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**[5473]-1001**

**PGDHM (First Semester) EXAMINATION, 2018**

**101 : PRINCIPLES AND PRACTICES OF MANAGEMENT AND  
ORGANISATIONAL BEHAVIOUR**

**(2013 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 50**

**N.B. :—** Each question carries 10 marks.

**1.** Answer the following questions (Each carries 2 marks) :

- (a) What is Management ?
- (b) What are the main Management Functions ?
- (c) What are the Managerial skills ?
- (d) What is 3-dimensional role of manager ?
- (e) 'Management'—Is it an ART or Science ?

**2.** Describe the concept of 'Planning'. What are the stages in Planning and what type of planning is required in any Healthcare Organisation ?

*Or*

Planning is the foundation of all other management functions.” Discuss the statement.

P.T.O.

3. “Good and proper communication is the essence of services in any Hospital.” Explain various aspects of communications required to be followed in the Hospital.

*Or*

What are the ingredients of ‘Good communication’? Explain with examples in the Hospital.

4. Explain 5 Models of Organisational Behaviour.
5. Write short notes on any *two* :
- (a) Managerial Grid
  - (b) Limitations in Rational Decision-making
  - (c) Line and staff functions in Hospital
  - (d) Role of Informal Groups in the organisation.

Total No. of Questions—5]

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**[5473]-1002**

**P.G.D.H.M. (I Semester) EXAMINATION, 2018**

**102 : MANAGERIAL ACCOUNTING AND FINANCIAL MANAGEMENT**

**(2013 PATTERN)**

**Time : 2½ Hours**

**Maximum Marks : 50**

- N.B. :—**
- (i) All questions are compulsory.
  - (ii) Use of simple calculator is allowed.
  - (iii) Figures to the right indicate full marks.

- 1. (A) Fill in the blanks with appropriate word : [5]**
- (1) ..... is an explanation of the Journal entry passed.
  - (2) Depreciation is charged on ..... asset.
  - (3) Current asset – Current liabilities = .....
  - (4) On purchase of goods for cash ..... account is debited.
  - (5) ..... shows financial position of the business.
- (B) Classify the following accounts : [5]**
- (a) Investment Share
  - (b) Capital
  - (c) Advance Salary
  - (d) Copyright
  - (e) Sundry Debtors

P.T.O.

2. Write short notes on (any *two*) : [10]
- (a) Working capital
  - (b) OPD Register
  - (c) BEP
  - (d) Ratio Analysis

*Or*

What are the Accounting Concept and Conventions ? [10]

3. What is budget and budgetary control ? What is the different type of Budgets ? [10]

*Or*

Differentiate between Financial Accounting and Management Accounting. [10]

4. A company prepared the following budget estimated for the year 2017-18 : [10]

Fixed Cost ₹ 50,000

Sales value ₹ 2,00,000

Variable Cost ₹ 1,00,000

Your required to calculate :

- (a) P/V Ratio, BEP in sales and Margin of safety
- (b) Also calculate the effect of the following :
  - (i) 10% increase in selling price
  - (ii) 5% decrease in the variable cost

5. Pass journal entries for the following : [10]

- (1) Sagar started business with cash ₹ 50,000
- (2) Sold goods to Ganesh of ₹ 30,000
- (3) Paid rent ₹ 500 to the owner
- (4) Bought goods from Rajiv for ₹ 30,000
- (5) Goods purchased ₹ 40,000 on credit to Mahesh
- (6) Goods costing ₹ 2,000 lost in fire
- (7) Goods returned worth ₹ 5,000 to Rajiv
- (8) Received commission ₹ 600

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**[5473]-1003**

**P.G.D.H.M. (I-Sem.) EXAMINATION, 2018**

**103 : HOSPITAL PLANNING AND PROJECT MANAGEMENT**

**(2013 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 50**

**N.B. :—** (i) *All questions are compulsory.*

(ii) *All questions carry equal marks.*

1. Describe the importance of Need assessment in Hospital Planning Project.
2. Describe modern concept of hospital design in Hospital Planning Project.
3. Explain water management of a 300 bedded multi-speciality hospital in a Metro city.

