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**B.Sc. IN MEDICAL RECORDS SCIENCE AND  
HEALTH INFORMATION TECHNOLOGY**

**Term-End Examination**

**June, 2014**

**BAHI-024 : INTRODUCTION TO MANAGEMENT;  
ORGANISATION AND MANAGEMENT OF  
HOSPITAL AND HEALTH SYSTEM**

*Time : 3 hours*

*Maximum Marks : 70*

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- Note : (i) This question paper has two parts.  
(ii) Attempt any five questions from Part-A.  
(iii) Attempt any five short notes from Part-B. Each  
carries six marks.*
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**PART - A**

1. List the characteristics of a good leader. 5x8=40
2. Write the responsibilities of a hospital administrator.
3. Explain the hospital Organization Function.
4. Present the medical staff hierarchy of a teaching hospital.
5. List the solutions for the effective functioning of OPD services.

6. What are the objectives of Medical Records Department ?
7. Write the advantages and disadvantages of both centralization and decentralization of hospital laboratories.
8. Discuss the common management problems of casualty services.

### PART - B

9. Write short notes on **any five** of the following : 5x6=30
    - (a) Benefits of good communications.
    - (b) Medical ethics.
    - (c) Outcomes of good quality management in hospitals.
    - (d) Performance appraisal.
    - (e) Basic nursing procedures.
    - (f) Ways of wasting time.
    - (g) Reasons for dissatisfaction of patients with quality of outpatient services.
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