20

II. Write notes on :

1. Planning and designing of outpatient services	4	10 min.	6
2. ABC-VED Analysis	4	10 min.	6
3. Medical Records	4	10 min.	6
4. State the theories of motivation and write in detail about Maslow's theory	4	10 min.	6
5. Relevance of learning in organizational behavior	4	10 min.	6
6. Importance of individual behavior in an organization	4	10 min.	6
7. Johari Window	4	10 min.	6
8. Zero base budgeting	4	10 min.	6
9. Principles of materials management	4	10 min.	6
10. Define leadership. What is the importance of leadership in hospital management	4	10 min.	6

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION**SECOND YEAR****(For Candidates admitted from 2007-2008 onwards)****PAPER II – HOSPITALS OPERATIONS & MANAGEMENT****Q.P. Code: 283060****Time : Three Hours
(180 Min.)****Maximum : 100 marks****Answer ALL questions in the same order.****I. Elaborate on :**

	Pages (Max.)	Time (Max.)	Marks (Max.)
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1. Explain the Organizational Development Interventions for Health Systems.
2. Discuss the Private Sector and Government Sector Hospital Administration in Present Scenario.

17	40 min.	20
17	40 min.	20

II. Write Notes on :

1. Effective Hospital Management.
2. Explain the Directing and Leading in Hospital Operations.
3. Individual Behaviour in Organization.
4. Hospital Security.
5. Biomedical Engineering Department.
6. Staffing.
7. Leadership Qualities in Hospital Manager.
8. Laboratory Services.
9. Medical record.
10. Work Performance in Hospital Management.

4	10 min.	6
4	10 min.	6
4	10 min.	6
4	10 min.	6
4	10 min.	6
4	10 min.	6
4	10 min.	6
4	10 min.	6
4	10 min.	6
4	10 min.	6

[LC 0413]

APRIL 2013

Sub. Code: 3060

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(For Candidates admitted from 2007-2008 onwards)

PAPER II – HOSPITALS OPERATIONS & MANAGEMENT

Q.P. Code: 283060

Time : Three Hours

Maximum : 100 marks

Answer ALL questions

I. Elaborate on:

(2 x 20 = 40)

1. Explain the Planning and Designing of Hospital setup in Present Scenario.
2. Discuss the Operations Management in Hospital.

II. Write notes on:

(10 x 6 = 60)

1. Role of Hospital in Health Care.
2. Principles of Management.
3. Front Office.
4. Radiology Services.
5. Organizational Functioning.
6. Administrative setup in Waste Management.
7. Hawthorne Experiments.
8. Hospital Administration in Emergency Services.
9. Perception.
10. Financial Management.

[LD 1013]

OCTOBER 2013

Sub. Code: 3060

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(OLD REGULATION)

PAPER II – HOSPITALS OPERATIONS & MANAGEMENT

Q.P. Code: 283060

Time : Three Hours

Maximum : 100 marks

Answer ALL questions

I. Elaborate on:

(2 x 20 = 40)

1. Explain Briefly the Effective Hospital Management.
2. Bring out clearly the factors influencing Hospital Utilization.

II. Write notes on:

(10 x 6 = 60)

1. Hospital-Community Relationship.
2. The organizational Chart.
3. Characteristics of effective Managers.
4. Define Motivation? Explain Maslow's hierarchy of needs.
5. Describe about Medical record.
6. Policies and procedures of Laboratory.
7. Principles of Management.
8. Mortality Statistics.
9. Steps of Evaluation.
10. Infection Control Committee.

[LF 1014]

OCTOBER 2014

Sub. Code: 3060

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(OLD REGULATION)

PAPER II – HOSPITALS OPERATIONS & MANAGEMENT

Q.P. Code: 283060

Time : Three Hours

Maximum : 100 marks

Answer ALL questions

I. Elaborate on:

(2 x 20 = 40)

1. a) Define leadership and explain the various types of leadership style.
b) Explain about leadership theories and qualities of a good leader.
2. a) Explain the principle of organization.
b) List down the role and functions of administrator in organization structure.