*Or*

Draw layout of Operation Theatre complex of a 300 bedded multi-speciality hospital.

4. Write short notes on any *two* of the following :
  - (a) Layout of Trauma unit in hospitals
  - (b) Landscaping

P.T.O.

- (c) Gantt chart
- (d) Terms for purchase of imported equipment.

**5.** Write short notes on any *two* of the following :

- (a) Soil selection
- (b) Delivery suite
- (c) HIPPA filters
- (d) Energy conservation methods in hospitals.

Total No. of Questions—5]

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**[5473]-1004**

**PGDHM (First Semester) EXAMINATION, 2018**

**104 : MEDICAL TERMINOLOGY AND PROCEDURES**

**(2013 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 50**

**N.B. :—** All questions are compulsory.

1. Describe the anatomy of the male reproductive system. [10]
2. Write notes on any *two* of the following : [10]
  - (a) Coronary Angiography
  - (b) Laparoscopy
  - (c) TURP (Transurethral resection of prostate)
  - (d) Gastroscopy.
3. What are the indications and contraindications of Magnetic Resonance Imaging ? [10]
4. Write notes on any *two* of the following :
  - (a) Pulmonary Function Tests
  - (b) Appendicitis
  - (c) Tubectomy
  - (d) Cystoscopy.
5. Describe the investigations done for detection of cancer. [10]



Total No. of Questions—5]

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**[5473]-1005**

**P.G.D.H.M. (Sem. I) EXAMINATION, 2018**

**105 : HOSPITAL ADMINISTRATION**

**(2013 PATTERN)**

**Time : 2½ Hours**

**Maximum Marks : 50**

**N.B. :—** (i) *All questions are compulsory.*

(ii) *All questions carry equal marks.*

1. Describe duties of C.E.O. of a 100 bedded private hospital in a Metro city.
2. Describe the role of Hospital Infection Control Committee in controlling and preventing hospital acquired infection.
3. How will you organize a seminar on marketing of hospital services for your employees ?

*Or*

Describe OT management of a multi-speciality hospital.

4. Write short notes on any *two* of the following :
  - (a) Parking in hospital
  - (b) Nuclear waste management
  - (c) Medical Records department
  - (d) ALOS.

P.T.O.

**5.** Write short notes on any *two* of the following :

- (a) Exit interview
- (b) Department of CSSD
- (c) House-keeping department
- (d) PRO's role in hospitals.

Total No. of Questions—5]

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**[5473]-101**

**P.G.D.H.M. (I Semester) EXAMINATION, 2018**

**101 : PRINCIPLES AND PRACTICES OF MANAGEMENT AND OB**

**(2012 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** All questions carry 14 marks each.

1. Explain the relevance of Henry Fayol's principle of management in today's Health Care Organisations.

2. What do you understand by Controlling ? What are the techniques of Controlling ? Explain the barriers to controlling.

*Or*

Explain how co-ordination is important in a Hospital. How will you bring about effective co-ordination in a Public Hospital ?

3. Classify motives. Explain various theories of Motivation.

*Or*

Explain Leadership styles. What style of Leadership is suitable for a Corporate Hospital ?

P.T.O.

4. Describe the various OB models.

*Or*

What is Personality ? Explain the determinants of Personality. What is meant by Type A Personality ?

5. Write short notes on (any *two*) :

- (a) Line and Staff Authority
- (b) MBO
- (c) Group formation process
- (d) Delegation of authority.

Total No. of Questions—6]

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**[5473]-102**

**P.G.D.H.M. (I Semester) EXAMINATION, 2018**

**102 : MANAGERIAL ACCOUNTING AND FINANCIAL MANAGEMENT  
(2012 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

- N.B. :—**
- (i) Question no. 1 is compulsory.
  - (ii) Attempt any *four* questions from Q. No. 2 to Q. No. 6.
  - (iii) Use of simple calculator is allowed.
  - (iv) Figures to the right indicate full marks.

