

**Master of Business Administration Hospital and Health Management
(MBAHCHM)**

**ASSIGNMENT
For
January 2026 and July 2026 Sessions**

MHH-016 – Operations Management in Health Care

**(Last date of Submission for January 2026 is 30th April 2026 and for July
2026 Session is 31st October 2026)**

**School of Health Sciences
INDIRA GANDHI NATIONAL OPEN UNIVERSITY MAIDAN GARHI
NEW DELHI-110068
ASSIGNMENT**



Dear Student,

As explained in the Programme Guide, there are five assignments in total in 4th semester of MBAHCHM and **all** these assignments are compulsory. Please note that the assignments carry a weightage of 30% marks towards the final evaluation in theory component and **submission of related assignments is a prerequisite** for appearing in theory term-end examination for respective papers. It is always better if you can submit all assignments as early as possible.

Last Date of Submission	Course Code	Blocks Involved	Assignment Code
30 TH April 2026	MHH 016	1, 2, 3, and 4	MHH 016/TMA/2026

Please take note of the following points before writing your assignments:

- Use only foolscap A4 size paper for writing your responses. Only handwritten assignments will be accepted. Typed or printed copies of assignments will not be accepted.
- Tie the pages after numbering them carefully.
- Write the questions and question number with each answer.
- All the questions are compulsory.
- **Zero marks will be given if it is found that the answers were copied from other student**
- Every assignment will be evaluated out of a full mark of 100. Weightage is indicated in parentheses against each question.

Suggestions for writing an assignment:

Read the assignments carefully. Go through the units on which the answers are based. Draw a rough outline of your answer. Make a logical order. Then write your answer neatly and submit. Give illustrations and tables wherever necessary. You may keep a photocopy of the answer sheets for future reference.

Answer each assignment in separate sheets. On the first page of the assignment response sheet, write the programme code, course code, course title, assignment code, name of your programme study centre and date of submission. Your Roll No., Name and Full address should be mentioned in the top right corner of the first page. The first page of your response sheet should look like the format given below.

Please submit the assignments to your Regional Centre only

Programme Code: _____	Enrollment No. _____
Course Code _____	Nam _____
Course Title _____	Address _____
Assignment Code _____	_____
PSC _____	

Your assignment will be evaluated out of 100 marks and converted into grades

The following is the system of converting the overall letter grades to percentage equivalents:

- A = 80% and Above
- B = 60% to 79.9%
- C = 50% to 59.9%
- D = 40% to 49.9%
- E = Below 40%

- A = Excellent
- B = Very Good
- C = Good
- D = Satisfactory
- E = Unsatisfactory

There is one assignment per course. You are required to score an overall (weightage of term end and assignment) 'C' grade for the successful completion of that course.

Course Code	:	MHH-016
Course Title	:	Operations Management in Health Care
Assignment Code	:	MHH-016/TMA/January/2026
Coverage	:	All Blocks

Assignment: MHH-016 – Operations Management in Health Care

Section A: Long Descriptive Questions

(Answer all FOUR questions. Each question carries 10 marks. Answers should be written in around 1000 words.)

Q1. Explain the concept of health systems and their core building blocks. Discuss how governance, financing, service delivery, health workforce, information systems, and access to medicines together influence the performance and outcomes of a health system, with suitable examples.

Q2. Describe the process of health programme planning in detail. Explain the steps involved in identifying health problems, setting priorities, defining objectives, selecting interventions, and developing an implementation plan, highlighting their relevance in public health programmes.

Q3. Discuss the principles and functions of health services management. Explain how planning, organising, staffing, directing, and controlling contribute to effective management of healthcare organisations and delivery of quality health services.

Q4. Explain the concept of health policy and its formulation process. Analyse the role of stakeholders, political context, evidence, and implementation mechanisms in shaping effective health policies in a country.

PART B: SHORT DESCRIPTIVE QUESTIONS

(Answer length: 500–600 words each)

Q5. Define health and public health. Explain the scope and importance of public health in improving population health outcomes.

Q6. Explain the social determinants of health and discuss how factors such as income, education, environment, and occupation influence health status.

Q7. Describe the structure of healthcare delivery systems in India. Explain the roles of primary, secondary, and tertiary levels of care.

Q8. Explain the concept of health needs assessment. Discuss the different methods used to assess health needs in communities.

Q9. Describe the monitoring and evaluation process in health programmes. Explain its importance in improving programme effectiveness and accountability.

Q10. Explain the role of community participation in health programmes. Discuss how community involvement contributes to programme sustainability and success.

Q11. Explain the concept of leadership in healthcare organisations. Discuss the qualities and roles of effective healthcare leaders.

Q12. Describe the importance of quality assurance in healthcare. Explain the methods used to improve and maintain quality of health services.

Q13. Discuss how evidence-based decision-making improves strategic planning in healthcare organizations.

Q14. Explain the concept of health planning. Discuss the importance of health planning in achieving equitable and efficient healthcare delivery.

This part is for your consumption to see the distribution of questions			
SN	Block	Unit	Marks
1	Block 1	Unit 2	10
2	Block 2	Unit 7	10
3	Block 3	Unit 12	10
4	Block 4	Unit 17	10
5	Block 1	Unit 1	6
6	Block 1	Unit 3	6
7	Block 1	Unit 4	6
8	Block 2	Unit 6	6
9	Block 2	Unit 8	6
10	Block 2	Unit 9	6
11	Block 3	Unit 11	6
12	Block 3	Unit 13	6
13	Block 4	Unit 19	6
14	Block 4	Unit 16	6