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**Question Paper Code : 85554**

M.B.A. DEGREE EXAMINATION, FEBRUARY 2012.

*Elective*

DBA 1756 — MANAGEMENT OF HOSPITAL SERVICES

(Regulation 2007/2009)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is clinical audit?
2. Define any two importance of dietary management.
3. Define Infection control.
4. What are the functions of genetics laboratory?
5. Mention any two healthcare related accrediting Bodies and their role.
6. What is the purpose of the sterilization procedure?
7. What is the storage procedure followed in blood banks?
8. What are the major challenges of Front Office?
9. What are the classifications of hospital?
10. What are the methods by which infection can be controlled in a hospital?

PART B — (5 × 16 = 80 marks)

11. (a) Explain the applications of Fayol's principles of management in a hospital, with illustration.

Or

- (b) Explain the strengths and drawbacks of HIS and state whether it is friendly to the hospital or the patient, with illustration.

12. (a) What are the possible drug errors that can happen in medical service and how can it be controlled or minimized?

Or

- (b) Explain some of the standards to be followed in lab services, with illustrations and why it has to be followed?

13. (a) Highlight the importance of statistics in a hospital and what are the various statistical indices that are maintained.

Or

- (b) What are the various functions of a medical records department and describe the various divisions of the Department?

14. (a) Compare and contrast the private, public and corporate hospital systems in India.

Or

- (b) Critically evaluate the health care system generally practiced in India and suggest measures for improvement.

15. (a) Describe a day's schedule of a nursing staff and your comments on the same.

Or

- (b) Highlight the importance of purchase department in a hospital and explain the process.