



[3784] – 204

P.G.D.H.M. (Sem. – II) Examination, 2010
204 : HEALTH CARE AND ADMINISTRATION OF CLINICAL AND
NON CLINICAL SERVICES
(2008 Pattern)

Duration : 3 Hours

Total Marks : 70

Instruction : Attempt any five questions.

1. Enumerate recommendations of Kartar Singh Committee for Health Care in India. **14**
2. What is Family Welfare Programme ? Describe in detail one method. **14**
3. Write short notes on **any two** :
 - i) Levels of disease prevention
 - ii) Role of Vitamin A in control of blindness
 - iii) Primary Data in Research Methodology
 - iv) Diet in Nephrology Unit. **14**
4. Describe Marketing Plan of Diagnostic Centre in semi industrial area. **14**
5. Describe the role of preventive maintenance in biomedical equipment. **14**
6. Explain the concept of income generation through Hospital Accreditation. **14**
7. Write short notes on **any two** :
 - i) Quality control in Pathological Laboratory
 - ii) Retention and Condemnation of Medical Records
 - iii) Role of House Keeper in linen services
 - iv) Cashless facility in Health Care Insurance. **14**

B/I/10/245



[3784] – 101

Post Graduate Diploma in Hospital Management (Semester – I)
Examination, 2010
101 : PRINCIPLES AND PRACTICES OF MANAGEMENT AND
ORGANIZATIONAL BEHAVIOR (New)
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

Note : 1) Questions No. 6 is compulsory.

*2) Solve **any three** questions out of the remaining.*

1. What is the importance of study of Organizational Behavior ? Explain different types of OB Models. 15
2. How will you apply Henry Fayol's Principles of Management to Hospital Organization ? Explain with reasons. 15
3. A) What are the external Agencies that the hospital has to deal with ?
B) Differentiate between a Public Hospital and a Private Hospital. 15
4. What is a Group ? What are the characteristics of a Group ? What are different types of groups that may evolve in Hospital Organization ? 15
5. Explain the following concepts (**any 3**) : 15
 - a) Delegation of Authority
 - b) Organizational Commitment
 - c) Departmentalization.
 - d) Span of control
 - e) Hierarchy of Needs.
6. Write short notes (**any 5**) : 25
 - a) Leadership styles
 - b) Qualities of a Good Leader
 - c) Hospital Vs Industry
 - d) Levels of Planning
 - e) PERT, CPM
 - f) Communication Barriers
 - g) Employee Morale
 - h) Delegation of Authority.



[3784] – 102

P.G.D.H.M. (Semester – I) Examination, 2010
102 : MANAGERIAL ACCOUNTING AND FINANCIAL MANAGEMENT
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

Instructions : i) Answer **any three** questions from Section **I** and **any two** from Section **II**.
ii) Use only **one** answer sheet for **both** Sections.
iii) **All** questions carry **equal** marks.

SECTION – I

1. What is Journal ? Which transactions are usually recorded in it ? Give three examples of such transactions.
2. What is Trial Balance ? Explain the errors that are disclosed by trial balance.
3. What do you understand by depreciation ? Explain any three methods of providing depreciation with illustration.
4. Describe in brief the various factors which are taken into account in determining the working capital needs of a firm.

SECTION – II

5. You are given the following estimates and are instructed to add 10% to your computed figure to allow for contingencies.

Particulars	Amt. for the Year
i) Avg. Amount blockup for stock :	
Stock of finished goods	Rs. 5,000
Stock of Raw materials	Rs. 8,000
ii) Avg. Credit given :	
Inland sales, 6 weeks credit	Rs. 3,12,000
Export sales 1.5 weeks credit	Rs. 78,000

P.T.O.



- iii) Avg. time lag in payment of wages
and other outgoings

Wages, 1.5 weeks	Rs. 2,60,000
Stocks and materials, 1.5 months	Rs. 48,000
Rent and Royalties, 6 months	Rs. 10,000
Clerical staff; 0.5 month	Rs. 64,400
Manager 0.5 month	Rs. 4,800
Miscellaneous expenses, 1.5 months	Rs. 48,000

- iv) Payment in Advance :

Sundry expenses (Paid quarterly in advance) Rs. 8,000

Set your calculations for Avg. amount of working capital requirement.

