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MBAS 516

Third Semester M.B.A. Degree Examination, December 2018
BUSINESS ADMINISTRATION
Hospital Services Management

Time : 3 Hours

Max. Marks : 70

SECTION – A

(1×15=15)

Note : Answer to the following question should **not** exceed **six** pages.

1. “The last few decades have seen spectacular development in the health care and health care consciousness in India”. Elucidate.

SECTION – B

(5×8=40)

Note : Answer **any five** questions. **Each** question carries **eight** marks. Answer to **each** question should **not** exceed **six** pages.

2. Explain the magnitude and importance of outpatient services. State the considerations in planning outpatient services.
3. Write a note on :
 - a) OBG
 - b) Neurology and nephrology services.
4. What are the objectives and functions of clinical laboratory services ?
5. Give an overview of the functions of medical record department.
6. Describe the role of housekeeping department in hospitals. How do you organise the housekeeping department ?
7. Explain common occupational hazards in different areas of the hospital.
8. Give an account of different types of engineering and maintenance services required in a hospital.

P.T.O.



9. Describe the phases of a disaster. State the general considerations in disaster management.

SECTION – C

(1×15=15)

(Compulsory)

10. You are recently appointed as a Food Service Manager of food service department in a hospital. Good food is important in the treatment of the patient and is a part of his total care. The food service or dietary department in today's modern hospitals ranks as one of the major departments.
- a) What are the functions that your department should carryout ?
 - b) What are the special considerations require in location and designing dietary department in hospital ?
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