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[5573]-1001

PGDHM (First Semester) EXAMINATION, 2019

**101 : PRINCIPLES AND PRACTICES OF MANAGEMENT AND
ORG. BEHAVIOUR**

(2013 PATTERN)

Time : Three Hours

Maximum Marks : 50

Note : (1) Each Question carries 10 Marks

Q. NO. – 1 - Explain the 14 Principles of 'Management' introduced by Hendry Foyal.

OR

Q. NO. – 1 - Explain the contribution made by F. W. Taylor to the field of 'Management'.

Q. NO. – 2 - What are the 'Controlling techniques' 'applicable to Hospital? Give examples

Q. NO. – 3 - Explain the difference between a 'Manager' and a 'Leader'? What type of Leadership style should be adopted by managerial staff in the hospital?

OR

Q. NO. – 3 - What do you understand by the term 'Decentralisation'? What precautions should be taken while effecting the 'Decentralisation' process.

Q. NO. – 4 - What is 'Personality'? Explain the 'Personality determinants'.

P.T.O.

Q. NO. – 5 –

Write Short Notes on any TWO –

- A. Pyramid of Abraham Maslow's theory of Human needs
- B. Nature of 'Decision Making' in Hospital.
- C. Responsibility and Authority.
- D. MBO

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[5573]-1002

P.G.D.H.M. (I Sem.) EXAMINATION, 2019

102 : MANAGERIAL ACCOUNTING AND

FINANCIAL MANAGEMENT

(2013 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

Notes:

- 1 All questions are compulsory**
- 2 Use of simple calculator is allowed**
- 3 Figures to the right indicates marks**

Q1(A). Fill in the blanks with the appropriate word given in the bracket

5

1. Debit the receiver, and credit the
(Giver, give, received)
2. The left hand side of a balance sheet is called
(Debit side, liability side, asset side)
3. Depreciation is a account.
(Personal, nominal, real)
4. Money value of a reputation of a business is called as
(Patent, copyright, goodwill)
5. Journal is a book of Entry.
(Prime, secondary, third)

(B) State whether following statements are true or false; if false, write the true

Statement

5

1. Trial balance is a list of ledger account balances.
2. Balance sheet is a statement and not an account.
3. The excess of current liabilities over current assets is called as working capital.
4. Salary appearing in a trial balance is debited to trading account.
5. Patent is a nominal account.

P.T.O.

Q 2 (A) State the basic rules of accounting for different types (classes) of Accounts **5**

(B) Mention the various types of business organizations and explain these as regards its ownership **5**

OR

Q.2.What is depreciation? What is the need for providing depreciation on assets?

Describe two methods of Depreciation with examples **10**

Q 3. What is Cost Accounting ? What are the objects of cost Accounting? What are the Advantages of cost Accounting ? **10**

Q. 4 What do you mean by Working Capital ? Which are the various types of Working Capital ? Mention the various factors that determines the amount of working capital. **10**

OR

Q.4 A firm Sales 7000 units at Rs 27/- per Unit. Its fixed cost amounts to Rs 44000/- and variable cost is Rs 16/- per unit. You are required to Calculate:-

- a) Break- even Point (in units as well as in value)
- b) Profit Volume Ratio
- c) Margin of Safety.
- d) Break even point if the selling price is increased to Rs. 30/- per unit.
- e) Break even point if the variable cost is reduced to Rs 15/- per unit. **10**

5. Write Short Notes on any TWO. **10**

- 1. Current Assets and Current Liabilities
- 2. Final Accounts
- 3. Trial Balance
- 4. Fixed Assets
- 5. Trade and Cash Discount
- 6. Various types of Ledger Accounts
- 7. Prepaid Expenses

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[5573]-1003

P.G.D.H.M. (I Sem.) EXAMINATION, 2019
103 : HOSPITAL PLANNING AND PROJECT MANAGEMENT
(2013 PATTERN)

Time : 3 Hours

Maximum Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.***
- 2) All questions carry equal marks.***

Q: 1) Explain Feasibility Study of Hospital Planning Project & its importance.

Q: 2) Explain the importance of Architect's Brief in Hospital Planning Project.

Q: 3) Describe the layout, man power & equipment plan of Front Office a 300
bedded multi-specialty hospital.

