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SEAT No. :

PA-3477

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**[5951]-101**

**Post Graduate Diploma In Hospital Management**  
**101 - PRINCIPLES AND PRACTICE OF MANAGEMENT &**  
**ORGANIZATIONAL BEHAVIOR**  
**(2019 Pattern) (Semester - I) (POM&O B)**

*Time : 2½ Hours]*

*[Max. Marks : 50*

*Instructions to the candidates :*

- 1) *Attempt any Five Questions.*
- 2) *Each question carries 10 marks (5 marks for sub-question)*

**Q1)** 'Management' is a process of accomplishing the Goal by proper & optimum utilisation of all resources - clarify the meaning of this by explaining various management functions in Hospital.

**Q2)** 'Planning is intellectually demanding process'. Explain its 'steps' and 'types' in relation to Hospital functioning.

**OR**

**Q2)** Explain 5 'Models of Org'. Behavior. What each indicates?

**Q3)** Distinguish between - (with examples)

**[5 Marks each]**

- a) Responsibility and Authority
- b) Line Functions & Staff Functions

**Q4)** Highlight the importance of 'Communication' in Hospital. Also mention the Guide - Lines for effective Communication'.

**OR**

- Q4) a)** What are the fundamentals of Organisation Behavior
- b)** Explain Classification of 'Motives' with examples.

**P.T.O.**

**Q5) Answer the following :**

**[5 Marks each]**

- a) Definition of 'Management'
- b) Main Management functions
- c) 3 Dimensional Role of a Manager
- d) Basic Managerial Skills
- e) Management - is it an Art OR Science?



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**[5951]-102**

**Post Graduate Diploma In Hospital Management(PGDHM)  
102 - Managerial Accounting & Financial Management  
(2019 Pattern) (Semester - I)**

*Time : 2½ Hours]*

*[Max. Marks : 50*

*Instructions to the candidates :*

- 1) *Attempt any Five Questions.*
- 2) *Each question carries 10 marks (5 marks for sub-question)*

**Q1) A)** Fill in the blanks with appropriate word given in the bracket. **[5]**

- i) Liabilities account normally show \_\_\_\_\_ balance.  
(Debit, Credit, Final)
- ii) Capital is a \_\_\_\_\_ type of account.  
(Nominal, Real, Personal)
- iii) Purchase return is also known as \_\_\_\_\_.  
(Return outward, Return inward, Carriage outward)
- iv) \_\_\_\_\_ is the process of transferring journal entries to ledger accounts.  
(Casting, Posting, Balancing)
- v) Double Entry has \_\_\_\_\_ effects of every transaction debit and credit.  
(Single, Double, Compound)

**B)** State whether the following statements are True or False **[5]**

- i) Plant and Machinery is a tangible asset.
- ii) Drawing always have debit balance.
- iii) Balance of Income and Expenditure account shows capital balance.
- iv) Salary paid is expenditure for the organisation.
- v) Depreciation is the increase in the value of fixed asset.

**P.T.O.**

**Q2)** What is Working Capital finance? What are the sources of working capital?  
[10]

**OR**

What is Double entry book keeping system? Explain its advantages and limitations.

**Q3)** From the following trail balance prepare Trading & Profit & Loss Account for the year ended 31<sup>st</sup> March 2022 and Balance Sheet as on that date In the books of Ekanath Enterprises.  
[10]

Particulars	Debit Rs.	Credit Rs.
Purchases	2,50,000	
Sales		5,00,000
Return Inward	12,000	
Return Outward		10,000
Carriage	8,000	
Wages	60,000	
Salaries	2,000	
Drawings	10,000	
Stock as on 1-4-2021	46,000	
Cash in hand	3,400	
Bank balance	22,660	
Professional charges	5,490	
Printing and Stationery	6,000	
Advertising	15,000	
Bills Receivable	4,000	
Bills Payable		2,000
Motor Vehicle	50,000	
Commission received		3,300
Investment	4,000	
Sundry debtors and creditors	36,000	29,000
Discount allowed and received	6,300	4,600
Office furniture	8,050	
Total	5,48,900	5,48,900

Adjustment:

- Outstanding wages Rs. 7,500.
- Write off 10% on office furniture.
- Commission Pre- received Rs.300.
- Closing stock as on 31.3.2022 is Rs. 52,000

**Q4)** From the following data prepare the Trial balance in the books of Amruta & Co as on 31.03.2022 **[10]**

Particulars	Amount ( Rs.)
Wages	36,400
Commission/Received	1,460
Sales Return	13,000
Motor Vehicle	1,84,000
Sale	4,80,000
Purchases	2,52,000
Land	2,40,000
Purchase Return	6,740
Discount Allowed	3,240
Opening Stock	30,000
Creditors	40,000
Carriage on Purchases	5,600
Refreshment Expenses	12,200
Carriage on Sales	6,560
Travelling Expenses	3,000
Debtors	60,000
Drawings	9,600
Bank Overdraft	24,200
Cash	4,800
Capital	3,08,000