1. (A) Classify the following accounts : [5]
- (a) Goodwill
  - (b) State Bank of India
  - (c) Advance Rent
  - (d) Furniture
  - (e) Sundry Creditor.
- (B) Explain the following : [5]
- (a) Journal
  - (b) Double entry system.
2. Write short notes on (any *three*) : [15]
- (a) Book-keeping
  - (b) Difference between Accounting and Costing

P.T.O.

- (c) OPD Register
  - (d) Margin of Safety
  - (e) Current Ratio.
3. What is budget and budgetary control ? What is the different type of Budgets ? [15]
4. What are the Accounting Concept and Conventions. [15]
5. A company prepared the following budget estimated for the year 2017-18 : 15
- Fixed cost 50,000
- Sales value 2,00,000
- Variable cost ₹ 1,00,000
- Your required to calculate :
- (a) P/V Ratio, BEP in sales and margin of safety
  - (b) Also calculate the effect of the following :
    - (i) 10% increased in selling price
    - (ii) 5% decreased in the variable cost
    - (iii) 10% increased in Fixed Cost
6. Pass journal entries for the following : [15]
- (1) Sachin started business with cash ₹ 40,000
  - (2) Sold goods to Ramesh of the ₹ 25,000

- (3) Paid Electricity bill ₹ 1,500
- (4) Bought goods from Raman for ₹ 30,000
- (5) Goods purchased ₹ 40,000 carriage paid on them ₹ 5,000
- (6) Goods costing ₹ 5,000 used by proprietor for his personal
- (7) Goods lost fire of ₹ 9,000
- (8) Received interest on deposit ₹ 500

Total No. of Questions—7]

[Total No. of Printed Pages—2

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**[5473]-103**

**P.G.D.H.M. (I Sem.) EXAMINATION, 2018**

**103 : HOSPITAL PLANNING AND PROJECT MANAGEMENT**

**(2012 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *five* questions.

(ii) *All* questions carry **14** marks.

1. Discuss the relevance of Survey team in a hospital planning project.
2. Describe the importance of Master Plan in a hospital planning project.
3. Explain the layout of Emergency Medical Department in a 300 bedded Multi-speciality hospital and give equipments required.
4. Explain water conservation methods for a 300 bedded multi-speciality hospital in a Metro city.
5. Describe how will plan for acquisition and merger of two existing hospitals.

P.T.O.



6. Write short notes on any *two* of the following :
- (a) CPM
  - (b) Selection of Civil Contractor for a new hospital project
  - (c) F.S.I.
  - (d) Sampling for a research project.
7. Write short notes on any *two* of the following :
- (a) Grouping and Zoning in hospitals
  - (b) Equipment for 10 bedded ICU
  - (c) Sewage disposal
  - (d) Parking in hospitals.

Total No. of Questions—5]

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**[5473]-104**

**PGDHM (First Semester) EXAMINATION, 2018**

**104 : MEDICAL TERMINOLOGY AND PROCEDURES**

**(2012 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 50**

**N.B. :—** All questions are compulsory.

1. Describe the anatomy and physiology of the urinary system. [10]

*Or*

Describe the anatomy and physiology of the respiratory system. [10]

2. Write notes on any *two* of the following : [10]

(a) Gastroscopy

(b) Coronary Angiography

(c) Bronchoscopy

(d) TURP (Transurethral resection of prostate).

3. Describe the anatomy and physiology of the pulmonary circulation. [10]

*Or*

Draw a diagram of the female reproductive system and label all the parts. What is menorrhagia ? Describe its causes and management. [10]

P.T.O.

4. Write notes on any *two* of the following : [10]

- (a) Bronchial asthma
- (b) Types of fractures
- (c) Jaundice
- (d) Osteoporosis.