6. The Suparna Co. Furnishes you the following information :

	first half	2nd half
Sales	Rs. 8,10,000	Rs. 10,26,000
Profit earned	Rs. 21,600	Rs. 64,800

Calculate :

- P.V. Ratio
 - Fixed cost
 - The amount of profit or loss where sales are Rs. 6,48,000
 - The amount of sales required to earn a profit of Rs. 1,08,000.
7. From the following information presented by a Maithilee Co. Ltd., for the year ended 31st March 2010 prepare Balance Sheet.

Sales to Networth	5 times
Current liabilities to Networth	50%
Total Debts to Networth	60%
Fixed Assets to Networth	60%
Current ratio	2 (Two)
Sales to stock	10 times
Debtors velocity	9 times
Annual sales	Rs. 15,00,000
Cash sales	40% of sales



B/S

Proprietors fund	xx	Fixed Assets	xx
Long term debt	xx	Current-Assets	
Current liabilities	xx	Stock	x
		Debtors	x
		Cash	x
	???		???



[3784] – 103

P.G.D.H.M. (Semester – I) Examination, 2010
103 : HOSPITAL PLANNING
(2008 Pattern) (New)

Time : 3 Hours

Total. Marks : 70

Instructions : 1) Attempt **any five** questions.
2) **All** question carry **equal** marks.
3) Draw diagram/sketch **wherever** necessary.

1. What are the statutory requirements for establishment of a hospital ? **14**
2. What factors decide the size and creating specialised departments in a hospital at a district level ? **14**
3. Discuss the role of a hospital consultant in a new hospital project of a charitable trust. **14**
4. Discuss the concept of zoning in layout of various department in a teaching hospital. How will you organise zoning in an NICU ? **14**
5. Discuss the planning, organisation of an Accident/Emergency Department in 500 bedded hospital. Describe the importance of Triage ? **14**
6. Discuss the planning of Water Supply in a hospital located at the Taluka. How will you ensure the softness of the water ? **14**
7. Write short notes on **any two** : **14**
 - a) Plot ratio
 - b) Alternate Source of Energy
 - c) Ward Design of a Teaching Hospital
 - d) Selection of site for 500 bedded Hospital.



[3784] – 104

P.G. D.H.M. (Semester – I) Examination, 2010
104 : MEDICAL TERMINOLOGY AND PROCEDURES
(2008 Pattern)

Time : 3 Hours

Total Marks : 70

Instructions : 1) *Neat diagrams must be drawn **wherever** necessary.*
2) *Black figures to the **right** indicate **full** marks.*
3) ***All** questions carry **equal** marks.*
4) *You are advised to attempt not more than **five** questions.*

1. What are the various investigations done on blood ? Write their normal values. **14**
2. Describe in brief Anatomy and Physiology of Digestive System. **14**
3. Write short notes on **any two** of following :
 - i) Urine analysis
 - ii) Cardio-pulmonary resuscitation
 - iii) Cystoscopy
 - iv) Coronary angiography. **14**
4. Write short notes on **any two** of following :
 - i) Menstrual cycle
 - ii) Mamography
 - iii) Lumbar puncture
 - iv) Jaundice. **14**
5. Describe Anatomy of Urinary System. **14**
6. Describe how will you plan health education program for family planning. **14**
7. Write short notes on **any two** of following :
 - i) TURP
 - ii) Bronchial Asthma
 - iii) Diabetes Mellitus
 - iv) Hypertension. **14**



[3784] – 105

P.G.D.H.M. (Semester – I) Examination, 2010
105 : HOSPITAL ADMINISTRATION
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

Instruction : Attempt any five questions.

1. Describe duties and responsibilities of a C.E.O. of 300 bedded corporate hospital. **14**
2. Enumerate patient related Health Schemes and explain working of C.G.H.S. **14**
3. Describe categories of bio-medical waste and methods of final disposal. **14**
4. Discuss the scope and importance of H.I.S. in a hospital. **14**
5. Discuss the causes leading to Patients Grivances in a hospital and mechanism for resolving. **14**
6. Write short notes on **any two** :
 - i) Role of PRO in hospitals
 - ii) Inter departmental liasion
 - iii) Annual maintenance contracts
 - iv) Security of new borns. **14**
7. Write short notes on **any two** :
 - i) Reporting of Medico-legal cases
 - ii) Patient satisfaction survey
 - iii) Medical Tourism
 - iv) Hospital census. **14**



