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ANNA UNIVERSITY (UNIVERSITY DEPARTMENTS)

B.E. /B.Tech / B. Arch (Full Time) - END SEMESTER EXAMINATIONS, NOV/DEC 2024

Semester V

HM5404-HOSPITAL MANAGEMENT

(Regulation 2019)

Time:3hrs

Max.Marks: 100

CO1	Explain the principles, practices and areas of application in Hospital Management.
CO2	Understand the biomedical waste disposal concept.
CO3	Explain the importance of supportive services
CO4	Comprehend the quality aspect specified by the international standards.
CO5	Knowledge on Hospital safety., "

BL – Bloom's Taxonomy Levels

(L1-Remembering, L2-Understanding, L3-Appling, L4-Analysing, L5-Evaluating, L6-Creating)

PART- A(10x2=20Marks)

(Answer all Questions)

Q.No	Questions	Marks	CO	BL
1	Define Hospital	2	CO1	L1
2	What is AMC?	2	CO1	L2
3	Mention any four external sources of Recruitment.	2	CO3	L2
4	What is grooming in Health Care?	2	CO3	L2
5	Define Marketing information system.	2	CO3	L1
6	Sketch the consumer behaviour model.	2	CO3	L1
7	Abbreviate PICME	2	CO4	L1
8	State few functions of Laundry department	2	CO4	L5
9	How does fire start in an hospital?	2	CO5	L1
10	What is medical audit?	2	CO5	L2

PART- B(5x 13=65Marks)

Q.No	Questions	Marks	CO	BL
11 (a) (i)	Bring out the current issues in Hospital Management	9	CO1	L4
(ii)	Brief a note on Telemedicine.	4	CO3	L2
OR				
11 (b) (i)	Bring out the challenges faced by Hospital Personnel.	6	CO1	L4
(ii)	Briefly explain about Equipment planning of Hospitals.	7	CO1	L3
12 (a) (i)	Define HRM. State its functions.	2+9	CO3	L2
(ii)	State any two differences between transfer and promotion?	2	CO3	L2
OR				
12 (b) (i)	Brief a note on Hospital training methods.	10	CO2	L4
(ii)	What do you mean by Hospital man power planning?	3	CO2	L3

13 (a) (i)	Explain the steps involved in research process	10	CO3	L3
(ii)	How do you assess information needs?	3	CO3	L4
OR				
13 (b) (i)	State any three factors influencing patients behaviour.	6	CO3	L3
(ii)	Write a brief note on global health care market	7	CO3	L4
14 (a) (i)	List the role of Medical Records Department in an Hospital	8	CO4	L2
(ii)	State the functions of Pharmacy department	5	CO4	L3
OR				
14 (b)	Explain briefly about the role of CSSD in Hospital services.	13	CO4	L4
15 (a)	Write an essay about Hospital engineering service provision for Fire Protection	13	CO5	L4
OR				
15 (b)	Write a Short Notes on i)NABA ii) JCI iii)NABL iv)NABH	13	CO5	L2

PART- C (1x 15=15Marks)

(Q.No.16 is compulsory)

Q.No	Questions	Marks	CO	BL
16. (i)	List out various departments in a multi-specialty hospital	10	CO1	L3
(ii)	State few health insurance policies and explain any two	2+3	CO5	L4