5. What is laparoscopy ? What are the advantages of Laparoscopy ? [10]

Total No. of Questions—7]

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**[5473]-105**

**P.G.D.H.M. (Sem. I) EXAMINATION, 2018**

**105 : HOSPITAL ADMINISTRATION**

**(2012 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *five* questions.

(ii) *All* questions carry **14** marks each.

1. Describe duties and responsibilities of C.E.O. of a 100 bedded corporate hospital in a Metro city.
2. Describe layout and working of Operation theatre of a 500 bedded multispeciality hospital.
3. How will you control and prevent hospital acquired infection in a 300 bedded multi-speciality hospital.
4. Describe how you will organize a seminar for your hospital employees on hospital waste management.
5. Discuss the role of the Managing Committee of a Trust hospital.

P.T.O.

**6.** Write short notes on any *two* of the following :

- (a) Matron's report
- (b) Medical certificates
- (c) Nuclear waste disposal
- (d) ALOS.

**7.** Write short notes on any *two* of the following :

- (a) Laundry services
- (b) New born safety
- (c) Front office
- (d) Exit interview.

Total No. of Questions—7]

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**[5473]-11**

**P.G.D.H.M. (I Semester) EXAMINATION, 2018**

**101 : PRINCIPLES AND PRACTICES OF MANAGEMENT AND  
ORGANIZATIONAL BEHAVIOUR**

**(2009 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Question No. 7 is compulsory.

(ii) Attempt any 4 out of the remaining.

(iii) All questions carry equal marks.

1. Define Management. Critically compare between contribution made by F.W. Taylor and H. Fayol.
2. Planning and controlling are the most important functions of management, explain how.
3. Define “Effective Personality”. Which type of personality best suits in administration of hospital.
4. Explain motivation and its process. How is it related to productivity of an employee ? Explain with a suitable example.
5. What is Departmentation ? Explain various types of departmentation.

P.T.O.

**6.** Explain models of Organisational Behaviour.

**7.** Write short notes on any *two* :

- (1) Managerial grid
- (2) Theories of group formation
- (3) Types of decision-making
- (4) Organisational commitment.

Total No. of Questions—5]

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**[5473]-12**

**PGDHM (First Semester) EXAMINATION, 2018**

**102 : MANAGERIAL ACCOUNTING AND FINANCIAL  
MANAGEMENT**

**(2009 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Question No. 1 is compulsory.

(ii) Use of simple calculator is allowed.

(iii) Figures to the right indicate full marks.

**1. (a)** State whether the following statements are true *or* false : [5]

(i) Journal is divided into debit and credit column.

(ii) Machinery is real account.

(iii) Ratio analysis is the one of the tool of financial statement analysis.

(iv) Profit and loss account shows gross profit of the business.

(v) Subsidiary books includes cash book only.

P.T.O.



- (b) Fill in the blanks with correct word given in the bracket : [5]
- (i) Goodwill can be classified as.....  
(Intangible asset, fixed asset, wasting asset, fictitious asset)
- (ii) Depreciation is charged on ..... asset.  
(Fixed, Real, Current, Personal)
- (iii) ..... Books are called books of original entry.  
(Subsidiary, Petty cash book, Voucher, Receipt)
- (iv) On purchase of furniture for cash ..... account is credited.  
(Furniture, Cash, Debtor, Creditor)
- (v) Account is always divided into .....sides  
(Three, Two, One, Four)

2. Write shorts notes on (any *three*) : [15]

- (a) Book-keeping  
(b) Working Capital  
(c) OPD Register  
(d) BEP  
(e) Ratio Analysis.

3. A company prepared the following budget estimated for the year 2018 : [15]

	₹
Fixed Cost	50,000
Sales value	2,00,000
Variable Cost	1,00,000

You are required to calculate :

- (a) P/V Ratio, BEP in sales and Margin of safety  
 (b) Also calculate the effect of the following :  
 (i) 10% increased in selling price  
 (ii) 5% decreased in the variable cost  
 (iii) 10% increased in fixed cost.