[3784] – 11

Post Graduate Diploma in Hospital Mgt. (Semester – I) Examination, 2010
101 : PRINCIPLES AND PRACTICES OF MANAGEMENT IN
HOSPITALS
(2005 Pattern)

Time : 3 Hours

Max. Marks : 60

*Note : 1) Attempt **any two** questions from Section No. **I** and Section No. **II** (Total Four).
2) **Each** question carries **equal** marks.*

SECTION – I

1. “In present era of modern management, sharing of objectives is possible”. Explain it w.r.t. MBO.
2. Explain Organizing in context with flat and tall organization. Write advantages and disadvantages of both.
3. “Leaders are not born they are made”. Explain this statement with Leadership traits.
4. Explain span of control. Its importance w.r.t. present era of globalization.

SECTION – II

5. Write the contribution of F.W. Taylor in view of bringing innovations in Hospital Management.
6. “Decision making is an art of management” prove this statement in context with Hospital Management.
7. Define and write various barriers in communications and remedial measures to avoid it towards development of communications in Hospitals.
8. Write **any three** short notes :
 - 1) Advantages of Direction
 - 2) Control Aids
 - 3) Departmentalization Vs Decentralization
 - 4) Principles of Henry Fayol
 - 5) Problems in Staffing.



[3784] – 12

P.G.D.H.M. (Semester – I) Examination, 2010
102 : BASIC ACCOUNTING AND FINANCIAL MANAGEMENT
IN HOSPITAL (2005 Pattern) (Old)

Time : 3 Hours

Max. Marks : 60

- Instructions :** i) Answer **any three** questions from Section **I** and **any one** from Section **II**.
ii) **All** questions carry **equal** marks.
iii) Use **only one** answer sheet for **both** Sections.

SECTION – I

1. What are the important factors to be considered in planning the capital structure of company ?
2. Explain briefly the concept of “Working Capital” and how would you assess working capital requirement for manufacturing Industry ?
3. “Marginal Costing is an effective tool for Decision Making and it is used in solving managerial problems”. Explain.
4. Write note on :
 - i) Business Entity Concept
 - ii) Trial Balance
 - iii) Key factor.

SECTION – II

5. The following is the Balance Sheet of a Company as on 31st March 2009.

Liabilities	Rs.	Assets	Rs.
Share Capital	2,00,000	Land and Building	1,40,000
Profit and Loss A/c	30,000	Plant and Machinery	3,50,000
General Reserve	40,000	Stock	2,00,000
12% Debenture	4,20,000	Sundry Debtor's	1,00,000
Sundry Creditor's	1,00,000	Bills Receivable	10,000
Bills Payable	50,000	Cash at Bank	40,000
	8,40,000		8,40,000

P.T.O.



Calculate :

- i) Current Assets
 - ii) Debt-Equity Ratio
 - iii) Quick Ratio
 - iv) Proprietary Ratio
 - v) Inventory to Working Capital.
6. The following information is obtained from a company for January 2009

Sales Rs. 20,000

Variable cost Rs. 10,000

Fixed Cost Rs. 6,000

Find out P.V. Ratio, B.E.P and margine of safety at this level and the effect of

- i) 20% Decrease in Fixed Cost
- ii) 10% Decrease in Variable Cost
- iii) 10% Increase in Selling Price
- iv) 10% Decrease in Selling Price.



[3784] – 13

P.G.D.H.M. (Semester – I) Examination, 2010
103 : ADMINISTRATION AND PLANNING IN HOSPITAL
(Old 2005 Pattern)

Time : 3 Hours

Max. Marks : 60

***Instruction** : Attempt **any four** questions.*

1. Describe duties and qualities of a Hospital Administrator. **15**
2. Describe Statutory requirements before starting a new hospital at a district place. **15**
3. Discuss in detail functions of O.P.D. Co-ordinator of a 300 bedded multispeciality hospital. **15**
4. Describe the role of Public Relations Department in improving hospital occupancy and retaining. **15**
5. Give in detail plan of Trust hospital equipment procurement of a 300 bedded multispeciality hospital in a Metrocity. **15**
6. Write short notes on **any three** :
 - i) OT planning
 - ii) Architect's brief
 - iii) Circulation in a general ward
 - iv) Matron's Report
 - v) Ambulance Services of a hospital. **15**



[3784] – 14

P.G.D.H.M. (Semester – I) Examination, 2010
104 : MEDICAL TERMINOLOGY AND PROCEDURES (Old)
(2005 Pattern)

Time : 3 Hours

Max. Marks : 60

Instruction : Attempt any four questions.

