

[LD 1013]

OCTOBER 2013

Sub.Code :2031

MBA (HOSPITAL & HEALTH MANAGEMENT) DEGREE EXAMS

FIRST YEAR

(CANDIDATES ADMITTED 2011-2012)

PAPER I - MANAGEMENT PRINCIPLES IN MEDICAL AND HEALTH CARE ORGANIZATIONS

Q.P. Code: 432031

Time: Three hours

Maximum : 100 Marks

Answer All questions

I Elaborate on:

(2x20 =40)

1. Describe the application of management principles in maintaining the overall operations of a hospital
2. Explain in detail the establishment of control systems for efficient hospital management

II. Write Short notes on:

(10 x 6 = 60)

1. Methods and tools in process capability analysis
2. Quality assurance in hospital Standard Operating Procedures
3. Features of ISO 9001
4. Managing ethics
5. Functional objectives in planning
6. Evaluation of importance of decision
7. Capability analysis tools in reasoning and decision making
8. Orienting new employees in hospital set up
9. Control charts and models in process capability analysis
10. International Standards ISO 9000 - 9004

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