4. From the following details prepare cost sheet for the product "X" : [15]

	₹		₹
Direct Material	30,000	Factory Rent	3,000
Engineers Fees	1,000	General Exp.	1,000
Power & Fuel	7,000	Time-keeping Exp.	2,000
Wages Payable	2,000	Electricity Exp—Factory	2,000
Office Salary	5,000	Donation	10,000
Trade Discount	500	Commission on sales	1,000
Chargeable Exp.	4,000	Sales	1,50,000
Operating Wages	13,000		

5. From the following budget prepare flexible budget at 60% and 80% capacity : [15]

Particulars	70% Capacity (₹)
Variable overheads :	
Indirect Material	5,000
Indirect Labour	15,000

Semi-variable overheads :

Electricity – (Variable 60%)	50,000
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Repairs & Maintenance (Variable 65%)	5,000
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Fixed Overheads :

Staff salaries	10,000
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Depreciation	14,000
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Insurance	6,000
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Total	<u>1,05,000</u>
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**[5473]-13**

**P.G.D.H.M. (Sem. I) EXAMINATION, 2018**

**103 : HOSPITAL PLANNING**

**(2009 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. Explain the importance of Need Assessment in a hospital planning project.
2. Describe the Architect's Brief for a new hospital project.
3. Describe statutory requirements for a new hospital project.
4. Describe Energy Conservation methods for a new hospital project.
5. Describe layout of Operation Theatre Complex for a 300 bedded multi-specialty hospital and enumerate equipments required.
6. Write short notes on any *two* of the following :
  - (a) Sewage disposal
  - (b) Water management for a 100 bedded hospital
  - (c) Circulation in hospitals
  - (d) Zoning in hospitals.

P.T.O.

7. Write short notes on any *two* of the following :
- (a) New born safety in hospitals
  - (b) Planning for nursing staff of a new hospital
  - (c) Equipment of a Delux room in hospital
  - (d) Parking in hospitals.

Total No. of Questions—6]

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**[5473]-14**

**PGDHM (First Semester) EXAMINATION, 2018**

**104 : MEDICAL TERMINOLOGY AND PROCEDURES**

**(2009 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** All questions are compulsory.

1. Describe the anatomy and physiology of the respiratory system. [15]
2. Write short notes on any *two* of the following : [10]
  - (a) Coronary Angiography
  - (b) Laparoscopy
  - (c) Bronchoscopy
  - (d) Lumbar puncture.
3. Write short notes on any *two* of the following : [10]
  - (a) IVP
  - (b) Mammography
  - (c) Renal function tests
  - (d) Jaundice.

P.T.O.

4. How would you go about organizing a blood donation camp ? [15]
5. Write short notes on any *two* of the following : [10]
- (a) Immunization schedule
  - (b) Appendicitis
  - (c) Menorrhagia
  - (d) Urinary tract infections.
6. Write short notes on any *two* of the following : [10]
- (a) Gastroscopy
  - (b) ECG
  - (c) Stress test
  - (d) TURP (Transurethral resection of prostate).

Total No. of Questions—7]

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**[5473]-15**

**P.G.D.H.M. (Sem. I) EXAMINATION, 2018**

**105 : HOSPITAL ADMINISTRATION**

**(2009 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. Describe duties and responsibilities of Front Office of a multi-speciality hospital.
2. As a C.E.O. of a corporate hospital what are your duties ?
3. How will you organize a seminar on hospital marketing services ?
4. Describe bio-medical waste management.
5. How will you deal with crisis situation created by water shortage ?
6. Write short notes on any *two* of the following :
  - (a) Exit interview
  - (b) Security report
  - (c) ALOS
  - (d) Collective bargaining.

P.T.O.



7. Write short notes on any *two* of the following :

(a) Patient's complaints

(b) Matron's report

(c) OT list

(d) TPA.

Total No. of Questions—5]

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**[5473]-2001**

**PGDHM (Sem. II) EXAMINATION, 2018**

**201 : HUMAN RESOURCE MANAGEMENT**

**(2013 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 50**

**N.B. :—** Every question carries **10** marks.

1. What do you understand by the term 'Human Resource Management' ? Explain its importance with reference to Hospital Administration.