Q: 4) Write short notes on any two of the following

- | | |
|-----------------------------|---|
| a) Circulation in hospitals | b) Fire fighting in hospitals |
| b) Pert chart | d) Electricity planning for 100 bedded hospital |

Q ;5) Write short notes on any two of the following

- | | |
|-------------------------|--------------------------------|
| a) Parking in hospitals | b) Ambulance services |
| c)Merger of hospitals | d) Plan of Pharmacy department |

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[5573]-1004

P.G.D.H.M. (Sem. I) EXAMINATION, 2019

MEDICAL TERMINOLOGY AND PROCEDURES

(2013 PATTERN)

Time : Three Hours

Maximum Marks : 50

N.B. :— All questions carry 10 marks each.

1. Describe anatomy of Female Reproductive System.
2. Write short notes on (any *two*) :
 - (a) Osteoporosis
 - (b) Urinary stones
 - (c) Hernia
 - (d) Stroke.
3.
 - (a) Describe signs, symptoms and investigations of pulmonary tuberculosis.
 - (b) Describe the types, signs, symptoms and investigations in Pneumonia.

P.T.O.

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

(a) Lumbar Puncture

(b) MRI

(c) TURP

(d) Gastroscopy.

5. (a) Describe signs, symptoms and investigations in Hypothyroidism.

(b) Describe application of Nuclear Medicine in Oncology.

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[5573]-1005

P.G.D.H.M. (I Sem.) EXAMINATION, 2019
105 : HOSPITAL ADMINISTRATION
(2013 PATTERN)

Time : 3 Hours

Maximum Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.*
- 2) All questions carry equal marks.*

Q: 1) Explain the role of Hospital administrator in a Non-Profit making hospital.

Q: 2) Explain how you will achieve better revenue generation utilizing Patient Relations Management in your hospital.

Q:3) Describe Bio-medical waste management of the 300 bedded multi-specialty hospital.

OR

Q:3) Explain methods used in control of hospital infection.

Q: 4) Write short notes on any two of the following

- | | |
|-----------------------|---------------------------|
| a) Hospital reception | b) Role of ward executive |
| c) OT list | d) Medical certificates |

Q:5) Write short notes on any two of the following

- | | |
|-------------------------|----------------------------------|
| a) Patient's complaints | b) ICU |
| c) Matron's report | d) Catering services of hospital |

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[5573]-101

P.G.D.H.M. (I Semester) EXAMINATION, 2019
(101) : PRINCIPLES AND PRACTICES OF MANAGEMENT
AND ORGANISATIONAL BEHAVIOUR

(2012 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

1. What do you understand by Management ? Explain the functions and roles of a Hospital Manager.
2. What is the role of Planning in Health Care Organizations ? Describe the steps of Planning.
3. Explain the process of communication. What are various forms of communication that occur in a Hospital ?
4. What are the fundamental concepts of Organisational Behaviour.

Or

What do you understand by attitude ? How will you try to change the attitude amongst hospital staff ?

5. Write short notes on (any two) :
 - (A) Leadership Styles
 - (B) Hertzberg's Two Factor Theory
 - (C) McGregor's Theory X and Y
 - (D) Span of Control.

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[5573]-102

P.G.D.H.M. (I Sem.) EXAMINATION, 2019
102 : MANAGERIAL ACCOUNTING AND
FINANCIAL MANAGEMENT
(2012 PATTERN)

Time : 3 Hours

Maximum Marks : 70

Instruction :

- 1) Question No. 1 is compulsory.
- 2) Attempt any Two question from each section.
- 3) Figures to the right indicates full marks.
- 4) Use of simple calculator is allowed.
- 5) Answer to both the section are to be written in the same answer book.

Q.1(A) Fill in the blanks with appropriate word (5)

- a) Return outward appearing in Trial balance is deducted from
- b) Wages appearing in Trial balance are shown on side of Trading A/C.
- c) Drawings are deducted from
- d) Balance sheet is a of assets and
- e) Discount which is allowed or received while making payment is Discount.