1. State and explain various investigations in a Gastro-intestinal disorders. **15**
 2. Describe anatomy of heart. **15**
 3. Write short notes on **any three** :
 - i) Hystero salpingography ii) Blood donation camp
 - iii) Migrain iv) Bronchoscopy
 - v) I.V.P. vi) Dialysis **15**
 4. Write short notes on **any three** :
 - i) Pnemonia ii) Nephrotic syndrome
 - iii) Jaundice iv) Bone cancer
 - v) Hypertension vi) Meningitis **15**
 5. Describe Preventive and Educative responsibilities of hospitals. **15**
 6. Discuss Management and Organisation of Eye camp. **15**
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[3784] – 201

P.G.D.H.M. (Semester – II) Examination, 2010
201 : HUMAN RESOURCE MANAGEMENT
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

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

1. Discuss the authority, responsibilities and functions of Line managers and staff managers in personnel management in an organization.
2. Enumerate and discuss in brief the steps of recruitment procedure. What is the importance of organizational analysis in recruitment of staff ?
3. Discuss the importance and methods of management development in an organization. How will you evaluate effectiveness of such training ?
4. Discuss the purpose and objectives of salary and wages administration for an organization. Explain in brief the role of job analysis in determining salaries and wages.
5. Discuss in detail the aim and importance of Human Resource Development in hospitals.
6. Discuss the causes giving rise to grievances at work place and the principles and process of grievance settlement within the organisation.
7. Discuss the aims, objectives and steps of performance appraisal.
8. Write short notes on **any two** :
 - A) Industrial agreement, settlement, reward.
 - B) Job description and job specification.
 - C) Effects of poor internal communication on an organization.
 - D) Counselling and coaching.



[3784] – 202

**P.G.D.H.M. (Semester – II) Examination, 2010
(2008 Pattern)**

**202 : LAWS RELATED TO HOSPITALS AND MEDICAL SERVICES
(New)**

Time : 3 Hours

Max. Marks : 70

Instruction : Attempt *any five* questions.

1. Write short notes on **any two** :
 - i) Workman's compensation Act of 1923
 - ii) PNDT Act of 1994
 - iii) Consent
 - iv) Dying declaration
 - v) General claims procedure. **14**
2. Who is a "Consumer" as per the Consumer Protection Act 1986. Explain how you will draft a written reply to a patient's complaint. **14**
3. Explain the concept of Fundamental Rights as per the Indian Constitution and how will you avoid discrimination in a hospital. **14**
4. Define Summons and warrant. Explain the procedure of serving a summon to a hospital consultant. **14**
5. Discuss the concept of 'Medical Negligence'. Explain various preventive steps in avoiding litigation due to medical negligence. **14**
6. Define Witness. Give in detail the procedure of recording evidence of an Expert Witness. **14**
7. Define Professional Misconduct of doctors and explain the role of Medical Council of India in professional misconduct of doctors. **14**



[3784] – 203

Post Graduate Diploma in Hospital Management (Semester – II)
Examination, 2010
203 : MATERIALS MANAGEMENT AND INVENTORY CONTROL
(2008 Pattern)

Time : 3 Hours

Total Marks : 70

Instructions : 1) *Q. 1 is compulsory.*
2) *Solve any 3 questions from the remaining.*

1. Write short notes (**any 5**) : **25**
 - a) Forecasting of materials
 - b) EOQ
 - c) Duties of a Storekeeper
 - d) Purchase Cycle
 - e) Stock Verification
 - f) ABC Analysis
 - g) Inventory costs.
2. What do you understand by Integrated Materials Management ? What are the functions of Materials Manager ? **15**
3. Explain the procedure for buying in a Government organization in detail. **15**
4. What do you understand by Surplus, Obsolescence and Scrap ? How do you manage these ? **15**
5. Draw a layout design for General Stores of a medium sized Hospital. Prepare a flowchart for the functions of Stores. **15**
6. What do you understand by Equipment Planning ? How will you select X-ray machines for a General Hospital ? **15**



[3784] – 21

P.G.D.H.M. (Semester – II) Examination, 2010
201 : STAFF PATIENT RELATIONSHIP
(Old) (2005 Pattern)

Time : 3 Hours

Max. Marks : 60

Instruction : Attempt any four questions.