*Or*

What is the concept of 'Line' and 'Staff' functions ? Make the separate list of 'Line Departments' and 'Staff Departments' in the Hospital. Also explain their relationship pattern.

2. What is importance of 'Manpower Planning' in the Hospital ? Which factors influence the 'Manpower Planning' process ?
3. (a) What is 'Employee Turnover' ? How does it influence the recruitment activity in the Hospital ? [5]
- (b) Explain any *two* 'Performance Appraisal' methods you have studied. [5]

P.T.O.

*Or*

- (a) Preparing 'Job Analysis' and 'Job Description' of every position is the first stage of Recruitment. Justify the statement. [5]
  - (b) Explain various dimensions of 'Salary Administration' responsibility of HR Department. (right from fixing the salary levels, legal provisions to disbursement of salary). [5]
4. What are the provisions under the 'Industrial Disputes Act, 1947' for settlement of 'Industrial Disputes' in any organisation.
5. Write short notes on any *two* (5 marks each) :
- (a) Duty Roster for Nursing staff
  - (b) Social Security Schemes
  - (c) On the Job Training method
  - (d) Functions of HR Department in Hospital.

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**[5473]-2002**

**P.G.D.H.M. (Second Semester) EXAMINATION, 2018**

**202 : LAWS RELATED TO HOSPITAL AND**

**MEDICAL SERVICES**

**(2013 PATTERN)**

**Time : 3 Hours**

**Maximum Marks : 50**

**N.B. :—** (i) All questions are compulsory.  
(ii) All questions carry 10 marks.

1. Describe Criminal Courts in India and their powers.
2. Describe rights and responsibilities of a Medical person.

*Or*

Describe Medical negligence and its application in hospital and medical services.

3. Describe importance of Bombay Shops and Establishment Act in hospitals.
4. Write short notes on any *two* of the following :
  - (a) Summons
  - (b) Employee Provident Fund
  - (c) Magistrate's Inquest
  - (d) Consent.

P.T.O.

5. Write short notes on any *two* of the following :
- (a) Life support
  - (b) MTP Act 1971
  - (c) Nursing Home Registration Act
  - (d) Warrant.

Total No. of Questions—5]

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**[5473]-2003**

**PGDHM (II-Sem.)EXAMINATION, 2018**

**203 : MATERIALS MANAGEMENT AND INVENTORY CONTROL  
(2013 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 50**

**N.B. :—** All questions carry equal marks (10 marks each).

1. What do you understand by Selective Inventory Control ? Describe the various analysis/classification of inventory.
  
2. (a) What are the various methods of doing Price Forecasting ?  
*Or*  
(b) What are the various methods of forecasting of demand for materials in Hospitals ?
  
3. (a) What is the importance of vendor selection and vendor development ? Describe the stages of vendor selection.  
*Or*  
(b) How will you organise a materials management dept. for a 100 Bed Hospital ?
  
4. (a) What is the importance and stock verification ? Describe the methods of stock verification in detail.

P.T.O.

*Or*

(b) Describe the importance and procedure for Receiving and Inspection of Materials in Hospitals.

**5.** Write short notes on (any *two*) :

- (a) VED Analysis
- (b) Local Purchase
- (c) Expiry of Medicine
- (d) Down time.

Total No. of Questions—5]

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**[5473]-2004**

**PGDHM (Second Semester) EXAMINATION, 2018**

**204 : MANAGEMENT OF HEALTH CARE AND  
HOSPITAL SERVICES**

**(2013 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 50**

**N.B. :—** (i) *All* questions are compulsory.

(ii) *All* questions carry **10** marks.

**1.** Describe Health Administration in India.

*Or*

Describe the National Health Policy and its targets.

**2.** Describe Family Welfare Program.

**3.** Describe report and recommendations of Mudaliar Committee on Healthcare.

**4.** Write short notes on any *two* of the following :

(a) Rehabilitation after Earthquake

(b) Cashless facility in Health Insurance

(c) Civil maintenance of Hospital building

(d) Quality Control.