Q.1(B) Match the following. (5)

- | | |
|---------------------|---|
| 1) Profit | a) Person from whom we purchase material on credit. |
| 2) Debtor | b) Exp which are not yet paid. |
| 3) Creditor | c) Balance sheet . |
| 4) Outstanding Exp. | d) Excess Income over Exp. |
| 5) Fixed Assets | e) Person to whom we sale material on credit. |

Section I

Q.2 Write short notes on any Three. (15)

- a) Trade and cash discount
- b) Final Accounts
- c) Profit & loss A/C and Income & Expenditure A/C
- d) Term loan
- e) Fixed Assets

P.T.O.

Q.3(A) Explain the various types of ledger A/C's along with its rules of accounting . (5)

(B) What do you mean by Depreciation ? Explain the generally used methods of Depreciation. (5)

(C) What do you mean by accounting books . mention the important types of Various books of Accounts. (5)

Q.4 From the following Trial Balance of Maharashtra Trading Co. Prepare Trading Profit & Loss A/C and Balance sheet as on 31.03.2019.

Heads of A/C s	Debit Rs	Credit Rs.
C's Capital		4,05,000
C's Drawing	32,600	
Lorries & Buses	18,000	
Opening stock	37,800	
Salary	27,300	
Wages	20,000	
Furniture & Fitting	22,000	
Purchase	1,33,200	
Sales		2,78,300
Plant & Machinery	2,25,700	
Return Inward	5,100	
Return Outward		4,700
Loan from B		85,000
Printing & Stationery	12,400	
Land & Building	2,37,000	
Sundry Debtors	41,200	
Sundry Creditors		55,700
Bad debts	3,800	
Discount received		2,,500
Interest paid on B's loan	10,300	
Insurance Exp.	4,200	
Miscellaneous Exp.	600	
Total	8,31,200	8,31,200

- 1) Closing stock valued at Rs.30000.
- 2) Salary of Rs. 500/- is outstanding as on 31.03.2019
- 3) Provide 10% depreciation on furniture & fixture.
- 4) Insurance Exp of Rs.700/- are prepaid.

SECTION II

Q.5 Write short notes on any THREE

15

- a) Fixed Cost and Variable Cost
- b) Ratio Analysis and its Limitations and Advantages
- c) Functional Budgets
- d) P V Ratio
- e) Break Even Point

Q.6 Explain the term Working Capital. Mention the factors that determine the size of Working Capital. What are the various sources of raising Working Capital?

15

Q.7 A firm Sales 7000 Units at Rs 27 per unit. Its fixed cost amounts to Rs 44,000/-. And Variable cost to Rs 16/- per unit.

You are required to calculate :-

- a) Break- even Point
- b) Profit Volume Ratio
- c) Margin of Safety.
- d) Break even point if selling price is increased to Rs 30/-per unit.
- e) Break even point if variable cost is reduced to Rs 15/- per unit.

15

Total No. of Questions—7]

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[5573]-103

P.G.D.H.M. (I Sem.) EXAMINATION, 2019
103 : HOSPITAL PLANNING AND PROJECT MANAGEMENT
(2012 PATTERN)

Time : 3 Hours

Maximum Marks : 70

Instructions to the candidates:

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

Q:1) Describe Statutory requirements for Hospital Planning project.

Q:2) Discuss the Feasibility study for a new hospital planning project.

Q:3) Describe the importance of Architect's Brief in a hospital planning project

Q:4) Explain the layouts of a general ward & equipment required.

Q:5) Discuss the problems faced in merger of two existing hospitals.

Q:6) Write short notes on any two of following:

- a) Primary data for a research project
- b) PERT chart
- c) Circulation in hospitals
- d) Landscaping in hospitals

Q:7) Write short notes on any two of following:

- a) Energy conservation in hospitals
- b) New born safety
- c) Core team in hospital project
- d) Zoning in hospital

Total No. of Questions—5]

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[5573]-104

P.G.D.H.M. (I Sem.) EXAMINATION, 2019
MEDICAL TERMINOLOGY AND PROCEDURES
(2012 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

1. Describe the anatomy of Female Urinary System.
2. Write short notes on (any *two*) :
 - (a) Urine Analysis
 - (b) Pulmonary function tests
 - (c) D & C
 - (d) Cystoscopy.
3. Describe the signs and symptoms of Hypothyroidism.
4. Write short notes on (any *two*) :
 - (a) Cholecystitis
 - (b) Hepatitis
 - (c) Hernia
 - (d) Hydrocoele.
5. Describe the various investigations to be done in a case of Cancer.

