Write short notes on:

1. What is Johari Window? How can Johari window be used as a technique for improving organizational productivity? 2+8

2. Architect’s brief & its contents. 5+5

3. What is MBO? How can it be beneficial in health care organization? 4+6

4. Significance of Grievance Redressal Mechanism in hospitals. 10

5. What is organizational behavior? How organizational behavior can be modified to improve outcomes in health care organization? 3+7

6. a) Enumerate various indices of measurement of hospital utilization. 4+6

   b) Significance of the indices ‘Bed occupancy Rate’ and ‘Turnover interval’ in evaluating performance of hospital.

7. How will you organize medical care in a large multispecialty hospital for geriatric population? 10

8. Resources are always scarce. Discuss important ‘cost containment’ measures that can be adopted by a teaching hospital. 5+5

9. Management of strikes and application of ESMA in hospital. 5+5

10. Define corporate social responsibility (CSR). What is the relevance of CSR to health sector? 2+8

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