P.T.O.



**5.** Write short notes on any *two* of the following :

- (a) NABH audit preparation
- (b) DOTs program
- (c) Resource planning in disaster management
- (d) CGHS.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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**[5473]-201**

**PGDHM (Second Semester) EXAMINATION, 2018**

**201 : HUMAN RESOURCE MANAGEMENT**

**(2012 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** Each question carries 14 marks.

1. (a) Explain various functions of 'Personnel Department' in the Hospital [7]
- (b) What are the main responsibilities of 'Personnel Manager' ? [7]

*Or*

What do you understand by the term 'Human Resource Management' ? Explain its importance with reference to Hospital Administration.

2. What are the 'Rules/Regulations' and 'Guide-lines', required to be considered by every Departmental Head and Administration Department in the Hospital, while preparing 'Duty Roster' for different categories of employees in the Hospital ?
3. (a) What is 'Recruitment' ? What are the different methods of selection for selecting the Hospital staff ? [7]
- (b) Explain any *two* 'Performance Appraisal' methods you have studied. [7]

P.T.O.

*Or*

- (a) Preparing 'Job Analysis' and 'Job Description' of every position is the first stage of Recruitment. Justify the statement. [7]
- (b) Explain various dimensions of 'Salary Administration' responsibility of HR Department. (Right from fixing the salary levels, legal provisions to disbursement of salary). [7]
4. What are the provisions under the 'Industrial Disputes Act 1947' for settlement of 'Industrial Disputes' in any organisation ?
5. Write short notes on any *two* : [7 marks each]
- (a) Functions of H.R. Department in Hospital
- (b) Principles of Natural Justice
- (c) Social Security Schemes
- (d) Problems of Nursing staff.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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**[5473]-202**

**P.G.D.H.M. (Second Semester) EXAMINATION, 2018**

**202 : LAWS RELATED TO HOSPITAL AND**

**MEDICAL SERVICES**

**(2012 PATTERN)**

**Time : 3 Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *five* questions.

(ii) All questions carry **14** marks.

1. How will you prevent misuse of PNDT Act in hospital services.
2. Describe importance and application of Indian Contract Act in medical services.
3. Discuss Code of Medical Ethics and its importance in medical services.
4. How will obtain The Bombay Shops and Establishment License for your hospital ? Explain its importance in hospital services.
5. What do you mean by deficiency in services under the Consumer Protection Act, 1986 and how will you prevent litigation ?
6. Write short notes on any *two* of the following :
  - (a) Maternity Benefit Act

P.T.O.

- (b) MTP Act
- (c) Death certificate
- (d) Consent.

7. Write short notes on any *two* of the following :

- (a) Life support
- (b) Dying declaration
- (c) Summons
- (d) Police Inquest.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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**[5473]-203**

**P.G.D.H.M. (II Sem.) EXAMINATION, 2018**

**203 : MATERIALS MANAGEMENT AND INVENTORY CONTROL**

**(2012 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Answer any *five* questions.

(ii) *All* questions carry equal marks.

1. What do you understand by 'Integrated Materials Management' ?  
Discuss various components of this system. [14]
2. What is 'Centralised and Decentralised System' of Purchasing ? Discuss  
advantages of these system. [14]
3. Discuss the methods of 'Forecasting of Materials.' How will you use  
these methods to stock essential Drugs in a Hospital ? [14]
4. How will you organise 'Receipt and Inspection' of Hospital  
materials ? Discuss with examples. [14]
5. Discuss the condemnation procedures of equipment in a Speciality Hospitals.  
Discuss common methods of disposal of unserviceable items. [14]

P.T.O.