1. Explain the role of HR department in ensuring better job satisfaction and job retention in hospitals.
2. What is Recruitment ? How will you recruit and select Lab. technicians for a hospital.
3. Explain the concept of Conflict Management with its process.
4. Explain the need and importance of performance appraisal in a healthcare organisation.
5. Discuss merits and demerits of various training methods used for hospital employees.
6. Write short notes of **any three** :
 - i) Herzberg theory of Motivation
 - ii) Team work
 - iii) Merit Rating
 - iv) Job Rotation
 - v) Overtime payment.



[3784] – 22

P.G.D.H.M. (Semester – II) Examination, 2010
202 : LAWS RELATED TO HOSPITAL AND MEDICAL SERVICES
(2005 Pattern)

Time : 3 Hours

Marks : 60

Instructions : 1) *Solve 5 questions.*
2) *First question is compulsory.*

1. Write notes of **any two** : **20**
 - a) Income Tax Act
 - b) Payment of Wages Act
 - c) Payment of Gratuity Act
 - d) Hippocratic Oath, Declaration of Geneva
 - e) The Industrial Employment (Standing Orders) Act 1946
 - f) Trade Union.
2. Describe the procedure for registering the hospital under **10**
 - 1) The Nursing Home Registration Act
 - 2) The Bombay Shops and Establishments Act.
3. What are the benefits under the following Acts. **10**
 - 1) Employees Provident Fund Act
 - 2) The MTP Act (Medical Termination of Pregnancy).

P.T.O.



4. Define and explain various types of negligence. **10**
 5. Explain the manner in which evidence is recorded in Civil Courts and Criminal Courts. Also give the procedure from the filing of suit in Civil Courts. **10**
 6. What is the benefit that the deceased workmen's heirs will get under "Workman's Compensation Act" and how will they claim it ? **10**
 7. Who is entitled to get the benefit under Consumer Protection Act and under Maternity Benefit Act ? **10**
-



[3784] – 23

P.G.D.H.M. (Semester – II) Examination, 2010
203 : MATERIALS MANAGEMENT AND INVENTORY CONTROL
(2005 Pattern) (Old)

Time : 3 Hours

Max. Marks : 60

*N.B. : i) Answer **any four** questions.
ii) Draw diagrams **wherever** necessary.*

1. Define, Materials Management with its functions and objectives. **15**
2. Explain Materials Planning. What are the macro and micro factors involved in planning ? Give examples. **15**
3. Define ‘Negotiation Techniques’. What are the qualities of a good negotiator ? Give examples. **15**
4. Explain :
 - a) Purchase systems – Decentralized Vs. Centralized.
 - b) Various documents used in purchase. **15**
5. Write a detailed note on **two** :
 - a) Duties of Store-Keeper
 - b) Bin-Card System
 - c) Layout or location of store-room in organization. **15**
6. What is E.O.Q. ? What are the cost associated with EOQ ? Explain with graph. **15**
7. ‘A.B.C.’ Analysis is a selective control technique of inventory control. Explain with graph. **15**
8. Write short notes (**any three**) :
 - a) Prescriber’s Attitude
 - b) Expiry date
 - c) Obsolescence
 - d) Pilferages
 - e) Drug Review Committee. **15**



[3784] – 24

P.G.D.H.M. (Semester – II) Examination, 2010
204 : TOTAL QUALITY MANAGEMENT
(2005 Pattern)

Time : 3 Hours

Max. Marks : 60

*Note : i) Answer **any five** questions.
ii) **All** questions carry **equal** marks.*

1. State the concept of Service Quality and Process Quality in context of health care. Explain in brief how Service quality can be measured.
2. State major contributions made by Deming and Crosby in the field of Quality. Discuss their applicability and relevance to healthcare organizations.
3. What benefits/advantages can a well established, reputed hospital derive by implementing ISO – 9000 – 2000 Quality System ? Explain in brief role of owner of a health care organization, in implementation of ISO Quality System.
4. Explain how does improvement in house keeping and maintenance of utilities and equipments help in improving quality in healthcare.
5. Explain with example statistical techniques/methods which can be used in hospitals for controlling service quality.
6. Explain types of quality costs in healthcare with examples.
7. Describe in brief principles of Total Quality Management.
8. Write notes on **any two** of the following :
 - a) Value added management
 - b) Service reliability
 - c) Field failure analysis
 - d) Total Quality Control.

B/I/10/120
