

**Q.P. Code : 61353**

**Fourth Semester M.B.A. (Day) Degree Examination,  
September/October 2020**

*(CBCS – 2014-15 onwards)*

**Management**

**Paper 4.5.3 – MANAGEMENT OF HOSPITAL SERVICES**

*Time : 3 Hours]*

*[Max. Marks : 70*

SECTION – A

Answer any **FIVE** questions from the following each carries **5** marks :

**(5 × 5 = 25)**

1. What do you mean by Non-Hospital forms of healthcare services?
2. Write about Feasibility survey.
3. What is the use of day care services? Explain.
4. What do you mean by critical care services?
5. Write about Bio-medical waste management.
6. Write about Telemedicine.
7. What is the use of MIS in health services?

SECTION – B

Answer any **THREE** questions from the following each question carries **10** marks :

**(3 × 10 = 30)**

8. Explain the Out-Patient department facilities in a hospital services.
9. Explain the General ward facilities and space requirement in health care services.
10. Explain the role of blood bank and pharmacy stores in health services.
11. Explain the use and adoption of ICT in Hospital services.

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SECTION - C

12. Compulsory Case Study :

**(1 × 15 = 15)**

Dr. Ranadheer has taken permission from the DM and HO and Municipality authorities to Established a 25 bedded hospital super specialty hospital under the Name of R.K. super specialty with in-patients out-patients hospital. He can treat the patients of kidney, heart, children, critical Trauma and Lungs patients. He has diagnosis center in the hospital. He can do emergency operations for the patients who admit into the hospital.

He has to maintain a stock of life saving medicine and drugs for the patients suffering from kidney, heart, children, critical Trauma and Lungs disease in his hospital. He does operations, on diagnosis give injections to the patients in the hospital. Daily about 15 to 30 Kgs of medical waste is collected from the hospital. Daily the Municipal garbage collection workers will come to the hospital and take the bio medical waste to dump yard.

With above data do the swot analysis of the R.K. Hospital for the steps to be taken for the environmental pollution and protection and precautionary measures for the bio-medical waste treatment and other services as per the government rules and regulations for the smooth run of the hospital.