

**M.H.A. SEM-IV (2012 COURSE) (CHOICE BASED CREDIT
SYSTEMS) : WINTER - 2017
SUBJECT : HOSPITAL OPERATIONS MANAGEMENT**

Day : **Tuesday**
Date : **14/11/2017**

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

W-2017-1042

N.B.

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

SECTION – I

Q.1 Solve any **TWO** of the following: **(14)**

- a) Define supply chain measurement. How will you apply supply chain management in hospital to improve efficiency?
- b) Conflicts in hospitals are a common feature. Explain with examples how will you manage various types of conflicts in hospitals?
- c) What do you understand by the term change? Discuss change management in hospital.

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

- a) Grapevine
- b) Matrix organization
- c) Span of control
- d) Gap analysis
- e) Likert's four system of management style

SECTION – II

Q.3 Solve any **TWO** of the following: **(14)**

- a) Define Organization. Discuss its elements. What is work specialization and what are its advantages and disadvantages?
- b) Discuss the various organizational theories.
- c) Draw a typical organization structure for a 200 bedded hospital.

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

- a) Evidence based practice
- b) Departmentalization
- c) Lean
- d) Lead time
- e) Benchmarking

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