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**IV Semester M.B.A. Degree Examination, September/October 2022  
(CBCS) (2014 – 15 and Onwards)**

**MANAGEMENT**

**Paper – 4.5.3 : Management of Hospital Services**

Time : 3 Hours

Max. Marks : 70

**SECTION – A**

Answer **any five** of the following questions. **Each** question carries **five** marks. **(5×5=25)**

1. Describe various types of hospital organisations with their ownerships.
2. What are the benefits of a healthcare feasibility study ?
3. Elaborate the need of physiotherapy Department in hospital.
4. What are the types of OPD services in a hospital ?
5. What is the purpose of Critical Care Services in hospital ?
6. What is Bio Medical Waste Management (BMWM) ? Discuss its functions.
7. What are the barriers of information technology implementation in hospitals ?

**SECTION - B**

Answer **any three** of the following questions. **Each** question carries **ten** marks.

**(3×10=30)**

8. Describe the basic and important functions of House-keeping Department in a major government hospital.
9. Describe the role of supportive services departments in hospital management.
10. What are the medical registers and statutory records maintained by the hospitals ? Explain.
11. How do you implement telemedicine project in your hospital ? Discuss the advantages and disadvantages.

P.T.O.



## SECTION – C

## (Case Study)

## 12. Compulsory Question.

(1x15=15)

Waiting problem in the outpatient department of ABC Hospital seems to be getting worse with every passing day. There must be more than 150 people waiting in the OPD every day and complains they had to wait for more than three hours for a consultation and other clinical investigations. ABC Hospital cannot afford to make patients wait for several hours in the OPD. Hospital wants you to examine as an administrator to what is causing so much delay. Hospital have absolutely no problem in increasing the number of receptionists, nurses, medical officers or even specialists. Since management have planning to move some OPD operations from the ground floor to the first floor. This may reduce the over-crowding at the ground floor.

**Questions :**

- 1) Design effective strategies for the proper functioning of OPD including the flow pattern of patients.

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