

**POSTGRADUATE INSTITUTE OF MEDICINE**  
**UNIVERSITY OF COLOMBO**

**MSc (MEDICAL ADMINISTRATION) EXAMINATION – JULY 2015**

Date :- 27<sup>th</sup> July 2015

Time :- 1.00 p.m. – 4.00 p.m.

**SECTION A**

**PAPER I**

Answer **all five** questions.

Answer **each** question in a separate book.

1.
  - 1.1 What do you understand by conceptual framework in a research? (10 marks)
  - 1.2 Describe elements in a problem statement. (20 marks)
  
2.
  - 2.1 List out the main objectives of office management? (5 marks)
  - 2.2 Describe the challenges faced in the office management. (10 marks)
  - 2.3 Describe the processes of record keeping. (15 marks)
  
3. It was decided to select a sample of out patients to conduct a customer satisfaction survey. Accordingly, a sample of 500 was selected consisting of 250 males and 250 females. The survey showed that 70% of the overall sample was satisfied with the services provided by the hospital. Of the satisfied 60% were females.  
  
Carryout a suitable statistical analysis to check whether the females are more satisfied than the males on the hospital services. (30 marks)

Contd.../2-

- 4.
- 4.1 What is job analysis? (5 marks)
- 4.2 Describe the methods of collecting job analysis information? (10 marks)
- 4.3 Describe the uses of job analysis information? (15marks)
- 5.
- 5.1 What is a logical framework? (5 marks)
- 5.2 When do you use a logical framework (5 marks)
- 5.3 This is the logical framework matrix developed for Non Communicable Diseases (NCD) project management. Fill in the blanks (20 marks)

OBJECTIVES	INDICATOR	DEFINITION	BASELINE	TARGET	DATA SOURCE	DATA COLLECTION FREQUENCY	RESPONSIBILITY
<b>Overall Goal</b> Decreased premature mortality due to NCD by 2025							
<b>Project purpose:</b> To increase coverage of target population screened for NCD by 2020							
<b>Output 1:</b> Increased awareness on NCD and service availability							

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**SECTION B**

**PAPER I**

Answer **all five** questions.

Answer **each** question in a separate book.

1.
  - 1.1 List the different types of hazards identified in International Health Regulations (IHR ) 2005 which may cause Public Health Emergency of International Concern (PHEIC) (15 marks)
  - 1.2 Discuss the deficiencies in the present notification system in relation to surveillance of a Public Health Emergency of International Concern (PHEIC) (15 marks)
  
2.
  - 2.1 List out four models presented in the system approach in quality and safety in healthcare. (05 marks)
  - 2.2 What are the lessons to be learnt by health care managers from each system model? (15 Marks)
  - 2.3 How do you apply the systems model of Organizational Accidents (Swiss cheese model) in a secondary care hospital? (10 marks)

Contd.../2-

3. It is observed that incidence of Chronic Renal Disease of Unknown aetiology has increased rapidly in Polonnaruwa District during the last five years.
- 3.1 What are the current views regarding factors that may be contributing to this high incidence of disease? (10 marks)
- 3.2 As the Regional Director of Health Services outline how you will plan to provide the services to the affected. (10 marks)
- 3.3 What actions would you take as the Regional Director of Health Services to bring down the incidence of this disease in your area? (10 marks)
4. The Average Length of Stay in hospitals of Sri Lanka is 3.1 days. Where it is 18.5 days in Japan; 14.6 days in South Korea; and 8.8 days in USA.
- 4.1 What do you understand by Average Length of Stay? (05 marks)
- 4.2 What may be the reasons for less Average Length of Stay in Sri Lanka when compared with the other countries? (10 marks)
- 4.3 Describe the ways and means of overcoming the service gaps identified by you in 4.2 (15 marks)
5. Gunasiri is 42 years of age. When getting treatment for a chronic wound he was diagnosed as a diabetic.
- 5.1 Identify the root causes where health services failed in preventing the above complication of Diabetes Mellitus, type II. (20 marks)
- 5.2 What is the role of the hospital health education unit in prevention of further complications in this diabetic patient? (10 marks)

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**Time :- 9.30 a.m. – 11.30 a.m.**

**SECTION A**

**PAPER II**

Answer **all** questions.