Total No. of Questions—7]

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[5573]-105

P.G.D.H.M. (I Sem.) EXAMINATION, 2019
105 : HOSPITAL ADMINISTRATION
(2012 PATTERN)

Time : 3 Hours

Maximum Marks : 70

Instructions to the candidates :

All questions carry 14 marks.

Attempt any five questions.

Q:1) Describe responsibilities of hospital Administrator in a non-profit making hospital.

Q:2) Describe the layout of a general maternity ward with special precautions for new born safety.

Q:3) Describe in detail how you will control & prevent hospital infection in a 300 bedded multi-specialty hospital.

Q:4) How will you organize a Public Participation seminar on life style diseases .

Q:5) How will you utilize the feedback of Patients Relations department in improving hospital's services.

Q:6) Write short notes on any two of the following

- a) ALOS b) Safety precautions in Radiology department for employees
- c) Matron's report d) Mortuary management

Q:7) Write short notes on any two of the following :

- a) OT list b) Medico-legal services
- c) Billing department d) Chi-square test

Total No. of Questions—6]

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[5573]-11

PGDHM (First Semester) EXAMINATION, 2019
PRINCIPLES AND PRACTICES OF MANAGEMENT AND
ORGANIZATIONAL BEHAVIOR
(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

Note: 1) Question No. 1 is Compulsory.

2) Solve any Three Questions out of the remaining.

Q. 1. Write Short Notes (Any 5) (25)

- a) Pert CPM
- b) Work study
- c) Authority & Responsibility
- d) Communication Process
- e) Co-ordination
- f) Leadership Styles
- g) Employee Morale
- h) Levels of Planning

Q. 2. What do you understand by MBO? How it is beneficial to an Organization? What are its Limitations? (15)

Q. 3. What are duties of a CEO of a Hospital? (15)

Q. 4. Explain the relevancy of Henry Fayol's Principles of Management in managing a Modern Hospital. Give reasons. (15)

Q. 5. What do you understand by Motivation? How will you motivate different Employees of a Teaching Hospital? (15)

Q. 6. As a Manager of a Public Hospital, what steps will you follow before making a strategic decision? What are barriers you may face in this process? (15)

[5573]-11

Total No. of Questions—7]

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[5573]-12

P.G.D.H.M. (I Sem.) EXAMINATION, 2019
102 : MANAGERIAL ACCOUNTING AND
FINANCIAL MANAGEMENT
(2009 PATTERN)

Time : 3 Hours

Maximum Marks : 70

Instructions:

- 1 Question no 1 is compulsory and attempt ANY TWO questions from each Section
- 2 Figures to the right indicates full marks
- 3 Use of simple calculator is allowed
- 4 Answers to both sections are to be written in the same answer book.

1 A) Fill in the blanks with appropriate word given in the bracket **5**

- i) A Party from we purchase the material (Goods) on credit is our _____
(Debtor, Creditor, Customer.)
- ii) The right hand side of a ledger account is called _____ side.
(Front, Back, Credit, Debit.)
- iii) Expenses made by the business are always _____
(Debited, Credited, Added.)
- iv) If the total of debit side of ledger account is greater than its credit side , the said account will show a _____ balance
(Nil, Debit, Credit, Negative ,)
- v) Trial Balance ensures _____ accuracy but not accounting accuracy
(Geometrical, Scientific, Arithmetical)

B) State whether following statements are true or falls

5

- i) P ' s Capital account is a personal account
- ii) Trial Balance is prepared after preparing Trading, Profit and Loss Account and Balance Sheet
- iii) Wages appearing in trial balance are debited to Profit and loss account
- iv) Balance Sheet is a statement of assets and liabilities and not an Account
- v) Trade discount does not appear in books of accounts.

P.T.O.

