

Total No. of Questions : 5]

SEAT No. :

P3231

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[5273]-101

P.G.D.H.M. (Semester - I)

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

(2012 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

1) *Each Question carries 14 marks.*

2) *All questions are compulsory.*

Q1) What is the relevance of Henry Fayol's Principles of Management' in Health care sector? Explain with examples in Hospital.

Q2) What do you understand by 'Controlling'? What are different methods of controlling ? Also mention the barriers in controlling.

OR

Explain the process of communication. What is the importance of communication in Hospital ?

Q3) 'Planning is the foundation of all management processes'. Discuss this statement with reference to Hospital Administration.

OR

Explain the concept of 'Narrow Span' and 'Wide Span'. What kind of Span is preferred in different Depts. in the Hospital?

Q4) What do you understand by 'Organisational Behavior'? What is the importance of study of O.B. in Hospital Management?

OR

Explain different O. B. Models.

P.T.O.

Q5) Write short Notes on any TWO :

- a) Co-ordination in Hospital
- b) Delegation of Authority
- c) Leadership styles
- d) Employee Morale



Total No. of Questions : 5]

SEAT No. :

P3232

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[5273]-102

P.G.D.H.M. (Semester - I)

**102 : MANAGERIAL ACCOUNTING AND FINANCIAL
MANAGEMENT**

(2012 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No.1 is compulsory.*
- 2) *Attempt any four questions from Q.2 to Q.6.*
- 3) *Use of simple calculator is allowed.*
- 4) *Figures to the right indicate full marks.*

Q1) a) Classify the following accounts. [5]

- i) Loss by theft
- ii) Drawings
- iii) Outstanding Salary
- iv) Patents
- v) Bad Debts

b) Explain the following : [5]

- i) Difference Between Accounting & costing
- ii) Depreciation

Q2) Write Short Note on Any three : [15]

- a) Objectives of Book keeping
- b) Difference Between Accounting & costing
- c) Trail Balance
- d) P/V Ratio
- e) Working Capital

P.T.O.

Q3) What is budget and budgetary control? What is the different type of Budgets? [15]

Q4) Define Cost and different element of cost. [15]

Q5) The expenses budgeted for production of 10,000 units in a factory are furnished below: [15]

	Rs. per unit
Material	70
Labour	25
Variable Overheads	20
Fixed overheads (Rs.1,00,000)	10
Variable expenses (direct)	05
Selling expenses (10% fixed)	13
Distribution expenses (20% fixed)	07
Administration expenses (Rs.50,000)	05
Total	<u>155</u>

Prepare a budget (flexible) for the production of 8000 units and 6000 units. Assume that administration expenses are rigid for all levels of production.

Q6) Pass journal entries for the followings : [15]

- Raghu started business with cash Rs.80,000
- Sold goods to Shyam of the Rs.20,000
- Paid rent Rs.800
- Bought goods from Kamal for Rs.20,000
- Goods purchased Rs.30,000, carriage paid on them Rs.3,000.
- Goods costing Rs.2,000 used by proprietor for his personal
- Goods lost in an accident worth Rs.15,000.
- Received cash for dividend on securities Rs.200



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[5273]-103

P.G.D.H.M. (Semester - I)

(103) HOSPITAL PLANNING AND PROJECT MANAGEMENT

(2012 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Attempt any five questions.*
- 2) All questions carry equal marks.*

Q1) Discuss the importance of 'Feasibility Study' of a new hospital project. **[14]**

Q2) Discuss the factors that influence the utilisation of a hospital. **[14]**

Q3) Discuss planning and organisation of the opening ceremony of a new hospital constructed in a town. **[14]**

Q4) Discuss planning of operation theatre complex in a district hospital. **[14]**

Q5) Discuss planning and accommodation required for a standard ward unit. **[14]**

Q6) Discuss planning of water supply for a 100 bedded hospital located in rural area. **[14]**

P.T.O.

Q7) Write short notes on Any Two :

[14]

- a) Maintenance of Equipment
- b) Floor Space index
- c) Master plan
- d) Dirty utility Room



Total No. of Questions : 7]

SEAT No. :

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[5273]-104

P.G.D.H.M. (Semester - I)

104 : MEDICAL TERMINOLOGY AND PROCEDURES

(2012 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Attempt any five questions.*
- 2) *All questions carry equal marks.*

Q1) Write common menstrual disorders. Explain any one of them.

Q2) Enumerate endocrine glands in the body and explain function of any one of them.

Q3) Write short notes on any two :

- a) Prefix and suffix in medical world
- b) Pulmonary Function Test
- c) Laproscopy
- d) Hydrocele

Q4) What are signs and symptoms of Lung Tuberculosis? How will you investigate?

Q5) What are the indications of D & C? Explain the procedure of D & C.

Q6) What is TURP? What are the presenting signs and symptoms of Prostate enlargement?

P.T.O.

Q7) Write short notes on any two :

- a) Coronary angiography
- b) Hemodialysis
- c) Use of Ultrasound during pregnancy
- d) Types of fractures



Total No. of Questions : 7]

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P3235

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[5273]-105

P.G.D.H.M. (Semester - I)

HOSPITAL ADMINISTRATION

(2012 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Attempt any five questions.*
- 2) *All questions carry 14 marks.*

Q1) Describe duties & responsibilities of Hospital Administrator of a 100 bedded corporate hospital.

