



[4084] – 24

Post Graduate Diploma in Hospital Management (Semester – II)

Examination, 2011

204 : TOTAL QUALITY MANAGEMENT

(2005 Pattern) (Old)

Time : 3 Hours

Max. Marks : 60

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

1. Explain the concept of quality from the perspective of
 - i) Doctors
 - ii) Patients
 - iii) Attendants of patient
2. Describe in brief major contributions of any two of the following in context of management of hospitals :
 - i) Crosby
 - ii) Deming
 - iii) Juran
3. Enlist the factors affecting quality of service in a hospital and explain the role of Hospital Administrator in improving quality.
4. Explain with examples role of calibration of instruments and preventive maintenance of equipments in providing quality health services in a hospital.
5. Explain the concept of ISO quality standards. Describe how does implementation of ISO standards help in improving quality of service in health care.
6. What are the costs associated with total quality management for an hospital ? Describe with examples.
7. Enumerate tools and techniques of total quality management. Explain application of one of the quality tools in hospital.
8. Write short notes on **any three** of the following :
 - i) Quality circle
 - ii) Kaizen
 - iii) Measurement of customer satisfaction by exit interview
 - iv) Just in time system
 - v) Waste reduction in hospitals.



[4084] – 23

P.G.D.H.M. Semester – II Examination, 2011
203 : MATERIALS MANAGEMENT AND INVENTORY CONTROL
(2005 Pattern) (Old)

Time : 3 Hours

Max. Marks : 60

Note: i) Answer any four questions.

ii) Draw diagrams wherever necessary.

1. a) State the principles of Materials Management and its Advantages. 8
b) Explain the essentials of Good Inventory Control. 7
2. Explain : **Any two**.
 - a) Negotiations and Qualities of Negotiator.
 - b) Materials Management in Hospital organization.
 - c) Prescriber's attitude. 15
3. What is 'ABC' Analysis ? What are the advantages ? Explain with graph. 15
4. Explain : **Any three**.
 - a) Lead Time.
 - b) Maximum level of Inventory control.
 - c) Re-order level of Inventory control.
 - d) Safety storage. 15
5. Define Value Analysis. What are its advantages ? Give examples. 15
6. Explain the events/activities, of receipt of materials, its issues, stocking, checking and accounting in 'Hospital Organization'. 15
7. Write short notes : **Any three**. 15
 - a) Pilferages and wastage.
 - b) Perpetual Inventory checking.
 - c) Expiry date.
 - d) VED Analysis.
 - e) Decentralised purchase system.



[4084] – 101

P.G.D. in Hospital Mgt. (Semester – I) Examination, 2011
101 : PRINCIPLES AND PRACTICES OF MANAGEMENT AND
ORGANIZATIONAL BEHAVIOUR
(2009 Pattern)

Time : 3 Hours

Max. Marks : 70

Instructions : 1) Answer any 5 questions.

2) All questions carry equal marks (i.e. 14 marks).

1. Define Management. Explain Planning and Directing as important functions of Management.
2. Distinguish between Scientific and Administrative Management.
3. Explain role of CPM in controlling and coordinating functions of Management.
4. Define Motivation. Explain 'Maslow's Need Hierarchy' theory in detail.
5. Define leader and leadership. Explain 'Managerial-Leadership Grid' in detail.
6. Explain models of Organisational Behaviour.
7. Short notes (**any 2**) :
 - 1) Line and staff organisation
 - 2) Departmentation
 - 3) Theories of group formation
 - 4) Attributes of personality.



[4084] – 104

P.G.D.H.M. (Semester – I) Examination, 2011
104 : MEDICAL TERMINOLOGY AND PROCEDURES
(2010 Pattern)

Time : 3 Hours

Total Marks : 70

Instruction : Attempt any five questions.

1. Describe anatomy of Heart and Physiology of gaseous exchange. **14**
 2. Write short notes on **any two** :
 - i) Hernia
 - ii) Coma
 - iii) Gastro-enteritis
 - iv) Uraemia. **14**
 3. How will you investigate a case of low backache in a female aged 45 years ? **14**
 4. Describe physiology of digestion and role played by various organs. **14**
 5. Write short notes on **any two** :
 - i) Tracheostomy
 - ii) EEG
 - iii) Sonography
 - iv) Audiometry. **14**
 6. Describe how you will plan and conduct public education program on Immunisation. **14**
 7. Write short notes on **any two** :
 - i) Coronary Angioplasty
 - ii) Dialysis
 - iii) Endoscopy
 - iv) Implants. **14**
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[4084] – 105

P.G.D.H.M. (Semester – I) Examination, 2011
105 : HOSPITAL ADMINISTRATION
(2010 Pattern)

Time : 3 Hours

Max. Marks : 70

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

1. Describe duties and responsibilities of the Hospital Administrator of a multispeciality hospital run by a charitable trust. **14**
2. a) Discuss the phases of disaster management planning for a general hospital located in an urban setting in densely populated area. **7**
b) Discuss the administrative issues to be managed to handle mass casualties as a result of bomb blast. **7**
3. Discuss the significance of the out patient services of a tertiary care teaching hospital towards effective marketing of the hospital in the community. **14**
4. Discuss the methods by which a hospital administrator can plan, monitor and evaluate the quality of ward management in the hospital. **14**
5. Discuss the issues to be considered in management of the diagnostic services of a multispeciality hospital. **14**
6. Discuss how you will organise a one day CME program for hospital staff in Bio-medical Waste Management. **14**
7. Write short notes (on **any two**) : **14**
 - a) Fire fighting arrangements in a hospital
 - b) HIS
 - c) Security of New born in the wards
 - d) Medical certificates
 - e) ALS, BOR, Turn Over Interval.



[4084] – 202

P.G.D.H.M. (Semester – II) Examination, 2011
202 : LAWS RELATED TO HOSPITAL & MEDICAL SERVICES (New)
(2009 Pattern)

Time : 3 Hours

Max. Marks : 70

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

1. Write short notes on **any two** : **30**
 - a) Trade Unions Act
 - b) Hippocratic Oath
 - c) Dying Declaration recorded by JMFC
 - d) Workmen' s Compensation Act
 - e) Medical Negligence and Compensation
 - f) Organs Transplantation Act.
2. Give the procedure followed in conducting a case under the Consumer Protection Act in a District Forum. **10**
3. Define "Death". Describe Medical aspects of death. Discuss the legal aspects of a death certificate. **10**
4. Elaborate the differences in **any two** : **10**
 - a) Warrant & Summons
 - b) Memo and Chargesheet
 - c) Bailable and Non Bailable Offence.
5. Describe Consent with its types and necessity. **10**
6. What are the benefits to women workers and workmen as per **10**
 - a) Employees Provident Fund Act ?
 - b) Bombay Shops and Establishments Act ?
7. Explain the Fundamental Rights pertaining to Protection of life and liberty (Art. 21 of the Constitution) **10**



[4084] – 204

P.G.D.H.M. (Semester – II) Examination, 2011
204 : HEALTH CARE & ADMINISTRATION OF CLINICAL &
NON-CLINICAL SERVICES
(2010 Pattern) (New)

Time : 3 Hours

Max. Marks : 70

Instruction : Attempt any five questions.

1. Describe concept of National Health Policy of India and its monitoring in National Health Programme. **14**
2. Discuss the role of NACO in reducing HIV prevalence in India. **14**
3. Write short notes on **any two** :
 - i) DOTs and ART
 - ii) O.C. Pills
 - iii) Fire safety in Medical Records Department
 - iv) Data Collection for Research. **14**
4. