3. What are the essentials of valid contract?

2. Explain various types of partners.

1. What are the objectives of Companies Act 2013?

All questions carry equal marks.

Answer any FIVE questions.

PART A — (6 × 6 = 36 marks)

Maximum: 100 marks

Time: Three hours

(2013 – 14 batch onwards)

TERMINOLOGY

HEALTH CARE LAWS, ETHICS AND MEDICAL

HOSPITAL MANAGEMENT

THIRD SEMESTER

DECEMBER 2014/ JANUARY 2015

M.B.A. DEGREE EXAMINATION

MBH 2003
6. Define common prefixes and suffixes.

7. Explain the functions of intensive care unit?

8. What are the hospital welfare services?

   PART B — (5 × 10 = 50 marks)
   Answer any FIVE questions.
   All questions carry equal marks.

9. Discuss the features of the Tamil Nadu Clinics Act?

10. Discuss the medical ethics followed by the medical practitioners in India.


12. Elaborate the Medical Termination of Pregnancy Act, 1971?

13. How will you manage and handle the Bio Medical Waste in a hospital?

14. Explain the punishment for Medical Negligence.

15. Explain the merits of general health care.

16. What are the medical registers and statutory records maintained by hospital? Explain.
MDM 3003

1. Case Study

Complementary

PART C – 20 marks

1. Explain why the revised performance appraisal system at Wellstar Hospital is more efficient than the current system. (a)

2. Discuss the various aspects of the Wellstar Hospital performance appraisal system and its effectiveness. (b)

3. Compare and contrast the Wellstar Hospital performance appraisal system with other systems in the industry. (c)

4. Propose modifications to the Wellstar Hospital performance appraisal system to improve its effectiveness. (d)

Questions:

1. How does the performance appraisal system at Wellstar Hospital address the needs of employees?

2. Is the performance appraisal system at Wellstar Hospital aligned with the corporate profile and appropriate for all levels of employees?

3. Explain the role of the Wellstar Hospital performance appraisal system in employee development and career growth.

4. Discuss the potential benefits and limitations of the Wellstar Hospital performance appraisal system.

Recent efforts at Wellstar Hospital have been recognized by an international body as a leading super specialty hospital.

MDM 3003
These summaries were reviewed by upper management for consistency. The overall performance appraisal process was paper-intensive, slow and frustrating because it required a many different steps.

A steering committee was formed to oversee the process of changing to a better performance appraisal system. The committee established that it was crucial for the new system to better fit the needs of those using it. Also the committee wanted the system to use more technology and less paper. Based on these general objectives, brainstorming was conducted to find bottlenecks and identify what the ideal automated process would look like. At this point the committee understood the current systems and what key users wanted. After reviewing literature on performance appraisal systems, surveying other hospitals, and looking at software packages, the committee decided it would have to design its own system. The option chosen consisted of moving the numerical criteria scores from the individual pages of the job description to a summary sheet that provided for scoring up to six employees on one form. Then total scores were calculated by the computer. Also, written comments were moved to a summary sheet dealing only with exceptions to standards. The most difficult part proved to be the design of the database. It had to be designed from scratch and had to interface with existing HR systems. A software program was written to do the calculations using data already in place, and another program was written to do the calculations. The new process reduced the paperwork from 20 to 7 pages per employee. Supervisors and managers were given the option of using computerized comment sheets. Another time-saver was the ability to use the system to record and document noteworthy employee performance incidents, both positive and negative in nature, as they occurred throughout the year. This documentation feature eliminated the need for a separate note-keeping system that many managers had been using.

To implement the new performance appraisal system, training for supervisors and managers was crucial. When the training program was developed for the new system, all 97 supervisors and managers were required to attend. During the training, attendees were given a sample package with appraisal forms, a user manual, and directions for using the on-line performance appraisal forms. To determine if the original goals had been met, the committee developed an evaluation form. After the new appraisal system had been in use, an evaluation revealed that 90% of the supervisors and managers felt that the process had indeed been streamlined. The new process was viewed as easier to understand, a significant reduction in paper had occurred, arithmetic errors were prevented, and the appraisal information was clearer and more concise.