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**IV Semester M.B.A. (Day) Degree Examination, October - 2021**

**MANAGEMENT**

**Management of Hospital Services**

**Paper : 4.5.3**

**(CBCS Scheme 2014-15 Onwards)**

**(Freshers/Repeaters)**

**Time : 3 Hours**

**Maximum Marks : 70**

**SECTION - A**

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

1. Classify hospital services based on extent of specialization.
2. Give a brief note on the financial planning procedure in hospital projects.
3. Discuss the role and functions of hospital administration.
4. Illustrate the flow chart of operations in hospital projects.
5. Explain how patients' needs are prioritized in out-patient services.
6. Discuss about planning and management of ambulance services in hospitals.
7. Identify the barriers and facilitators in the adoption of ICT in healthcare.

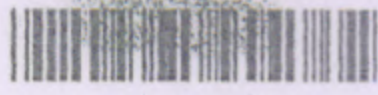
**SECTION - B**

Answer any **Three** question from the following. Each question carries **10** marks. **(3×10=30)**

8. Discuss the current status of hospitals in India today.
9. Critically examine the phases of hospital project.
10. Discuss about urgency and utilization management in out-patient departments.
11. Discuss about planning and management of critical care services in hospitals.

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SECTION - C

12. Compulsory Case Study. (1×15=15)

Critically examine the planning and management of following hospital services.

- a) Bio medical waste management system
- b) Sanitary system and fire, safety
- c) Housekeeping and maintenance