SECTION I

- 2 Write short notes on any THREE** **15**
- i) Final Accounts
 - ii) Term Loan
 - iii) Sundry Debtors
 - iv) Current Assets
 - v) Bank Cash Credit and Bank Overdraft
- 3 A)** Write down the sequence of all the actions involved in preparing Trading, Profit & Loss A/c and Balance Sheet (i.e. Final accounts) **5**
- B)** Which are the various Types of Ledger Accounts ? Explain the rules of accounting them with one example each. **5**
- C)** Explain the term Outstanding expenses. Name the Five such expenses **5**
- 4** From the following Trial Balance of M/s RAM Traders, Prepare Trading, P& L and Balance Sheet as on 31 - 03 - 2012 considering the following given adjustments **15**

Ledger Accounts	Debit Rs	Credit Rs
Plant and Machinery	32000	
Sundry Debtors	22000	
Sundry Creditors		40700
Motor car A/c	30600	
Discount Received		1800
Discount Allowed	2700	
Furniture Account	14300	
Sales Account		230000
Purchase Account	117000	
Purchase Return		1800
Sales Return	3100	
Wages Account	22400	
Salary Account	10200	
Transport Inward	1400	
Transport Outward	2300	
Loan given to B	20000	
Printing and Stationery	3500	
Advertising Expenses	4800	
Cash in Hand	970	
Cash at Bank	1230	
Bank Overdraft		11500
OM's Capital		100000
Land Account	47300	
Building Account	50000	
	385800	385800

Adjustments:-

- 1) Closing Stock Valued at Rs 30,000
- 2) Wages of Rs 600/- are outstanding as on 31.03.2012
- 3) Provide 10% Depreciation on Plant & Machinery and 5 % on furniture
- 4) Advertising Expenses of Rs 800/- are Prepaid.

SECTION II

- 5 A)** Explain the term Working Capital. Mention the various factors that determines the size of Working Capital. 10
- B)** Describe the Various Sources Of Working Capital Finance 5
- 6** A firm Sales 7000 units at Rs 27/- Per Unit. Its Fixed Cost amounts to Rs 44,000/- and variable cost is Rs 16/-Per Unit. You are required to calculate:- 15
- a) Break -Even Point (in Units as well as in Value)
 - b) Profit Volume (P / V) Ratio
 - c) Margin of Safty.
 - d) Break-Even Point if the selling price is increased to Rs 30/- per unit
 - e) Break-Even point if the Variable Cost is reduced to Rs 15/- per unit
- 7** Write short notes on ANY THREE 15
- a) Fixed Cost & Variable Cost
 - b) Ratio Analysis, its limitations and Advantages
 - c) Budgets and Estimates
 - d) P V Ratio
 - e) Cash Budget

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[5573]-13

P.G.D.H.M. (I Sem.) EXAMINATION, 2019
103 : HOSPITAL PLANNING
(2009 PATTERN)

Time : 3 Hours

Maximum Marks : 70

Instructions to the candidates:

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

Q:1) Discuss the relevance of Survey team for a hospital planning project.

Q:2) Describe the importance of Master Plan in a hospital planning project.

Q: 3) Explain the layout of Casualty department of a 300 bedded Multi specialty hospital & give equipment required.

Q:4) Explain water conservation methods for a 300 bedded multi specialty hospital in a Metro city.

Q:5) Describe the plan for a 10 bedded ICU for a new hospital.

Q:6) Write short notes on any two of following:

- a) Site selection b) Selection of Civil Contractor for a new hospital project
- c) F.S.I. d) Planning for administrative staff for a new hospital.

Q:7) Write short notes on any two of following:

- b) Grouping & Zoning in hospitals b) Equipment for front office
- C) Phasing of activities d) Parking in hospitals

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[5573]-14

P.G.D.H.M. (Sem. I) EXAMINATION, 2019
MEDICAL TERMINOLOGY AND PROCEDURES
(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

1. Describe the Anatomy of Gastrointestinal System.
2. Write notes on (any *two*) :
 - (a) Bronchical Asthma
 - (b) Appendicitis
 - (c) Stroke
 - (d) Menorrhagia.
3. Describe the investigations to be done in a case of Diabetes mellitus.
4. Write short notes on (any *two*) :
 - (a) ECG
 - (b) Coronary Angiography
 - (c) Gastroscopy
 - (d) Renal Dialysis.
5. Describe the various types of fractures and implants used in treating fracture.

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[5573]-15

P.G.D.H.M. (I Sem.) EXAMINATION, 2019
105 : HOSPITAL ADMINISTRATION
(2009 PATTERN)

Time : 3 Hours

Maximum Marks : 70

Instructions to the candidates:

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

Q:1) Describe duties & responsibilities of Hospital Administrator of non-profit making hospital.

