

**HEALTH ADMINISTRATION INCLUDING HOSPITAL ADMINISTRATION**

**PAPER – II**

HAH/D/16/14/II

Time : 3 hours

Max. Marks : 100

**Important instructions:**

- *Attempt all questions in order.*
- *Each question carries 10 marks.*
- *Read the question carefully and answer to the point neatly and legibly.*
- *Do not leave any blank pages between two answers.*
- *Indicate the question number correctly for the answer in the margin space.*
- *Answer all the parts of a single question together.*
- *Start the answer to a question on a fresh page or leave adequate space between two answers.*
- *Draw table/diagrams/flowcharts wherever appropriate.*

Write short notes on:

1. a) Strategic focus of the National Rural Health Mission. 5+5  
b) Comment on constraints of the strategy adopted.
2. a) What are the most common public relation issues which need redressal, to improve image of health care institutions? 4+6  
b) Write the measures, you feel are most likely to address to these problems, resulting in improvement.
3. Ethical issues in Human Organ Transplant in India. 10
4. 'End of Life' care challenges for health care institutions. 10
5. RTI Act has been in force in our country for more than a decade. 5+5  
a) In this Act, these are provisions for protection of privacy of patient. Enumerate these provisions and give one example to explain how these provisions help in protecting privacy of patient.  
b) In this Act, there are also provisions, which allow for release of information notwithstanding issue of privacy of patient. Enumerate these provisions with suitable examples.
6. What is JOHARI Window? How can this concept be used for organizational development? 2+8
7. a) Enumerate various indices for measurement of Hospital Utilisation. 4+(3+3)  
b) 'BOR' and 'BTI'.
8. What is Architects Brief? What are the contents of the Architects Brief? 4+6
9. a) Enumerate various styles of leadership. 2+8  
b) Each style of leadership has its own advantages as well as limitations. Write the advantage, limitation and applicability of these styles of management in hospital scenario with suitable examples.
10. a) Costing is not a management fad but an important tool to improve efficiency. If you agree with the statement, give reasons for the same with appropriate examples from health care settings. 5+5  
b) Despite being such a useful tool, this is not used in most of the government health care organizations. Enumerate most important barrier to use of costing in health care organizations.

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