

POSTGRADUATE INSTITUTE OF MEDICINE

UNIVERSITY OF COLOMBO

MSc (MEDICAL ADMINISTRATION) EXAMINATION - AUGUST 2018

Date: - 29th August 2018

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 Describe the advantages and disadvantages of online and postal questionnaire surveys. (10 marks)

1.2 Briefly explain the situations where the following sample techniques are useful in research.

1.2.1 Purposive sampling (05 marks)

1.2.2 Snowballing (05 marks)

1.3 What are the methods a researcher can use to increase the response rate in interviews? (10 marks)

2.

2.1. Explain three (03) types of health planning based on the hierarchy. (7.5 marks)

2.2. What are the pre-requisites for successful planning? (7.5 marks)

Contd... /2

2.3. As a Regional Director of Health Services (RDHS), describe how would you prepare an annual action plan for a district. (10 marks)

2.4 Explain the contents of an annual action plan. (05 marks)

3.

3.1 List four (04) main types of Market Structures. (04 marks)

3.2. Describe the features of the Market Structures listed in 3.1 (12 marks)

3.3. To which Market Structure does the Health Market in Sri Lanka belongs? Explain with reasons. (14 marks)

4.

4.1 Briefly describe five main general problems encountered in managing 'Human Resources in Health (HRH) in government Health sector. (10 marks)

4.2. Discuss the internal and external factors affecting HRH in Health sector. (10 marks)

4.3. What are the factors you would consider in developing a cadre proposal for medical officers for a District General Hospital? (10 marks)

5.

5.1 For the following data: 2,6,6,4,1,3,6

5.1.1 Calculate the mean, the median, the mode and the range (04 marks)

5.1.2 Name the most appropriate measure from the above 5.1.1 to describe the central tendency? (02 marks)

5.1.3 Give reasons for the answer given question 5.1.2 (02 marks)

5.2 Find X, Y, Z and the mean for the following data. (04 marks)

1		0 0 X 0
2		5 Y 5
3		0 2 Z 2

5.3 List two characteristics of the following;

5.3.1 Inter-quartile range (IQR) (04 marks)

5.3.2 Standard error of the sample mean (SE) (04 marks)

5.3.2 Coefficient of Variation (CV) (04 marks)

5.4 Indicate whether the following statements are true or false.

5.4.1 One-tailed test is more powerful than the two-tailed test. (02 marks)

5.4.2 Paired t-test is more powerful than the pooled t-test. (02 marks)

5.4.3 The mean is the best measure of the centre. (02 marks)

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Date: - 30th August 2018

Time:- 1.00 p.m. – 4.00 p.m.

SECTION B

PAPER I

Answer **all five** questions.

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

1. Ministry of Health has decided to establish a new Accident and Emergency Unit in a District General Hospital. Assuming you are the Director of this hospital answer the following.
 - 1.1. Describe the steps that you would undertake to develop a new Accident and Emergency (A&E) services in your hospital. (15 marks)
 - 1.2. What challenges would you anticipate and how would you overcome them? (15 marks)
2.
 - 2.1. What do you mean by performance appraisal? (03 marks)
 - 2.2. Explain four benefits of appraising subordinate's performance. (08 marks)
 - 2.3. Briefly describe three appraisal methods which can be used to assess employee performance in an organization. (09 marks)
 - 2.4. Describe the advantages and disadvantages of three performance appraisal methods which you identified in 2.3. (10 marks)
3.
 - 3.1. Describe Healthcare Technology Management cycle. (10 marks)
 - 3.2. Describe the importance of each step in relation to management of medical equipment. (20 marks)

4. It has been reported there is an increasing incidence of stunting, wasting and obesity among school children in your District.
 - 4.1. As the Regional Director of Health Services, what actions are you going to adopt to improve their nutritional status? (15 marks)
 - 4.2. What are the challenges you may encounter and what measures you will take to overcome them? (15 marks)
5.
 - 5.1. What do you understand by
 - 5.1.1. Epidemiological transition (05 marks)
 - 5.1.2. Technological transition (05 marks)
 - 5.1.3. Demographic transition (05 marks)
 - 5.2. Discuss the health system changes need to be adopted to address the changing demography. (15 marks)

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MSc (MEDICAL ADMINISTRATION) EXAMINATION - AUGUST 2018

Date: - 30th August 2018

Time: - 9.30 a.m. -11.30 a.m.

SECTION A
PAPER II

Answer **all fifteen (15)** questions.

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

1.

