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|---|--|------------------------------|
| <b>Trim: June – Sep 24</b>  |  |                              |
| <b>Maximum Marks: 50    Examination: ETE Exam    Date: 12-11-24    Duration: 02 hrs</b> |  |                              |
| <b>Programme code: 06</b><br><b>Programme: MBA (HCM)</b>                                | <b>Class: FY</b>                                   | <b>Semester/Trimester: I</b> |
| <b>College: K. J. Somaiya Institute of Management</b>                                   | <b>Name of the department/Section/Center:</b>      |                              |
| <b>Course Code: 317P06C107</b>  | <b>Name of the Course: Hospital administration</b> |                              |
| <b>Instructions: Answer any 10 out of 12 questions</b>                                  |  |                              |

| <b>Question No.</b> |   | <b>Max. Marks</b> |
|---------------------|---|-------------------|
| 1                   | Share Tips on managing angry patient & mob management?  | 5                 |
| 2                   | How is Hospital business unique compared to other business?                                     | 5                 |
| 3                   | Explain any 5 ASNH clause titles in self assessment form?                                       | 5                 |
| 4                   | State and explain any 5 out of the 7 <i>quality management principles in ISO 9000 series?</i>   | 5                 |
| 5                   | State any 5 Characteristics of a good medical records?  | 5                 |
| 6                   | Write 5 major strength and weakness with respect to corporate hospital and doctor run hospitals | 5                 |
| 7                   | State any 5 inputs 5 processes and 5 outputs in a hospital?                                     | 5                 |
| 8                   | Name any 5 out of 7 types of patient care model that exists?                                    | 5                 |

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|----|---|---|
| 9  | Share Ideas to maintain ethics at workplace?  | 5 |
| 10 | State any 5 disadvantages of telemedicine?  | 5 |
| 11 | What is healthcare data privacy? What are the points Customer service processes should address with respect to healthcare data privacy? | 5 |
| 12 | What are key parameters when it comes to Monitoring Performance for outsourcing models?   | 5 |