Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - April/May 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITALADMINISTRATION

Hospital Organization and Management Theory

Q.P. CODE: 8711

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. What is the role of a leader in motivating his subordinates? Explain the impact of leadership styles on subordinates with the help of leadership theories.

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. “MBO contributes towards success of an organization”. Is it a myth or fact?
3. Explain the importance of group behavior in a hospital.
4. List out the levels of management and add a note role of management in different levels.
5. Discuss the causes and management of change in hospital.
6. Write a note on the types of planning.
7. Difference between behavioral approach and scientific approach to management. Which approach is more suitable in the current scenario?
8. Write a note on the process and barriers of communication.
9. Briefly explain the methods of establishing control in an organization.

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. What is management?
11. Merits of decentralization
12. Why is discipline important in management
13. What are the techniques of co-ordination?
14. Adam’s Equity theory
15. Steps in staffing

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - April/May 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITALADMINISTRATION

Management of Hospital Services and Patient Care Management

Q.P. CODE: 8712

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. For 500 bedded general hospital with specialty clinical service, what shall be the nursing complement and on what basis you take this decision?

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. Outsourcing of laboratory services has become a practice mainly in medium/small size hospitals and nursing homes – give your inputs regarding this practice.
3. Discuss the importance of hospitals in delivery of healthcare services.
4. Time taken for discharge procedure has a greater impact in providing patient centric services – discuss.
5. What are the different types of hospital services and how they are classified? Explain in brief.
6. Why the front office of the hospital is called as Shop Window?
7. Explain briefly the role of Dietary department in the patient care.
8. Discuss the importance of housekeeping services in providing safe patient care.
9. Discuss about patient safety and patient risk management.

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. What do you mean by clinical services?
11. What is Kidney Transplantation Unit (KTU)?
12. Importance of blood bank
13. Purpose of Signage
14. Define ICD-10-CM.
15. Difference between nephrology and urology.

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - APRIL/MAY 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITALADMINISTRATION

Research Methodology and Operations Research

Q.P. CODE: 8713

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. What do you mean by Linear Programming Technique? Discuss the various types of solving LPP problems. What are the assumptions made in Linear programming technique and what are its limitations?

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. Explain the steps involved in research design.
3. Explain the observation method of data collection with examples.
4. Explain the criteria for good research.
5. Define simulation. Explain the types and the process of simulation.
6. What is decision tree? Briefly explain the steps of decision making process, also add a note on the types of decision making environments.
7. Time series analysis
8. Define sample design. What points are to be considered by a researcher in developing a sample design?
9. Describe time and motion study under the following heads.
   (a) definition (b) objective (c) steps involved (d) importance.

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Ex post facto research
11. Alpha arror
12. Likert scale
13. Types of events in PERT
14. Patterns of arrival in the queuing theory.
15. System analysis

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - May 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Accounting in Health Care

Q.P. CODE: 8714

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. From the following Balance sheet of Fortis Ltd., Prepare a funds flow statement.

Particulars	31st December 2014	31st December 2015
Assets		
Cash in hand and bank	35,000	75,000
Accounts receivable	98,000	90,000
Stock	87,000	1,20,000
Land	20,000	30,000
Long term investments	15,000	10,000
	2,55,000	3,25,000
Capital and liabilities		
Equity capital	1,25,000	1,50,000
Accounts payable	70,000	1,00,000
General reserve	60,000	75,000
	2,55,000	3,25,000

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. The following is the balance sheet of Citadel Ltd., as on 31st December 2012.

Liabilities	Rs.	Assets	Rs.
Equity capital	48,000	Plant and machinery	90,000
Profit and Loss a/c	12,000	Sundry debtors	18,000
Debentures	30,000	Stock	24,000
Sundry creditors	46,800	Cash in bank	4,560
Taxation provision	1,200	Prepaid insurance	1,440
	1,38,000		1,38,000

a) Calculate (i) Current ratio (ii) Quick ratio (iii) Debt-equity ratio
b) Advice the management on company's financial issues.

3. Explain computerized accounting in hospitals.
4. Explain briefly contribution pricing and competition pricing.
5. Explain different types of budget in hospital.
6. List out and explain the different financial statements that are required by CEO of a hospital.
7. Accounting standards plays a vital role in taking transparent accounting decision. Explain.
8. While variable cost are controllable fixed cost are not. Comment.
9. Explain standard costing and its applications in hospital.

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Write a brief note on full cost pricing.
11. Write a note on opportunity cost.
12. What is master budget?
13. Briefly explain acid test ratio.
14. Write a short note on function budget.
15. What is rate revision?