1.1. What do you understand by “SERVQUAL” model of Service Quality? (05 marks)

1.2. Discuss five (05) gaps in the “SERVQUAL” model. (05 marks)

2. Write short notes on

2.1. Marginal Cost (05 marks)

2.2. Price Discrimination (05 marks)

3. Describe the various sources of power that a leader might use in an Organization. (10 marks)

4. Briefly explain following quality of life indices.

4.1. Physical quality of life index (PQLI) (05 marks)

4.2. International human suffering index (IHSI) (05 marks)

5. What are the advantages and disadvantages of using a group in decision making? (10 marks)

6. Briefly explain the method and usefulness of following techniques

6.1. Nominal Group Technique (05 marks)

6.2. Delphi Technique (05 marks)

7. Write short notes on

7.1. Primordial prevention (05 marks)

7.2. Primary prevention (05 marks)

8. What are “valueless” and “valuable” records and describe their disposal schedule in a health care organization? (10 marks)

9. Describe the stakeholders operating at the seaport and the airport that are involved in implementing the International Health Regulation (2005). (10 marks)

10. What do you understand by medical professionalism? (10 marks)

11.

11.1. What is Just in Time (JIT)? (05 marks)

11.2. Explain forward centralization and backward centralization. (05 marks)

12. Briefly explain the following in relation to medical supplies management.

12.1. ABC analysis (05 marks)

12.2. VEN analysis (05 marks)

13. Write short notes on

13.1. SWOT analysis (05 marks)

13.2. TOWS matrix (05 marks)

14. Write short notes on

14.1. Herzberg – two factor theory (05 marks)

14.2. Adam's equity theory (05 marks)

15.

15.1. List the different types of communication. (05 marks)

15.2. Explain the types of communication you would use in different situation to improve public relations? (05 marks)

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MSc (MEDICAL ADMINISTRATION) EXAMINATION - AUGUST 2018

Date: - 31st August 2018

Time:- 9.30 a.m. – 11.30 a.m.

SECTION B

PAPER II

Answer **all fifteen (15)** questions.

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

1. Research by Robert Katz found that managers need three essential skills. As the Regional Director of Health Services, you have decided to train different levels of managers in your district.
 - 1.1. What are these three skills that managers should possess? (05 marks)
 - 1.2. How does the importance of these three skills change depending on the management levels? (05 marks)
2. As the Medical Superintendent of a Base Hospital, you have observed that there are shortcomings in notification process of communicable diseases. Describe how would you analyse this situation with a view to improve the notification process. (10 marks)
3. What are the key health issues faced by present day adolescents in Sri Lanka? (10 marks)
4. As the Director of a Teaching Hospital, what actions would you take to reduce antimicrobial resistance. (10 marks)
5. There is an increasing incidence of deaths related to road traffic accidents in Sri Lanka. Outline the strategies would you suggest to reduce the number of deaths. (10 marks)
6. As the Director of a Teaching Hospital, you received a call that an ambulance met with an accident and caused damage to a private property. What actions would you take in this situation? (10 marks)

7. Briefly describe the procedure for assessing an aircraft suspect of having a public health emergency of international concern. (10 marks)
8. Healthy Life Style Clinics have been established to mitigate the burden of non-communicable diseases. As the Regional Director of Health Services, you found that there is underutilization of these clinics.
- 8.1. What are the possible reasons? (05 marks)
- 8.2. What strategies would you recommend to improve this situation? (05 marks)
9. Discuss the issues related to successful implementation of International Health Regulation 2005 through the existing legislation under the authority of the Ministry of Health. (10 marks)
10. Briefly describe the 'Elimination of Mother to Child transmission' of HIV AIDS in Sri Lanka. (10 marks)
11. As the Medical Superintendent of a Base Hospital you intend to reorganize your General Stores.
- 11.1. What are the main functions of the stores? (05 marks)
- 11.2. What steps would you take to minimize the inventory costs? (05 marks)
12. As the Regional Director of Health Services, you are supposed to implement maternal and child health programme in your district. How would you use the eight steps in stakeholder analysis for successful implementation of this programme? (10 marks)
13. As the medical superintendent of a Base Hospital, you have observed that some areas of the hospital premises found to have dengue breeding places. What actions would you take to promote a dengue free hospital. (10 marks)

14. As the newly appointed Medical Superintendent of a Base Hospital, you intend to improve the productivity of the hospital.

14.1. What do you understand by the term “productivity”? (05 marks)

14.2. Explain five (05) ways of improving productivity in this hospital. (05 marks)

15. The Infection Control Nursing Officers of your hospital have requested you to deliver a lecture on “Patient Safety”. Assuming you are the newly appointed Director of this hospital,

15.1. How do you explain them the concepts of patient safety? (05 marks)

15.2. Describe five (05) types of “Medical Errors” which can occur in a hospital. (05 marks)