

Model Paper

BBA (HCM) (Honors) DEGREE EXAMINATION HEALTH CARE MAMEGEMENT First Semester

HUMAN BIOLOGY AND MEDICAL TERMINOLOGY
(Effective from the admitted batch of 2025-2026)

Time: Three hours maximum: 70 Marks

SECTION - A – (5X4=20Marks)

Answer any FIVE from the eight questions

1. Write about functions and importance of circulatory System and central nervous system?
2. What is medical terminology? What are the reasons for using medical terms?
3. Define illness? What are the direct and indirect causes of illness?
4. Write about various modes of transmission of Nosocomial Infections?
5. Write about functions and importance of special senses?
6. Write about ICU and CCU in hospital?
7. Write about the functions of Central Sterile Supply Department?
8. What are the various types of records maintained by Medical record department?

SECTION – B (5X10=50 Marks)

Answer ALL the following questions

UNIT – I

9 (a) Explain the functions and importance of Digestive system and Respiratory system?

OR

(b) Explain the functions and importance of excretory system and Endocrine glands?

UNIT – II

10 (a) Discuss the glossary of medical terms in major diseases and Medical specialties?

OR

(b) Discuss about Nursing services and Pharmacy services in Hospital?

UNIT – III

11 (a) Explain the abbreviations of medical terminology in Departments, Time, General Healthcare and Routes of Medication?

OR

(b) Describe common routes of medical terminology with Elements referring to usage and definition of every root word

UNIT – IV

12 (a) Explain in detail about Nosocomial Infection and communicable diseases?

OR

(b) Explain Reservoirs and Carriers of Nosocomial Infections?

UNIT – V

13 (a) Discuss the various aspects of Coronary Care Unit (CCU)

OR

(b) Elaborate on Hospital Housekeeping?

CH - Sandhya Rani
12/12/25


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12/12/25

Model Paper

BBA (HCM) (Honors) DEGREE EXAMINATION
HEALTH CARE MAMEGEMENT

First Semester

HEALTH CARE MANAGEMENT AND HOSPITAL ENVIRONMENT
(Effective from the admitted batch of 2025-2026)

Time: Three hours maximum: 70 Marks

SECTION - A – (5X4=20Marks)

Answer any FIVE from the eight questions

1. What is Environmental Scanning?
2. What are Out-Patient Services?
3. Differentiate between general and special hospitals.
4. What are the main principles of epidemiology?
5. Define the World Health Organization (WHO).
6. Write a short note on Technological Environment.
7. Write a short note on Obstetrics and Gynecology Services.
8. What is the role of State Medical Councils?

SECTION- B (5X 10=50Marks)

Answer ALL the following questions

UNIT - I

- 9 (a) Discuss the Internal and External Environment of Business.

OR

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- (b) Describe the Political, Legal, Socio-Cultural, and Technological Environments of Business.

UNIT - II

- 10 (a) Describe the various Institutional Settings in Health Care Systems.

OR

- (b) Discuss the main Medical and Surgical Services available in hospitals.

UNIT - III

- 11 (a) Explain the differences between rural and urban health care services in India.

OR

- (b) Discuss the key features of national health-related policies in India

UNIT- IV

- 12 (a) Explain the role and functions of the World Health Organization (WHO) in health care regulation.

OR

- (b) Discuss the role of State Medical Councils and Health Universities in regulating health care.

UNIT- V

- 13 (a) Explain the principles of epidemiology.

OR

- (b) Describe experimental epidemiology and its uses.


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Model Paper

BBA (HCM) (Honor) DEGREE EXAMINATION HEALTH CARE MANAGEMENT Second Semester

QUALITY MANAGEMENT IN HOSPITALS

(Effective from the admitted batch of 2025-2026)

Time: Three hours maximum: 70 Marks
SECTION A – (5X4=20 Marks)

Answer any FIVE from the eight questions.

1. Define quality and list its basic aspects.
2. Define Quality Circles
3. What is a Pareto chart?
4. Write the steps of a quality improvement method.
5. Define benchmarking.
6. Write any two components of a quality manual.
7. What is vendor rating?
8. Distinguish between TPM and TQC.

SECTION B – (5X10=50 Marks)

Answer ALL the following questions

UNIT - I

- 9 (a) Explain the evolution of quality and discuss the major determinants of quality in modern organizations.

OR

- (b) Discuss the contribution of quality gurus: Deming, Juran, and Ishikawa.

UNIT - II

- 10 (a) Discuss the steps involved in implementing TQM and the challenges faced in organizations.

OR

- (b) Discuss the importance of communication in TQM. How does it influence quality culture?

UNIT - III

- 11 (a) Explain the seven basic tools of quality with diagrams and examples.

OR

- (b) Explain p-chart, np-chart, and c-chart with formulas and examples.

UNIT - IV

- 12 (a) Discuss the stages of quality planning in detail.

OR

- (b) Discuss quality audits in healthcare: medical audit and Nursing care standards.

UNIT - V

- 13 (a) Explain the ISO 2000 quality management system and its structure.

OR

- (b) Compare ISO 2000, ISO 14000, and ISO 18000 with suitable examples.

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Model Paper

BBA (HCM) (Honor) DEGREE EXAMINATION
HEALTH CARE MANAGEMENT
Second Semester
HOSPITAL OPERATIONS MANAGEMENT

(Effective from the admitted batch of 2025-2026)

Time: Three hours

maximum: 70 Marks

SECTION A – (5X4=20Marks)

Answer any FIVE from the eight questions.

1. Who is a Hospital front desk coordinator?
List the responsibilities of front desk coordinator?
2. State the importance of maintaining patient confidentiality?
3. Differentiate between inpatient and outpatient billing?
4. Concept of “Brought-in-dead”?
5. Write the functions of OPD?
6. What is purpose of Radiology Department?
7. What is PMT (Predetermined motion time)?
8. Define tactile purchasing and operational purchasing?

SECTION B – (5X 10=50Marks)

Answer ALL the following questions

UNIT - I

- 9 (a) Describe the importance and steps involved in Patient management at the front desk?

OR

- (b) Explain the workflow of patient **registration, admission** and follow-up?

UNIT – II

- 10 (a) Discuss the **billing process in a hospital and the role of front office in billing?**

OR

- (b) Explain the **maintenance and repair procedures for biomedical equipment and the responsibilities involved?**

UNIT – III

- 11 (a) Explain the different **imaging modalities: X-ray, USG, CT and MRI?**

OR

- (b) Explain the **procedure of taking an ECG and its importance in Diagnosis?**

UNIT – IV

- 12 (a) Describe the steps involved in the **facility location selection decision process?**

OR

- (b) Define **standard Time. Explain the procedure to determine standard time in hospital setting?**

UNIT-V

- 13 (a) Explain **purchasing strategies and describe the steps involved in the purchasing process?**

OR

- (b) Explain **inventory management process in hospitals?**

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12/12/25