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Question Paper Code : 40984

B.E./B.Tech. DEGREE EXAMINATIONS, NOVEMBER/DECEMBER 2021.

Seventh Semester

Automobile Engineering

OBM 752 – HOSPITAL MANAGEMENT

(Common to: Computer Science and Engineering/ Computer and Communication Engineering/Electronics and Communication Engineering/ Electronics and Telecommunication Engineering/ Industrial Engineering/ Industrial Engineering and Management/ Material Science and Engineering/ Mechanical Engineering (Sandwich)/Mechatronics Engineering/ Bio Technology/ Food Technology/ Information Technology and Pharmaceutical Technology)

(Regulations 2017)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What do you mean by succession planning?
2. What are the important challenges to hospital administration?
3. What strategies are to be adopted to retain the employees.
4. Enumerate the role of HRD manager.
5. What are the guidelines and different types of training.
6. What is meant by Utility and Administration tests? What is the purpose of those tests for selection?
7. Write the list of equipment and area needed for a laundry in a hospital.
8. What are the support service technical information systems?
9. What is down ward communication? Give examples.
10. What are the main factors causing the accident?

PART B — (5 × 13 = 65 marks)

11. (a) Explain the challenges in hospital administration?

Or

- (b) Discuss the difference between a hospital and an industry.

12. (a) Back bone of any organization is “HUMAN RESOURCES DEPARTMENT”. If it true explain with reasons.

Or

- (b) Discuss the need & benefits of Man power planning. Also bring out the objectives of Manpower planning.

13. (a) Draw the format of the Job Application form of a hospital. What is the purpose and uses of the job application form?

Or

- (b) Discuss the various steps involved in induction program of a hospital. What are the advantages of the induction program?

14. (a) What is the role played by the food services department and how it can be divided?

Or

- (b) What is the importance of the medical records department and write their functions?

15. (a) List and explain various types of barrier to communication and explain the effect of barriers.

Or

- (b) What are the requisites of a good safety programme? Explain.

PART C — (1 × 15 = 15 marks)

16. (a) (i) Discuss about Leadership grooming (8)
(ii) Highlight the support service of pharmacy in hospitals. (7)

Or

- (b) How could one plan communication? What are the essentials of an effective communication. Explain the different styles of communication.
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