

Assignments

**Master of Hospital Administration (MHA), II Year (8th Batch- 2013)
of University of Kerala
Child Development Centre, Medical College, Thiruvananthapuram**

Instructions to candidates :

- 1) Mention your Name, Enrolment No. and Name of the course on the facing sheet.
- 2) All assignments are compulsory.
- 3) Each assignment carries 5 marks.
- 4) The assignment has to be neatly hand written and should be spiral bound. No machine typed assignment will be accepted.
- 5) The title of each paper should be specifically mentioned in the corresponding facing sheet. The topic should be written separately as each one carries individual marks.
- 6) All five papers should be bound in one volume with the topics clearly mentioned.
- 7) Assignments should be submitted on or before 18th December 2014

Paper VI: Accounting and Finance Administration in Health Care System

1. Discuss Deming's 14 points and its implications in hospital management
2. What is customer satisfaction in relation to services in a health care organization? Why should you assess the satisfaction level? Discuss in detail the various methodologies that can be adopted to assess the same.
3. Define the term budgetary control. What are the objectives of budgetary control system? Discuss the disadvantages/limitations of the budgetary control system?

Paper VII – Research Methods for Health Systems

1. What do you mean by Data in research? Describe various data collection techniques and state their uses and limitations.
2. "Report writing is an essential skill for professionals". Elaborate the various conditions involved in preparation and writing of reports.
3. What is epidemiology? Discuss the uses of epidemiology in public health.

Paper VIII – Health System and Information Technology

1. Discuss the various E-Governance Applications in hospitals
2. What is Medical Transcription? Discuss the “market potentials” of Medical Transcription in India.
3. “Effective communication is recognized as a priority across the health care continuum because it directly affects the quality of patient care”. Discuss this in detail.

Paper IX– Organizational Behaviour

1. Discuss the various Organizational Behaviour (OB) Models.
2. What are the factors affecting job satisfaction? Explain with the help of an example of a job position in a hospital.
3. Discuss the importance of group decision making in a hospital.

Paper X – Materials Management in Hospitals

1. Elaborate the various inventory control techniques that can be adopted in a hospital.
2. “Program (Project) Evaluation and Review Technique (PERT)” is a project management tool used to schedule, organize, and coordinate tasks within a project. Discuss the various steps involved in PERT planning, with special reference to a project in hospital scenario.
3. Explain the procedure of buying an Echocardiography – cum-general ultrasonography machine required for Imageology unit of a hospital observing “store purchase manual/ procedures”.