Q:2) How will you control & prevent recurrence of hospital acquired infection.

Q:3) Discuss the importance of HIS in hospitals.

Q:4) Describe in detail hospital waste management.

Q:5) Describe Patients Satisfaction Survey & its importance.

Q:5) How will you utilize CME in marketing of your hospital services?

Q:6) Write short notes on any two of the following

- a) Medical certificates b) Security report c) ALOS d) Fire fighting

Q:7) Write short notes on any two of the following

- a) Union matters b) Mob violence c) CGHS d) Hospital census

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[5573]-2001

PGDHM (Second Semester) EXAMINATION, 2019

201 : HUMAN RESOURCE MANAGEMENT

(2013 PATTERN)

Time : Three Hours

Maximum Marks : 50

Note : - Every Question carries 10 Marks.

Q. NO. – 1 - 'Human Resource management' is real 'Management' as it deals with most unpredictable factor in the Organisation'.– Discuss the statement by high-lighting the importance of the HRM in an Organisation.

OR

Q. NO. – 1 - (A) Explain various functions of 'Personnel Department' in the Hospital (5)

(B) What are the main responsibilities of 'Personnel Manager' ? (5)

Q. NO. – 2 - Define and clarify the concept of 'Job Analysis', 'Job Description' and 'Job Specification'.

OR

Q. NO. – 2 - (A) What is 'Recruitment' ? what are the different methods of selection for selecting the Hospital staff? (5)

(B) What are the 'Guide-lines' you will consider while deciding the number of Nurse to be recruited in Hospital? (5)

Q. NO. – 3 - Explain the importance of 'Training' in the Hospital and also mention different methods of Training useful in the Hospital.

P.T.O.

Q. NO. – 4 - 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.

Q. NO. – 5 - Write short Notes on any TWO – (5 Marks each)

- A.** Principles of Natural Justice
- B.** Importance of Dress code in Hospital
- C.** Problems of Nursing staff
- D.** Specialised Training for technicians in Hospital

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[5573]-2002

**P.G.D.H.M. (II Sem.) EXAMINATION, 2019
202 : LAWS RELATED TO HOSPITAL AND
MEDICAL SERVICES
(2013 PATTERN)**

Time : Three Hours

Maximum Marks : 50

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *All questions carry 10 marks.*

Q:1) Describe importance of PNDT Act in hospital & medical services.

Q:2) Explain the concept of Doctor Patient Relationship.

OR

Q:2) Discuss the Professional negligence & its relevance in medical services.

Q:3) Describe application of Workmen's Compensation Act in hospitals.

Q:4) Write short notes on any two of the following

- a) Summons B) Police Inquest c) Nursing Home Registration Act
- d) Affidavit

Q:5) Write short notes on any two of the following

- a) Life Support b) Concept of Brain dead patient in organ transplant
- c) Industrial Dispute Act d) Deficiency of medical services.

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[5573]-2003

P.G.D.H.M. (Sem. II) EXAMINATION, 2019

MATERIALS MANAGEMENT AND INVENTORY CONTROL

(2013 PATTERN)

Time : Three Hours

Maximum Marks : 50

N.B. :— All questions carry 10 marks each.

1. What do you understand by Integrated Materials Management ? What are the objectives of Integrated Materials Management ?
2. What are the various costs associated with Inventory, apart from purchase cost ? In what way the materials manager should try to reduce these costs ?
3. What do you understand by filferage ? What steps will you take to prevent filferage and misuse of materials in a Govt. Hospital ?
4. What are the advantages and disadvantages of centralised and decentralised purchase ?

P.T.O.

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

- (a) Buffer Stock
- (b) Bin Card
- (c) Purchase Cycle
- (d) EOQ.

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[5573]-2004

P.G.D.H.M. (II Sem.) EXAMINATION, 2019
204 : MANAGEMENT OF HEALTHCARE AND HOSPITAL SERVICES
(2013 PATTERN)

Time : 3 Hours

Maximum Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.*
- 2) All questions carry 10 marks.*

Q:1) Describe report & recommendations of Kartar Singh Committee.

Q:2) Enumerate Comprehensive health projects in rural development and describe working of any one project. **Or**

Q:2) Describe AIDS Control Program .

