

**M.H.A. SEM-IV (2012 COURSE) (CHOICE BASED CREDIT  
SYSTEMS) : SUMMER - 2018**

**SUBJECT: HOSPITAL OPERATIONS MANAGEMENT**

**Day: Wednesday**  
**Date: 25/04/2018**

**S-2018-1158**

**Time: 02.00 PM TO 05.00 PM**  
**Max. Marks: 60**

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**N.B:**

- 1) All questions are **COMPULSORY**.
  - 2) Figures to the right indicate **FULL** marks.
  - 3) Answer to both the sections should be written in **SEPARATE** answer book.
  - 4) Draw neat diagrams **WHEREVER** necessary.
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**SECTION-A**

**Q.1** Write **ANY TWO** questions from following: **(14)**

- a) What do you mean by hospital operations management? Innumerate the functions of a hospital operations manager.
- b) What is Lean concept? Explain with a suitable example from healthcare.
- c) Enlist the common problems of material management in hospital? What techniques can be used to improve the efficiency of medical store of a hospital?

**Q.2** Write short notes on **ANY FOUR** of the following: **(16)**

- a) TQM
- b) Five "S"
- c) Queuing theory
- d) SCM
- e) JIT

**SECTION-B**

**Q.3** Write **ANY TWO** questions from following: **(14)**

- a) What is OCTAPACE? Describe in detail.
- b) What is recruitment? Explain the process of recruitment of nursing staff for a 150 bedded multispecialty hospital.
- c) What do you mean by SPC? Explain  $\bar{X}$  bar chart with suitable example in context of healthcare.

**Q.4** Write short notes on **ANY FOUR** of the following: **(16)**

- a) Group dynamics
- b) SERVAQUAL
- c) DMAIC
- d) Matrix structure
- e) Productivity

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