Answer **each** question in a separate book.

1. Explain briefly the following terms and how you would calculate the following -
  - 1.1. Bed turnover rate (05 marks)
  - 1.2. Midnight total report (05 marks)
  
2. Write short notes on :-
  - 2.1. Indicators (05 marks)
  - 2.2. Problem tree (05 marks)
  
3. List the advantages and disadvantages of a e-health information system. (10 marks)
  
4. Briefly describe the planning cycle. (10 marks)
  
5. Write short notes on :-
  - 5.1. Supplier induced demand (05 marks)
  - 5.2. Consumer Sovereignty (05 marks)

6. Write short notes on :-
  - 6.1. Quasi Market for Health (05 marks)
  - 6.2. Price Discrimination (05 marks)
7. Explain briefly the following terms giving one example for each
  - 7.1. Histogram (05 marks)
  - 7.2. Polygon (05 marks)
8. List out strength and weakness of (open) direct recruitment of attendants. (10 marks)
9. Compare and contrast civil and criminal law. (10 marks)
10. Write short notes on basic principles on ethics. (10 marks)
11. Discuss strengths and weaknesses of open ended questions and closed ended questions. (10 marks)
12. Short notes on importance of monitoring and evaluation of programmes. (10 marks)
13. Write short notes on situational leadership. (10 marks)
14. Briefly explain styles of conflict management. (10 marks)
15. Short notes on :-
  - 15.1. Annual Board of Survey (05 marks)
  - 15.2. Drug and therapeutic committee meeting (05 marks)

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**SECTION B**

**PAPER II**

Answer **all** questions.

Answer **each** question in a separate book.

1. As a health programme manager what areas would you consider in setting quality standards. (10 marks)
2. Media portraits that there is an increase trend in teenagers taking up to smoking. Briefly outline how you will assess the effectiveness of 80% pictorial warning on cigarette packets. (10 marks)
3. As the Regional Director of Health Services what steps would you take to ensure proper distribution of Doxycycline to the high risk groups in your area. (10 marks)
4. As a medical administrator you have been given an allocation to purchase selected laboratory equipment within your limits. List the process on the flow of voucher forms from origin to end. (10 marks)
5. In implementing a Continuous Quality Improvement (CQI) programme in a District General Hospital, what are the barriers and challenges faced by the middle level managers? (10 marks)
6. It was found that male participation of Healthy Life Style Clinics is low in your district. List out the possible causes and how would you address it? (10 marks)

7. In outpatient department of a District General Hospital, you observe low case detection rate of tuberculosis. As the medical administrator outline the steps you would take to detect tuberculosis cases. (10 marks)
8. As a medical administrator, how would you use health promotion concepts to address social determinants of health to overcome low birth weight in a vulnerable population. (10 marks)
9. It was found that the performance of health care assistants are not up to the expectations. As a medical administrator, what measures would you take to improve their performance. (10 marks)
10. The public health midwives complained that they are not getting enough in-service training at field level. How do you address this issue as the Regional Director of Health Services? (10 marks)
11. If an attendant in your hospital found to be intoxicated with alcohol while on duty, outline the actions you would take as a medical administrator? (10 marks)
12. Outline how you would take measures as a hospital administrator to prevent public out burst following a 1 ½ year old child dying after vaccination in the hospital immunization clinic. (10 marks)
13. As a medical superintendent you are going to establish a new lactation management unit in your hospital. There are various disagreements between two staff categories involving the trade unions regarding the location of this unit. List out the measures you would undertake to open this new unit. (10 marks)
14. As the Regional Director of Health Services you are going to carry out an inspection of your Regional Medical Drug Store. List out the key aspects you would look into in this supervisory visit. (10 marks)
15. As a Hospital Administrator if you are applying for ISO 9000 certification, list out the benefits of ISO 9000 to staff, managers and organization. (10 marks)