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - May 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITALADMINISTRATION Epidemiology and Public Health Administration Q.P. CODE: 8715

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. List the types of epidemiology studies. Describe in detail any one of them.

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. What is primary health care? What are its elements?
3. Explain the modes of transmission of communicable diseases.
4. National population policy
5. National programmes for control of blindness
6. Describe the regionalization of health care.
7. Role of international health agencies in health care development in developing countries.
8. Write a note on Kartar singh committee.
9. What is immunity? What are the types of immunity?

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Enumerate the methods of health education.
11. Modes of intervention
12. Concept of causation
13. Epidemiological triad
14. Village health guide and their duties
15. Enumerate five risk factors for adult non communicable diseases.

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Hospital Organization and Management Theory

Q.P. CODE: 8711

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. Explain the vital contributions of Fedrick Taylor and Henry Fayol to the discipline of management.

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. How health care management defer from other source management? Discuss the role of contemporary hospital towards society.
3. What is attitude? Explain the sources of attitude.
4. Differentiate between (a) Job description from job analysis
   (b) Job enlargement and job enrichment
5. Define communication. Explain the process and the barriers of communication.
6. Explain the various control parameters used in the hospital.
7. Explain the two tools of personality measurement.
8. Explain “on-the-job” methods for training of executive in the hospital.
9. Compare and contrast Abraham Maslow’s theory with that of ERG theory.

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Leadership styles
11. I AM OK, YOU ARE OK
12. Skills of a manager
13. Participative management
14. Vroom’s expectancy theory
15. Advantages of delegation

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Management of Hospital Services and Patient Care Management

Q.P. CODE: 8712

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. In providing patient care, nursing service plays an important role. Interrelationship and co-ordination with other departments is a major contribution – discuss.

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. Write a note on Patient Classification based on DRG.
3. Write a short note on objective and scope of Drug Information System.
4. Discuss the role of departments and managers in enhancing patient care.
5. Write short note on the admission procedure. What methods you shall adopt to reduce the time of admission procedure?
6. Write briefly about patient rights.
7. Explain the importance of Engineering service in providing patient care in terms of safety and risk management.
8. What is the best method of leadership, you suggest in managing the hospital?
9. Explain the meaning, importance and types of laboratory services.

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Role of security in crowd management
11. Define HAI.
12. What percentage of waste is a Bio hazard waste out of total waste generated in the hospital?
13. List the safety equipments used in Radiology department.
14. Define Neonatology service.
15. Nursing Audit

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Research Methodology and Operations Research

Q.P. CODE: 8713

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. a) Write down the basic differences between PERT and CPM.
   b) Explain all the possible time estimates, which can be calculated through PPM.

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. What is research problem? Discuss the main issues involved in formulating research problem.
3. Define sample and sampling techniques. Explain systematic random sampling technique.
4. What do you mean by “Literature review”? Explain the importance of it in research.
5. Explain principles of experimental research.
6. Two products A & B are processed on the machines M_1, M_2, M_3. The processing times per unit, machine availability and profit per unit are as under. Formulate LPP.

Machine	Processing time (hrs)		Availability (hrs)
	A	B	
M_1	2	3	1500
M_2	3	2	1500
M_3	1	1	1000
Profit per unit	10	12	

7. What is queuing theory? Discuss the usefulness of queuing theory in hospitals.
8. The centre of disease control in State “A” has been gathering data on a relatively rare type of viral infection. Following table summarizes data on the number of new cases reported to the centre each day for the past 400 days. Simulate the system for 10 days using the random numbers: 21, 86, 84, 42, 20, 36, 43, 58, 44, and 05.

New cases reported / day	0	1	2	3	4	5
Frequency	45	80	67	15	15	15

9. What is time series? Explain different components of time series.

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Mention various methods of data collection.
11. Mention various levels of measurement.
12. Mention the referencing type followed in medical research.
13. Define Operation research. When originated?
14. Any two advantages of LPP.
15. Mention various techniques of measuring trend.

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Accounting in Health Care

Q.P. CODE: 8714

(QP contains two pages)

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. From the following particulars prepare:
   a) Trading A/C
   b) Profit and Loss A/C
   c) Balance sheet statement as on 31st Dec 2015

Sl. No	Particulars	Dr.	Cr.
1	Opening stock	10,000	
2	Cash	4,000	
3	Purchase / Sales	70,000	90,000
4	Return	3,000	4,000
5	Debtors and Creditors	30,000	21,000
6	Buildings	30,000	
7	Capital		30,000
8	Furniture and fittings	7,000	
9	Bad debt reserve		2,000
10	Carriage inward	1,000	
11	Salaries	11,000	
12	Interest	500	
13	Trade expenses	6,000	
14	Insurance premium	1,000	
15	Telephone charge	500	
16	Commission		2,000
17	Bank overdraft		25,000

