

**HEALTH ADMINISTRATION INCLUDING HOSPITAL ADMINISTRATION**

**PAPER-IV**

Time: 3 hours  
Max. Marks:100

HAH/J/20/14/IV

**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. Essential Services Maintenance Act (ESMA) and its applicability in Hospitals. 10
2. Johari window & management of personnel in healthcare organizations. 10
3. a) What is "Hawthorne effect" in Research methodology? 5+5  
b) How is it mitigated?
4. a) What is Six Sigma approach in management? 3+3+4  
b) How can this be used to improve processes in a Hospital?  
c) Give two examples of application of this approach in improving patient experience in the hospital indoor services.
5. a) What are the most important revenue centers in paying hospital? 2+3+5  
b) What is relative contribution of these centers in revenue generation in a multispecialty paid hospital?  
c) What are the various value added services which hospitals can plan to improve profitability without significant capital expenditure?
6. Enumerate various measures which can be undertaken to safeguard hospitals from litigations on account of deficiency of service. 4+6  
Describe in brief, how can these measures help in achieving this objective?
7. a) How will you plan Housekeeping Services in indoor areas? 3+3+4  
b) What are the common problems encountered in managing housekeeping services?  
c) How will you take care of these problems at planning stage itself?

**P.T.O**

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| 8.  | How will you go about making rate contract for Surgical items following GFR provisions? Enumerate the steps involved in this process from start till end. | 10  |
| 9.  | a) How will you establish a system to assess Patient Satisfaction?<br>b) What are the advantages and challenges of establishing such a system?            | 5+5 |
| 10. | What is the role of mortuary services at the time of disaster? How should we plan Mortuary Service for disaster management?                               | 10  |

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