International Institute of Health Management Research (IIHMR), New Delhi

PGDM (HOSPITAL AND HEALTH MANAGEMENT)

(Batch 2022-2024)

RE_SUPPLEMENTARY EXAM (4th Term)
SUPPLEMENTARY EXAM (5th & 6th Term)

HIT 716-Design Thinking and Implementation of Digital Interventions

Date: June 28, 2024   **Timing & Duration: 02:30-05:30 P.M. (3 Hrs.)**   **Max. Marks: 100**

Instructions:
- Budget your time as per the marks given for each question and write your answer accordingly.
- Don't write anything on the Question Paper except writing your Registration No.
- Mobile Phones are not allowed even for computations.

Part A: Say True or False Q. 1 to Q.10 (10 questions*2 marks = 20 marks). All are compulsory

1. Design thinking and user interface designing are one and same

2. Design thinking means ask the users to design the software

3. Patient journey is one tool of design thinking process

4. Requirement gathering is the first step of design thinking

5. Telemedicine project can also be developed through design thinking approach

6. The first phase of design thinking process is empathy

7. Aim of the defining phase is to interpret and analyze observations and synthesize them to define the core problem.

8. Ideate phase uses different stakeholders to view and solve the problem

9. Co-creation is one tool of design thinking process

10. Design thinking is a iterative process

Part B: Q.11 to Q.15 (4 questions *5 Marks = 20 Marks) Attempt any four.

Short Notes

11. What are the stages of design thinking?

12. Write briefly about the empathy phase of design thinking?

13. What are wireframes? Explain high fidelity and low fidelity wireframes?

14. What are the benefits of testing a software through prototype?

15. What do you mean by brainstorming?

Part C: Q.16 to Q.20 (4 questions *15 Marks = 60 Marks) Attempt any four.

16. Explain about any two tools of design thinking in detail

17. Explain prototyping through wireframes. Give an explain and explain in detail

18. Explain value stream analysis in detail? How can you use this to reduce waste in a patient discharge process?

19. Design a Master Patient Index for the same

20. Explain flowchart in detail with an example of the registration process?