

POSTGRADUATE INSTITUTE OF MEDICINE
UNIVERSITY OF COLOMBO

MD (MEDICAL ADMINISTRATION) PART II A EXAMINATION
MAY 2007

Date : 18th May 2007

Time : 9.00 a.m.- 11.00 a.m.

PAPER II
(Medical Administration)

Answer any 4 (four) questions out of 6 (six) questions.

All questions carry equal marks.

Important : Answer each part in a separate answer book.

PART - A

1. Describe the communication process, apply it to a doctor-patient situation and identify points of distortion. How could these distortions be avoided ?
Make specific reference to principles of communication in your answer.

PART - B

2. Identify and describe the typical weakness that are observed in Performance Management in a hospital.

Refer to a particular category of employees in your answer and illustrate the design of an effective performance appraisal process that addresses the identified weaknesses.

PART - C

3.
 - 3.1. Taking the case of a regional hospital, define the key components of a Quality Management System that you would put in place.
 - 3.2. How will you measure the delivery of Service Quality ?

PART- D

4. Low staff motivation has been identified as the chief reason for the poor performance of a hospital's Administrative Unit.
 - 4.1. What are the possible reasons for the low level of motivation, and how will you diagnose these reasons ?
 - 4.2. What steps will you take to raise the level of motivation of the Unit ? Outline the design of a particular scheme for this purpose.

PART - E

5.
 - 5.1. What are the bottlenecks that you can identify in the decision-making process in a hospital unit, and what are their key implications ?
 - 5.2. How should a decision-making process be designed to make it more effective and efficient ?

PART – F

6. Illustrate with the use of a diagram, the sequential activities in the medical system's delivery process.
 - 6.1. Identify those activities that have to be carried out parallel and sequentially.
 - 6.2. What are the critical activities ?
 - 6.3. Indicate measures of efficiency and effectiveness of the critical activities.

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MD (MEDICAL ADMINISTRATION) PART II A EXAMINATION
MAY 2007

Date : 18th May 2007

Time : 2.00 p.m.- 4.00 p.m.

PAPER III
(Advanced Research Methods in Medical Administration)

Answer any **4 (four)** questions out of **6 (six)** questions.

All questions carry equal marks.

Important : Answer each part in a separate answer book.

PART - A

1. Outline the essential steps of the of the research process, and clarify how scientific objectivity is ensured at each of the steps. Illustrate with suitable examples.

PART – B

2. Illustrate with an example how factor analysis is used in medical research. Explain using the same example, how factor analysis is applies to understanding *interdependence* among variables.

PART – C

3. Describe the concerns of demographic research and epidemiological research designs. What sampling techniques would you use in each case of design and justify their selection.

PART – D

4. Develop a conceptual framework to study health care services delivery of a hospital.
 - 4.1. Clearly identify and define the different types of variables and classify them for the research purpose.
 - 4.2. Derive a set of hypotheses and state the null-hypotheses.
 - 4.3. Show what empirical evidence you will need to test each of the hypotheses.

PART – E

5. Define and describe the usefulness of four of the following in research methods
 - 5.1. Content validity
 - 5.2.. Construct validity
 - 5.3. Concurrent validity
 - 5.4. Convergent validity
 - 5.5. Discriminant validity
 - 5.6. Predictive validity
 - 5.7. Face validity

PART – F

6. Discuss the ethical guidelines for researchers conducting studies involving patients as subject. What are some examples of scientific misconduct in medical research ?