6. What is 'PARETO's Law' ? How is it applicable in the management of materials ? [14]
7. Write short notes on any *two* : [14]
- (a) Buffer stock
  - (b) Hospital Formulary
  - (c) Short life items
  - (d) Down time.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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**[5473]-204**

**PGDHM (Second Semester) EXAMINATION, 2018**

**204 : MANAGEMENT OF HEALTH CARE AND HOSPITAL  
SERVICES**

**(2012 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. Health insurance cover by CGHS and Government owned insurance companies differ. Explain in detail. [14]
2. Process quality of discharge process has lasting effect on the patients and relatives. Comment. [14]
3. Maintenance of hospital building is of prime importance for smooth running of the hospital. Explain with examples. [14]
4. What are the measures you suggest to prevent mob violence against medical establishments ? [14]
5. Committee recommendations for improving health system differ every time. Explain with examples. [14]

P.T.O.



**6.** Write short notes on any *two* : [14]

- (a) Mass casualties
- (b) Night blindness
- (c) International organizations related to health services
- (d) Role of NACO.

**7.** Write short notes on any *two* : [14]

- (a) Fire safety in pantry
- (b) Five 'S'
- (c) TPA
- (d) DOTs.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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**[5473]-22**

**P.G.D.H.M. (Second Semester) EXAMINATION, 2018**

**202 : LAWS RELATED TO HOSPITAL AND**

**MEDICAL SERVICES**

**(2009 PATTERN)**

**Time : 3 Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *five* questions.

(ii) All questions carry **14** marks.

1. Describe Criminal Courts in India and their powers.
2. Explain importance of Fundamental Rights under Indian Constitution.
3. Describe Code of Medical Ethics.
4. Describe application of Workman's Compensation Act in Hospital Services.
5. Explain the concept of Medical Negligence.
6. Write short notes on any *two* of the following :
  - (a) Dying declaration
  - (b) Life support
  - (c) Warrant
  - (d) MTP Act.

P.T.O.

7. Write short notes on any *two* of the following :
- (a) Deficiency of services under CPA
  - (b) Police Inquest
  - (c) Nursing Home Registration Act
  - (d) Maternity Benefit Act.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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**[5473]-23**

**P.G.D.H.M. (II Sem.) EXAMINATION, 2018**

**203 : METERIALS MANAGEMENT AND INVENTORY CONTROL  
(2009 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) *All* questions carry equal marks.

(ii) Solve any *five* questions.

1. Write short notes on (any *two*) :
  - (a) Qualities of a Negotiator
  - (b) Buffer stock
  - (c) Value Analysis
  - (d) Bin Card.
  
2. Define Materials Management. What is the importance of Materials Management in hospitals ? What are the functions of a Materials Manager ?
  
3. Explain classification of inventory and techniques of inventory control.
  
4. Enumerate various Purchase Systems. What system is followed in Government Hospitals ? Explain in detail.

P.T.O.

5. How do you conduct accounting of materials in hospitals ? Define procedure of rejected items.
6. What do you understand by Stores Management ? Discuss functions of Hospital Stores.
7. Write short notes on (any *two*) :
  - (a) Forecasting of Materials
  - (b) Expiry of drugs
  - (c) FIFO
  - (d) Disposal of scrap/unserviceable materials.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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**[5473]-24**

**PGDHM (Second Semester) EXAMINATION, 2018**

**204 : HEALTH CARE AND ADMINISTRATION OF CLINICAL  
AND NON-CLINICAL SERVICES**

**(2009 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—**Attempt any *five* questions.

1. Write on development of health system in India. Write any *one* committee's recommendations. [14]
2. Describe the role of school health services in prevention and control of blindness. [14]
3. Describe the role of hand hygiene in prevention of Hospital Acquired Infections. [14]
4. It becomes easy for marketing manager of NABH accredited hospital to get more patients. Explain. [14]
5. Explain the importance of Bio-medical Waste management for the society. [14]

P.T.O.

**6.** Write short notes on any *two* : [14]

- (a) Quality council of India
- (b) Service quality in OPD
- (c) Epidemiological triad
- (d) International classification of diseases

**7.** Write short notes on any *two* : [14]

- (a) Condom
- (b) National Health Policy
- (c) MDR TB
- (d) Oral contraceptive pills.