

國立中山大學 103 學年度碩士暨碩士專班招生考試試題

科目名稱：管理學【醫管所碩士班】

題號：471001

※本科目依簡章規定「不可以」使用計算機

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申論題 (共計 100%)

(請於答案卷作答，勿於試題紙上作答)

1. 如果你(妳)是高階管理階層，請問要如何建立良好溝通的組織文化？可列舉理論或舉例說明。(20%)
2. 當組織內各個單位遇到不成功的表現時，就開始互相指責其他單位，如果你(妳)是管理者，請問要如何處理？組織架構是否要調整？若是要調整，該如何進行？(20%)
3. Please discuss the four steps in the rational model of decision making. (10%)
4. 近來頻傳護理人員遭受暴力事件，請問你(妳)的看法？如果你(妳)是醫院的管理階層，請提出有效的預防及管理方案。(15%)
5. 醫護人員對於異常事件通報系統的運作通常有不同意見，因此執行率常不高。如果你(妳)是醫院的管理階層，請問要如何改進此現象？(20%)
6. “Little is known about the subsequent rate of hospital and outpatient clinic utilization in people aged 65 years or above who have a history of frequent utilization of hospital care after receiving continuing care. It has been found that 18% of those who receive continuing care are high users of hospital care (≥ 3 admissions) and of outpatient care during one year. Frequent hospital and outpatient clinic utilization may indicate an insufficient capacity within continuing care and home nursing care to provide care in such a way that deterioration in health and the need for such care is prevented. However, to justify interventions targeted on preventing frequent hospital and outpatient clinic utilization it is necessary to know how the utilization progresses in the time following the initiation of continuing care.” (Condelius et al., 2011)

What would be your comments based on the above statement? (15%)