

<b>Trim: June – Sep 24</b>			
<b>Maximum Marks: 25</b>	<b>Examination: ETE Exam</b>	<b>Date: 05-11-24</b>	<b>Duration: 01 hr</b>
<b>Programme code: 06</b> <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: 317P06C102</b>	<b>Name of the Course: Patient care</b>		
<b>Instructions: Any 5 out of 7 question to be attempted (5 Marks for each question)</b>			

- Q 1. Explain stages of illness experience for the patient and his relatives. (5 Marks)
- Q2. Explain Kubler Ross Grief Cycle in details. (5 Marks)
- Q3. Explain family decision making, role of physician, patient and their families in details. (5 Marks)
- Q4. In a 300 bedded hospital on analysing the feedback responses it was noticed that there were many complaints about delay in discharge process and long waiting time. Kindly show the probable causes with help of Ishikawas model and write in brief about the role of patient counseling. (5 Marks)
- Q5. Write in brief about the service triangle. Write in details about new and innovative methods that can be used for patient education. (5 Marks)
- Q6. What is the process of perception and give common errors of perception with examples (5 Marks)
- Q7. Discuss OCEAN taxonomy (5 Marks)