

HEALTH ADMINISTRATION INCLUDING HOSPITAL ADMINISTRATION

PAPER – I

HAH/APRIL/16/14/I

Time : 3 hours

Max. Marks : 100

Important instructions:

- *Attempt all questions in order.*
- *Each question carries 10 marks.*
- *Read the question carefully and answer to the point neatly and legibly.*
- *Do not leave any blank pages between two answers.*
- *Indicate the question number correctly for the answer in the margin space.*
- *Answer all the parts of a single question together.*
- *Start the answer to a question on a fresh page or leave adequate space between two answers.*
- *Draw table/diagrams/flowcharts wherever appropriate.*

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