Q:3) Explain how to deal with a crisis situation in hospital.

Or

Q:3) Explain Quality control in patient care after NABH accreditation.

Q:4) Write short notes on any two of the following

- a) Six Sigma in hospital services b) Mock trials
- c) Triage in mass casualties d) Claim settlement in reimbursement facility.

Q:5) Write short notes on any two of the following

- a) ECHS b) External maintenance of hospital building
- c) Fire safety d) Prevention of epidemic in post disaster after floods.

Total No. of Questions—5]

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[5573]-201

P.G.D.H.M. (II Semester) EXAMINATION, 2019

(201) : HUMAN RESOURCE MANAGEMENT

(2012 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt *all* questions.

(ii) Each question carries **14** marks each.

1. Clarify the concept of HRM. Also mention functional responsibilities of HR Dept.
2. What category of employees you will consider while Man Power Planning for 100 Bed Hospital ? [Quantity the number also]
3. What are the sources of Recruitment in various categories of Hospital Staff ? What selection methods will you suggest ?
4. Explain the forums created for resolving Industrial Disputes under Industrial Disputes Act, 1947. Also clarify the role of conciliation officer.

P.T.O.

- 5.** Write short notes on (any *two*) :
- (A) Duty Roaster for Nursing Staff
 - (B) Social Security Schemes
 - (C) Principles of Natural Justice
 - (D) Employee Turnover.

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Total No. of Questions—7]

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[5573]-202

**P.G.D.H.M. (II Sem.) EXAMINATION, 2019
202 : LAWS RELATED TO HOSPITAL AND
MEDICAL SERVICES
(2012 PATTERN)**

Time : Three Hours

Maximum Marks : 70

Instructions to the candidates:

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

Q:1) Describe Rights & Responsibilities of Medical person.

Q:2) Explain the importance of Dying declaration in Medico-legal practice.

Q:3) Define the concept of Professional negligence & how to avoid litigation.

Q:4) Explain MTP Act & its importance in hospital services.

Q:5) Explain the concept of Patient as a consumer in medical services.

Q:6) Write short notes on any two of the following

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

Q:7) 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—6]

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[5573]-203

P.G.D.H.M. (Sem. II) EXAMINATION, 2019

MATERIALS MANAGEMENT AND INVENTORY CONTROL

(2012 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Solve any *five* questions.

1. What are the stages of Vendor Selection ? How will you do Vender Rating ?
2. “Govt. Hospitals always face shortage of Medicines”. Discuss the reasons, effects and measures to prevent shortages of materials.
3. What do you understand by EOQ ? How is it useful in controlling the inventory in Hospitals ? Explain with examples.
4. What are the principles of Right Purchase ? Explain in detail.

P.T.O.

5. What are the precautions and proeparsations will you undertake before importing an MRI machine for your hospital ?
6. Write short notes on (any *two*) :
- (a) Maintenance of Equipment
 - (b) Letter of Credit
 - (c) Obsolescence
 - (d) Price Forecasting.

Total No. of Questions—7]

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[5573]-204

P.G.D.H.M. (II Sem.) EXAMINATION, 2019
MANAGEMENT OF HEALTH CARE AND HOSPITAL SERVICES
(2012 PATTERN)

Time : 3 Hours

Maximum Marks : 70

Instructions to the candidates:

- a) Answer any five questions.
- b) All questions carry equal marks.

Question 1: Explain the role of hospital in earthquake.

Question 2: What do you understand by accreditation of hospital? How it is useful to the hospital?

Question 3: Describe the organizational structure of health services at state government level.

Question 4: Write short notes on any two.

- a) National health policy
- b) Functions of World Health Organization
- c) Epidemiological triad
- d) Kartarsingh committee

Question 5: Explain with example service and process quality in health care.

Question 6: Maintenance of hospital building and campus of hospital is very important. Explain.

Question 7: Write short notes on any two

- a) Mob violence against medical establishment
- b) NACO
- c) Fire safety
- d) Quality circles

Total No. of Questions—9]

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[5573]-21

P.G.D.H.M. (II Sem.) EXAMINATION, 2019

201 : HUMAN RESOURCE MANAGEMENT

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

Note : -- 1. Attempt any 7 Questions.