   Additional information:
   a) Closing stock Rs. 15,000
   b) Buildings and furniture are to be depreciated by 10% and 20% respectively.
   c) Bad debts Rs. 1,000 to be written off and reserve of 5% is to be kept on remaining debtors.
   d) Commission received in advance Rs.1,000

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. A study of a hospital operations revealed that the introduction of a standard cost system was most desirable for achieving the objectives of a modern management. Explain a few uses of standard costing that corroborate with the above conclusion.
3. Depreciation is an important source of working capital do you agree? Defend your answer.
4. Explain the various accounting conventions and the relevance to hospital accounting.
5. Explain the concept of budgetary control and briefly explain the various budgets prepared in a hospital.
6. Explain computerized accounting in hospitals.
7. The new age health care management has accepted the need of costing of services and review of existing fee for old services. Comment on the above statement in the light of pricing of hospital services.
8. Comment on the relevance of human resource accounting for a corporate hospital set-up.

Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

PRINCIPLES OF MANAGEMENT

(Revised Scheme)

Q.P. CODE: 8359

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 2 X 20 = 40 Marks

1. Discuss the nature and importance of planning. Briefly explain the types of planning and the planning steps.
2. Define organizing. Write a note on the patterns and types of Organization structure. What are the factors that effect organization structure?

SHORT ESSAY (Answer any six) 6 X 10 = 60 Marks

3. Briefly summarize the differences and similarities among Maslow's, Herzberg's and Mc Clellands's theories of motivation.
4. Discuss the role of a leader using Hersey Blanchard model and House's Path – Goal model.
5. Write a note on the skills and roles of a manager.
6. Importance of Hawthorne study in management
7. Discuss the application of management in health care.
8. Explain the importance of training in a health care organization. Discuss the process involved in training programme.
9. What is staffing? Write a note on the steps in staffing.
10. Centralization and Decentralization are not absolute but are relative. Discuss.

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

ORGANIZATIONAL BEHAVIOR

(Revised Scheme)

Q.P. CODE: 8360

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 2 X 20 = 40 Marks

1. What is motivation? Discuss the uses of Maslow's theory for motivating employees in a hospital.
2. How important is perception in an organization? Discuss the factors influencing perception.

SHORT ESSAY (Answer any six) 6 X 10 = 60 Marks

3. Define learning. Write a note on two theories of learning.
4. Explain the term personality. Write a note on the determinants of personality. How does personality attributes influence organizational behavior?
5. Discuss the method of creating a good organizational culture and strategies for sustaining the culture.
6. What are the different interpersonal and organization barriers to communication? Give an example for each. How can the barriers be overcome?
7. What strategies are available for conflict management? Give an example for each.
8. "Attitudes are learned". Discuss the nature, components, formation and functions of attitude.
9. Why should managers understand groups and be members of different groups? Discuss the stages of group development. What factors influence group effectiveness?
10. "There is no single correct leadership style. A manager must be able to adjust the style based on the situation". Discuss.

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination – OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

OPERATION RESEARCH AND RESEARCH METHODOLOGY

Including RESEARCH ETHICS

(RS 2 & RS 3)

Q.P. CODE : 8361

Your answers should be specific to the questions asked.
Draw neat labeled diagrams wherever necessary. Answer all questions

LONG ESSAY 2 X 20 = 40 Marks

1. Explain meaning and significance of research design. Discuss descriptive type of research design
2. What do you mean by correlation? Explain different types of correlation? Describe scatter diagram method of ascertaining correlation

SHORT ESSAY (Any six only) 6 X 10 = 60 Marks

3. Explain various scales of measurement
4. Explain systematic and stratified random sampling technique
5. Write a note on 'ethical issues in research'
6. Define statistics. Discuss role of statistics in research
7. Calculate mean and median for the following data

Values	231	423	333	234	321	432	254	521	345

8. Define OR. Briefly discuss scope of OR
9. Discuss role of PERT/CPM in decision making
10. Write a note on queuing and simulation techniques

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

ACCOUNTING IN HEALTH CARE

(Revised Scheme)

Q.P. CODE: 8362

Your answers should be specific to the questions asked
Draw neat labeled diagrams wherever necessary

LONG ESSAY 2 X 20 = 40 Marks

1. What is budget manual? Explain the budget administration and mechanics of budget preparation.
2. a) What is Break Even Analysis?
   b) From the following data calculate:
      i. Break Even Point expressed in terms of Sale amount / Revenue
      ii. Number of units to be sold to earn a profit of Rs.60,000 per year.