**Q5) Write Short Notes on any TWO :** **[10]**

- a) Depreciation.
- b) Trial Balance.
- c) Types of Account.
- d) Break Even Point



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**[5951]-103**

**Post Graduate Diploma In Hospital Management(PGDHM)**

**103 - HOSPITAL PLANNING AND PROJECT MANAGEMENT**

**(2019 Pattern) (Semester -I)**

*Time : 3 Hours]*

*[Max. Marks : 50*

*Instructions to the candidates :*

- 1) *Answer all questions.*
- 2) *All questions carries equal marks*

**Q1)** "Appointment of hospital planning team is crucial for timely start & proper execution of Hospital project". Comment **[10]**

**OR**

Describe various steps of Hospital Planning.

**Q2)** Describe planning of the operation theatre complex of a 100 bedded multi-speciality hospital. **[10]**

**Q3)** Explain Architect's Brief and its importance in Hospital Planning. **[10]**

**OR**

What are the components of Engineering services in Hospital?

**Q4)** Write short notes on (any Two) **[10]**

- |           |                              |
|-----------|------------------------------|
| a) CPM    | b) Merger of a Hospital      |
| c) Zoning | d) Progressive patient care. |

**Q5)** Write short notes on (any Two) **[10]**

- |                            |                                   |
|----------------------------|-----------------------------------|
| a) Maternity ward planning | b) Grouping and Zoning            |
| c) Landscaping in Hospital | d) Licences required for Hospital |



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**[5951]-104**

**Post Graduate Diploma In Hospital Management(PGDHM)**

**104: MEDICAL TERMINOLOGY AND PROCEDURES**

**(2019 Pattern) (Semester -I)**

*Time : 2½ Hours]*

*[Max. Marks : 50*

*Instruction to the candidates :*

*All questions carry 10 marks each.*

**Q1)** Describe Anatomy of Gastro Intestinal Tract. Mention in brief functions of each. **[10]**

**Q2)** Describe the Symptoms, Complications and Management Principles of Diabetes Mellitis. **[10]**

**Q3)** Describe types and clinical features and Management principles for Hypertension. **[10]**

**Q4)** Write short notes (any Two) **[10]**

- |                 |                   |
|-----------------|-------------------|
| a) Osteoporosis | b) CT Scan        |
| c) Cystoscopy   | d) Fibroid uterus |

**Q5)** Write short notes (any Two) **[10]**

- |        |                    |
|--------|--------------------|
| a) CPR | b) Appendicitis    |
| c) DVT | d) Renal Calculus. |



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**[5951]-105**

**Post Graduate Diploma In Hospital Management(PGDHM)**

**105 - HOSPITAL ADMINISTRATION**

**(2019 Pattern) (Semester -I)**

*Time : 2½ Hours]*

*[Max. Marks : 50*

*Instruction to the candidates :*

*All questions carry equal marks*

**Q1)** Describe the duties of a CEO in a 100 bedded private hospital. **[10]**

**Q2)** State and explain working of NICU in a 100 bedded multispeciality corporate hospital. **[10]**

**OR**

Describe layouts of various types of general wards in hospital. Describe management of a general ward of 30 patients.

**Q3)** Describe the members and roles of an infection control committee in forming the guidelines for prevention of hospital acquired infections.**[10]**

**OR**

Describe CGHS in detail.

**Q4)** Write short notes (any Two) **[10]**

- |                       |                            |
|-----------------------|----------------------------|
| a) ALOS               | b) Front office management |
| c) Turn over interval | d) Discharge process       |

**Q5)** Write short notes (any Two) **[10]**

- |                                 |                    |
|---------------------------------|--------------------|
| a) Patients complaints          | b) Matron's report |
| c) Bio medical waste categories | d) CME             |





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**[5951]-201**

**Post Graduate Diploma In Hospital Management(PGDHM)  
201 - HUMAN RESOURCE MANAGEMENT (HRM)  
(2019 Pattern) (Semester-II)**

*Time : 2½ Hours]*

*[Max. Marks : 50*

*Instructions to the candidates :*

- 1) Attempt any Five Questions.*
- 2) Each question carries 10 marks (5 marks for sub-question)*

**Q1) Write short Notes on any Two - (Five marks each)**

- a) Principles / Law of Natural Justice
- b) Issues relating to Consultants / Specialists in Hospital
- c) Career planning
- d) Vishakha Guidelines (& an Act of 2013)
- e) Dress Code in Hospital (Objective, Importance & advantages)

**Q2)** What is 'Human Resource Management'? How the same was evolved? Which are its functional responsibilities (from Recruitment to Retirement) in respect of employees in any Hospital.

