

No. of Printed Pages : 02

Roll No.

DD881

M.H.A. EXAMINATION, 2020

(Fourth Semester)

(B Scheme) (Re-appear)

(Master of Hospital Administration)

MHA202B

PATIENT CARE SERVICES

Time : 2½ Hours]

[Maximum Marks : 75

Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

Note : Attempt *Four* questions in all. All questions carry equal marks.

1. What is meant by patient care services ? Also discuss various methods of evaluation of patient care services.
2. Define the term patient care coordinator. Discuss in detail role of patient care coordinator in hospitals.
3. Discuss in detail role and responsibilities of medical superintendent and resident medical officer.
4. Write short notes on any *two* of the following :
 - (a) Communication of medical information
 - (b) Importance of information in patient care.

5. What is hospital record management ? Discuss in detail computerization and quality control of medical records.
6. Define the concept of electronic medical record. Also explain its uses and importance in today's scenario.
7. Write short notes on the following :
 - (a) Process of medical audit
 - (b) Medical audit committee
8. What is quality assurance ? Differentiate between quality assurance and quality control in detail.