2. Each Question carries 10 Marks

Q. NO. – 1 - Explain the Role and Responsibilities of H R Manager in any Hospital.

Q. NO. – 2 - Explain the factors to be considered in 'Manpower Planning' of a '**Proposed**' General Hospital.

Q. NO. – 3 - How 'Compensation Strategies' in new Hospitals are changing to bring down the 'Attrition' rate of Nurses?

Q. NO. – 4 - Explain the procedure, step-by-step, to take Disciplinary action against an employee involved in 'Misconduct'.

Q. NO. – 5 - 'Training' is a main Tool in 'Employee Development activity'. Explain the methods of Training used in Hospital.

Q. NO. – 6 - Just make the list of various 'Communications' originated by HR Department towards an Employee (Right from selection to Retirement).

Q. NO. – 7 - 'Collective Bargaining' is the best method of resolving the differences between Management and Union. How the process of 'Collective Bargaining' be made successful ?

P.T.O.

Q. NO. – 8 - What is 'Performance Appraisal' ? Explain any two methods of 'Performance Appraisal' you have studied.

Q. NO. – 9 - **Write short notes on any TWO –**

- (1)** Selection Methods in recruitment
- (2)** Importance of **H**uman **R**esource **I**nformation **S**ystem
- (3)** Responsibilities of H R Manager
- (4)** Welfare facilities in Hospital.

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Total No. of Questions—7]

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[5573]-22

**P.G.D.H.M. (II Sem.) EXAMINATION, 2019
202 : LAWS RELATED TO HOSPITAL AND
MEDICAL SERVICES
(2009 PATTERN)**

Time : Three Hours

Maximum Marks : 70

Instructions to the candidates:

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

Q:1) Describe Code of Medical Ethics in medical services.

Q:2) Explain the importance of Dying declaration in Medico-legal practice & its procedure of recording.

Q:3) Explain the application of Consumer Protection Act in Hospital services.

Q:4) How will you obtain the Bombay Shop & Establishment Act license for your new hospital? Explain its importance.

QA:5) Explain the importance of Fundamental Rights under Indian Constitution.

Q:6) Write short notes on any two of the following

- a) PNDT Act b) Summons c) Magistrate's inquest d) Decree

Q:7) Write short notes on any two of the following

- a) Birth- Death registration b) Payment of wages c) MTP Act d) Consent

Total No. of Questions—7]

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[5573]-23

P.G.D.H.M. (Sem. II) EXAMINATION, 2019

203 : MATERIALS MANAGEMENT AND INVENTORY CONTROL

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

1. What do you understand by Integrated Materials Management ? What are the objectives of Materials Management ?
2. How will you organise a Materials Management Dept for a 100 bed Hospital ?
3. What is ABC Analysis ? How is it useful in controlling the inventory ?
4. What is the importance of Purchase Order ? What are the contents of a complete and legally valid purchase order ?
5. What do you understand by Value Analysis ? How will you apply it to health care organisations ?

P.T.O.

6. Enumerate various purchase systems. What method is used in adopted generally in Govt. Hospitals ? Explain in detail.
7. Write short notes on (any *two*) :
- (a) Stock verification
 - (b) Demand forecasting
 - (c) Buffer stock
 - (d) Hospital formulary.

Total No. of Questions—7]

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[5573]-24

P.G.D.H.M. (II Sem.) EXAMINATION, 2019
204 : HEALTHCARE AND ADMINISTRATION OF CLINICAL
AND NON-CLINICAL SERVICES
(2009 PATTERN)

Time : 3 Hours

Maximum Marks : 70

Instructions: Attempt any five questions.

Question 1: Enumerate statistical methods used in hospital for control of service quality. Explain any one in detail.

Question 2: Enumerate the committees appointed by the Government of India from time to time for planning of health services. Describe the recommendations of any one of them.

Question 3: Write notes on any two

- a) Primary data in research methodology
- b) International classification of diseases
- c) Quality circles
- d) Levels of disease prevention

Question 4: Describe the role of TPA in health insurance.

Question 5: Write the methods adopted to control blindness in National Program for control of Blindness.

Question 6: What is the role of CSSD in prevention of Hospital Acquired Infections?

Question 7: Write notes on any two

- a) Role of SOP in local purchase
- b) DOTs
- c) Fire safety in hospital kitchen
- d) Barrier contraceptives