**Q3)** What is 'Job Specification'? When the same is done? and how the same is used in Recruitment process?.

- Q4) a)** Explain the concept of 'CTC'. Which factors you will consider while finalizing the salary package for any selected candidate.
- b)** What are the documents / Records required to be maintained regarding payment of salary to the employees?

**P.T.O.**

- Q5)** a) What is 'performance Appraisal'? How the same is used in organizing the Training activity?
- b) What are the 'Off the Job' and 'On the Job' Training Methods?
- Q6)** What is 'Employee Welfare'? Which are the 'Statutory Welfare Facilities' imposed by the Govt. through the legislation. Explain each one in brief.
- Q7)** Explain the concept of 'Industrial Relations'. Also explain the Collective Bargaining process for resolving the industrial disputes.



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[5951]-202

**P.G.Diploma In Hospital Management(P.G.D.H.M.)**  
**202 - LAWS RELATED TO HOSPITAL & MEDICAL SERVICES**  
**(2019 Pattern) (Semister II)**

*Time : 2½ Hours]*

*[Max. Marks : 50*

*Instructions to the candidates :*

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

**Q1)** Explain medico legal aspects of emergency medical services in Hospitals.[10]

**OR**

Explain Dying Declaration & its procedure in Hospitals.

**Q2)** Explain the concept of Doctor Patient Relationship. [10]

**OR**

Explain Criminal Courts in India and their powers.

**Q3)** Explain Consumer Protection Act and concept of deficiency in medical services in India. [10]

**Q4)** Write short notes on any two of the following [10]

- |                          |                          |
|--------------------------|--------------------------|
| a) Maternity Binefit Act | b) Declaration of Geneva |
| c) Complaint             | d) Police Inquest        |

**Q5)** Write short Notes on any two of the following [10]

- |             |                      |
|-------------|----------------------|
| a) Summons  | b) Death Certificate |
| c) PNDT Act | d) Void Contract     |



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[5951]-203

**Post Graduate Diploma In Hospital Management(PGDHM)  
203 - MATERIALS MANAGEMENT AND INVENTORY CONTROL  
(2019 Pattern) (Semester -II)**

*Time : 2½ Hours]*

*[Max. Marks : 50*

*Instructions to the candidates :*

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

**Q1)** What is Pareto's law? How it is used in controlling the inventory?

**Q2)** What are the principles of purchase? Explain in detail.

**OR**

What are the stages of source (vendor) selection? How will you do vendor rating?

**Q3)** Explain the various issues related to value analysis. How will you apply it in health care industry?

**OR**

What preparation / precautions will you exercise while purchasing a capital equipment for your hospital?

**Q4)** What is pilferage? How will you prevent pilferage and mis use of hospital material in government hospitals?

**OR**

What are the factors influencing forecasting of demand? Describe forecasting techniques.

**Q5)** Write short notes (any Two):

- |                       |                 |
|-----------------------|-----------------|
| a) Two bin system     | c) Cold chain   |
| b) Hospital formulary | d) Buffer stock |



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**[5951]-204**  
**Post Graduate Diploma In Hospital Management(PGDHM)**  
**204 - MANAGEMENT OF HEALTHCARE AND**  
**HOSPITAL SERVICES**  
**(2019 Pattern) (Semester II)**

*Time : 2½ Hours]*

*[Max. Marks : 50*

*Instructions to the candidates :*

- 1) *Answer all questions.*
- 2) *Each question carries equal marks.*

**Q1)** Describe Health administration in India.

**OR**

National Health Policy is a guideline for current and future health services planning. Discuss.

**Q2)** Dealing with crisis situation in disasters is the real test of hospital management. Discuss? Why mock drills are important?

**OR**

Why control of blindness is a national program?

**Q3) Write notes on any Two**

- a) Discharge summary as the most important document in IPD file.
- b) Objective elements in radio-diagnostic services
- c) Drug formulary
- d) Preservation of Medical Records

**P.T.O.**

**Q4)** Describe the functioning of Family Welfare program? Explain how it is beneficial? What are the likely hurdles?

**OR**

How to prevent mob violence against hospital establishments?

**Q5) Write notes on any Two**

- a) Service quality in hospital pharmacy
- b) Quality cost in functioning of operation theatre
- c) Smallpox eradication
- d) Usefulness of Bar diagram for control of service quality.

