



Roll No:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**MBA**  
**(SEM I) THEORY EXAMINATION 2024-25**  
**HOSPITALS & CLINICAL SERVICES**

TIME: 3 HRS

M.MARKS: 100

**Note:** Attempt all Sections. In case of any missing data; choose suitably.

**SECTION A**

**1. Attempt all questions in brief. 2 x 10 = 20**

Q no.	Question	CO	Level
a.	Explain the philosophy and objectives of a hospital.	1	K1
b.	Differentiate between intramural and extramural functions of a hospital.	1	K1
c.	What are the roles of public and private sectors in healthcare delivery in India?	2	K2
d.	How does triage function in an emergency department?	2	K2
e.	What is the goal of the National Programme for Control of Blindness (NPCB)?	3	K2
f.	What are the roles and functions of the National AIDS Control Organisation (NACO)?	3	K2
g.	What are the major challenges in the administration of clinical services?	4	K1
h.	What are the key features of an effective emergency department?	4	K1
i.	What is the purpose of a trauma center in a hospital setting?	5	K1
j.	What is the cashless benefit in medical insurance?	5	K1

**SECTION B**

**2. Attempt any three of the following: 10 x 3 = 30**

a.	Explain the concept of a hospital as a system. What are some of its key peculiarities that distinguish it from other systems?	1	K2
b.	Discuss the role of technology in enhancing healthcare administration and service delivery in India. Provide examples of successful implementations.	2	K2
c.	What are the strengths and weaknesses of the National Health Policy, and how can it be improved to achieve better health outcomes for the population?	3	K2
d.	What are the key policy considerations for ensuring equitable access to clinical services within a diverse population? How can these policies address disparities based on socioeconomic status, geography, or other factors?	4	K3
e.	Explain the process of claiming insurance benefits for surgical procedures, including cashless benefits and reimbursements. What are the common challenges faced by patients during this process?	5	K5

**SECTION C**

**3. Attempt any one part of the following: 10 x 1 = 10**

a.	Analyze the interdependencies between the various departments within a hospital system. How do these interdependencies contribute to the overall effectiveness of patient care?	1	K2
b.	A hospital is experiencing high staff turnover rates. As a hospital administrator, how would you investigate the root causes of this problem and develop strategies to improve employee retention?	1	K2

Roll No: 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**MBA**  
**(SEM I) THEORY EXAMINATION 2024-25**  
**HOSPITALS & CLINICAL SERVICES**

**TIME: 3 HRS**

**M.MARKS: 100**

**4. Attempt any one part of the following: 10 x 1 = 10**

a.	What are the primary functions of an Outpatient Department (OPD) in a hospital? How does it differ from inpatient services?	2	K2
b.	What are the various clinical services offered in a hospital, and how do they contribute to comprehensive patient care?	2	K2

**5. Attempt any one part of the following: 10 x 1 = 10**

a.	What are the goals and strategies of the Tuberculosis Control Programme in India, and how has it contributed to reducing the burden of TB in the country?	3	K2
b.	What are the key strategies of the AIDS Control Programme in India, and how has it contributed to reducing the prevalence of HIV/AIDS in the country?	3	K2

**6. Attempt any one part of the following: 10 x 1 = 10**

a.	What policies govern appointment scheduling, patient flow, and waiting times in outpatient clinics? How are these policies designed to maximize efficiency and patient satisfaction?	4	K4
b.	What specific policies govern admission and discharge criteria for ICU patients? How are these policies designed to ensure appropriate utilization of critical care resources?	4	K4

**7. Attempt any one part of the following: 10 x 1 = 10**

a.	Discuss the role of dental services in the overall healthcare ecosystem, and how their integration with other clinical services can improve patient care	5	K5
b.	How can insurance companies and TPAs work with healthcare providers to improve the efficiency and transparency of claims processing for surgical and allied health services?	5	K5