II. Write notes on:

(10 x 6 = 60)

1. Job specification.
2. Principles of management.
3. Role of social worker in the hospital.
4. Group dynamics.
5. Public relations in hospital.
6. Housekeeping in hospital.
7. Orientation program.
8. Elements of administration.
9. Methods of staffing.
10. Bench marking.

[LJ 1016]

OCTOBER 2016

Sub. Code: 3060

**M.Sc. MEDICAL SOCIOLOGY EXAMS
SECOND YEAR
PAPER II – HOSPITALS OPERATION AND MANAGEMENT**

Q.P. Code: 283060

Time: Three hours

Maximum: 100 Marks

I. Elaborate on: **(2 x 20 = 40)**

1. Evaluate the hospital administrative services for front office, guest relations, bio-medical engineering and housekeeping departments.
2. Explain the physical layout, planning and design of hospital clinical services.

II. Write notes on: **(10 x 6 = 60)**

1. Explain the role of radiology services in hospital operations.
2. How will you evaluate hospital utilization statistics?
3. Write short note on individual behaviour in an organization.
4. "Planning is the essence of Hospital Operations" – discuss.
5. Explain the role of "Hospital Infection Control" in hospital operations.
6. Discuss the administrative services in private sector hospitals.
7. Explain the characteristics of medical records department.
8. Describe the functions of Central Sterile Supply Department (CSSD).
9. Draw the physical layout of the out-patient department in hospitals.
10. Explain briefly:
 - a) Hospital formulary
 - b) Chaplaincy
 - c) Group dynamics

[LN 1018]

OCTOBER 2018

Sub. Code: 3060

**M.Sc. MEDICAL SOCIOLOGY EXAMS
SECOND YEAR
PAPER II – HOSPITALS OPERATION & MANAGEMENT**

Q.P. Code: 283060

Time: Three hours

Maximum: 100 Marks

I. Elaborate on: **(2 x 20 = 40)**

1. What are the goals of Materials Management? Elaborate on Aims and Objectives of Purchase Manager. Briefly explain the procedure of Purchasing in a Hospital.
2. What are the Functional components of clinical laboratory? Explain about the types of Laboratories and the recent trends of development of Hospital Laboratory Services.

II. Write notes on: **(10 x 6 = 60)**

1. What Public Relations tools are effective for promotion of hospitals? Give Reasons for the same.
2. Describe about Biomedical Waste Management.
3. Expand CSS. What are the functions of CSSD?
4. Explain about zero based budgeting.
5. What are the ingredients of leadership?
6. What are the different steps in Job Analysis?
7. Identify Roles of Social Worker in a hospital.
8. Distinguish between Effectiveness and Efficiency. Explain with examples.
9. What are the criteria for Effective Planning?
10. Write a short note on Principles of Management.

[LP 1019]

OCTOBER 2019

Sub. Code: 3060

**M.Sc. MEDICAL SOCIOLOGY EXAMS
SECOND YEAR
PAPER II – HOSPITALS OPERATION & MANAGEMENT**

Q.P. Code: 283060

Time: Three hours

Maximum: 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Evaluation of Medical Care Services in Hospital.
2. Define hospital. Bring out the classification and its role in hospitals.

II. Write notes on:

(10 x 6 = 60)

1. Describe on hospital administration and organization.
2. Discuss about the functions of management.
3. Explain briefly on hospital utilization statistics.
4. Elaborate on hospital security.
5. Write the functions of medical records department in the hospital.
6. Analyse the financial planning and management.
7. Write about the importance of housekeeping services in the hospital.
8. Discuss the organizational development and change movement.
9. Narrate the Out-patient services and emergency services in hospital.
10. Write short notes on:
 - a) Motivation and work performance.
 - b) Group dynamics.
 - c) Chaplaincy.