   Sales (per unit) – Rs.20
   Variable manufacturing cost (per unit) – 11
   Variable selling cost (per unit) – 3
   Fixed factory overheads (per year) – 5,40,000
   Fixed selling costs (per year) – 2,52,000

SHORT ESSAY (Any Six Only) 6 X 10 = 60 Marks

3. Define accounting. What are accounting concepts?
4. Depreciation accounting
5. Explain pricing in charitable hospital.
6. Leasing and installment purchases
7. Break-even analysis
8. Internal controls
9. Explain the relevance of accounting information in healthcare.
10. Fund flow statement

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Hospital Organization and Management Theory

Q.P. CODE: 8711

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LONG ESSAY 1 X 20 = 20 Marks

1. Explain the vital contributions of Fedrick Taylor and Henry Fayol to the discipline of management.

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. How health care management defer from other source management? Discuss the role of contemporary hospital towards society.
3. What is attitude? Explain the sources of attitude.
4. Differentiate between (a) Job description from job analysis
   (b) Job enlargement and job enrichment
5. Define communication. Explain the process and the barriers of communication.
6. Explain the various control parameters used in the hospital.
7. Explain the two tools of personality measurement.
8. Explain “on-the-job” methods for training of executive in the hospital.
9. Compare and contrast Abraham Maslow’s theory with that of ERG theory.

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Leadership styles
11. I AM OK, YOU ARE OK
12. Skills of a manager
13. Participative management
14. Vroom’s expectancy theory
15. Advantages of delegation

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Management of Hospital Services and Patient Care Management

Q.P. CODE: 8712

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. In providing patient care, nursing service plays an important role. Interrelationship and co-ordination with other departments is a major contribution – discuss.

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. Write a note on Patient Classification based on DRG.
3. Write a short note on objective and scope of Drug Information System.
4. Discuss the role of departments and managers in enhancing patient care.
5. Write short note on the admission procedure. What methods you shall adopt to reduce the time of admission procedure?
6. Write briefly about patient rights.
7. Explain the importance of Engineering service in providing patient care in terms of safety and risk management.
8. What is the best method of leadership, you suggest in managing the hospital?
9. Explain the meaning, importance and types of laboratory services.

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Role of security in crowd management
11. Define HAI.
12. What percentage of waste is a Bio hazard waste out of total waste generated in the hospital?
13. List the safety equipments used in Radiology department.
14. Define Neonatology service.
15. Nursing Audit

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Research Methodology and Operations Research

Q.P. CODE: 8713

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. a) Write down the basic differences between PERT and CPM.
   b) Explain all the possible time estimates, which can be calculated through PPM.

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. What is research problem? Discuss the main issues involved in formulating research problem.
3. Define sample and sampling techniques. Explain systematic random sampling technique.
4. What do you mean by “Literature review”? Explain the importance of it in research.
5. Explain principles of experimental research.
6. Two products A & B are processed on the machines M_1, M_2, M_3. The processing times per unit, machine availability and profit per unit are as under. Formulate LPP.

Machine	Processing time (hrs)		Availability (hrs)
	A	B	
M_1	2	3	1500
M_2	3	2	1500
M_3	1	1	1000
Profit per unit	10	12	

7. What is queuing theory? Discuss the usefulness of queuing theory in hospitals.
8. The centre of disease control in State “A” has been gathering data on a relatively rare type of viral infection. Following table summarizes data on the number of new cases reported to the centre each day for the past 400 days. Simulate the system for 10 days using the random numbers: 21, 86, 84, 42, 20, 36, 43, 58, 44, and 05.

New cases reported / day	0	1	2	3	4	5
Frequency	45	80	67	15	15	15

9. What is time series? Explain different components of time series.

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Mention various methods of data collection.
11. Mention various levels of measurement.
12. Mention the referencing type followed in medical research.
13. Define Operation research. When originated?
14. Any two advantages of LPP.
15. Mention various techniques of measuring trend.

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCTOBER 2016

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Epidemiology and Public Health Administration (RS4)

Q.P. CODE: 8715

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. Describe the Health Systems in India at Central, State and District Level.

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. Steps of evaluation of the health service with an example
3. Under 5 mortality and the factors affecting it
4. International Health Regulations 2005
5. Describe briefly Social Welfare Schemes in Government.
6. Models of Health Education
7. International Classification of Diseases – 10
8. Determinants of Health
9. Sample registration system

SHORT ANSWERS (Answer any Five) 5 X 02 = 10 Marks

10. Incidence and Prevalence
11. Web of Causation
12. Four benefits to the employees under ESI Act
13. Define community diagnosis.
14. Four functions of Union Health Ministry under Union List
15. Principles of Primary Health Care

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