Q2) Describe layout of ICU & its working.

Q3) Explain the delay occurring in Discharge procedure of a patient admitted in a multi-specialty hospital & steps to reduce it.

Q4) Describe the importance of Patients Relations Management in hospitals.

Q5) Explain how you will organize a seminar on bio-medical waste management for your hospital's OT nurses.

Q6) Write short notes on any two of the following :

- a) Hospital Census
- b) Matron's report
- c) Patient's complaints
- d) Security of new born

P.T.O.

Q7) Write short notes on any two of the following :

- a) Waste management of disposable material
- b) Chi-square
- c) Role of hospital infection control nurse
- d) ALOS



Total No. of Questions : 8]

SEAT No. :

P3387

[Total No. of Pages : 2

[5273]-201

P.G.D.H.M. (Semester - II)

HUMAN RESOURCE MANAGEMENT (HRM)

(2012 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question NO. 8 is compulsory. Carries 20 Marks*
- 2) *Attempt any 5 Questions from the remaining. Each carries 10 marks.*

Q1) What is the importance of '**Human Resource Management**' mainly in 'Hospital Administration'?

Q2) Which are the factors you will consider in 'Manpower Planning' of the Hospital ? Which are the skills and categories of persons required to be considered in 'Manpower Planning' of the Hospital?

Q3) What are the responsibilities and functions of a '**H R D**' in a Hospital ?

Q4) What do understand by the term 'Wage (Salary) Administration'?

Q5) 'Counselling' is very important in Hospital management. Explain in which areas to whom 'Counselling' is required in Hospital?

Q6) In any organization, including Hospital, '**Performance Appraisal System**' has to be very effective. Explain its importance and also mention various methods of '**Performance Appraisal**'.

P.T.O

Q7) 'Communication' with employees is the key of maintaining good relations. Which are the methods / modes of **Communication'** normally used in Hospital? Just give the list of various documents (communications) Hospital makes with employee during pre and post employment.

Q8) Write short Notes on any FOUR (5Marks each)

- a) Role of 'Conciliation Officer' under I. D. Act
- b) Different modes of 'Separation' from employment
- c) Job Description and Job Specification
- d) Line and staff Authority / functions
- e) Trade Union Movement in India
- f) Different methods of Training.
- g) Group Dynamics.



Total No. of Questions : 7]

SEAT No. :

P3237

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[5273]-202

P.G.D.H.M. (Semester - II)

LAWS RELATED TO HOSPITAL & MEDICAL SERVICES

(2012 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Attempt any five questions.*
- 2) *All questions carry 14 marks.*

Q1) Describe Rights & Responsibilities of Medical person.

Q2) Explain the importance of Dying declaration in Medico-legal practice.

Q3) Define the concept of Professional negligence & how to avoid litigation.

Q4) Explain MTP Act & its importance in hospital services.

Q5) Explain the concept of deficiency of medical services under the Consumer Protection Act 1986.

Q6) Write short notes on any two of the following :

- a) Payment of Wages
- b) Industrial Dispute Act 1947.
- c) Consent
- d) Post Mortem

P.T.O.

Q7) Write short notes on any two of the following :

- a) Brain dead patient
- b) Bombay Shop & Establishment Act
- c) Magistrate's Inquest
- d) Hippocratic Oath



Total No. of Questions : 7]

SEAT No. :

P3238

[Total No. of Pages : 2

[5273]-203

P.G.D.H.M. (Semester - II)

**203 : MATERIALS MANAGEMENT AND INVENTORY
CONTROL**

(2012 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Answer any five questions.*
- 2) All questions carry equal marks.*

Q1) What do you understand by 'Integrated Materials Management'? Discuss the objectives of materials management. **[14]**

Q2) Discuss the role of purchase department of a hospital in the procurement of materials. Describe common methods of purchase. **[14]**

Q3) What is a lead time? Explain different types of lead times and their importance in stocking materials. **[14]**

Q4) What are the common methods to classify hospital inventory? Discuss ved analysis in detail. **[14]**

Q5) How will you manage obsolete, surplus and unserviceable materials in a hospital? **[14]**

Q6) What is 'Value Analysis'? Discuss various values attached to a material. **[14]**

P.T.O.

Q7) Write short notes on any two :

[14]

- a) Inventory carrying cost
- b) FSN Analysis
- c) Stock verification
- d) Buffer stock



Total No. of Questions : 7]

SEAT No. :

P3239

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[5273]-204

P.G.D.H.M. (Semester - II)

**MANAGEMENT OF HEALTH CARE AND HOSPITAL
SERVICES**

(2012 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Answers any five questions.*
- 2) All questions carry equal marks.*

Q1) What is the role of Family Welfare program in National Health Programs?

Q2) Enumerate Statistical methods for control of quality in hospital and explain one in detail.

Q3) What is the role of Standard Operating Procedure in purchase department in hospital?

Q4) Write short notes on any two :

- a) Quality control in hospital laboratory
- b) Fire safety in operation theatre
- c) Kaizen
- d) Terminal method in family welfare program

Q5) AIDS control program and Tuberculosis control program go hand in hand and are interrelated. Explain.

P.T.O.

Q6) What is the role of electrical maintenance department in hospital?

Q7) Write short notes on any two :

- a) Quality circle
- b) Recommendations of Mudaliar committee
- c) Mob violence in medical establishment
- d) CGHS

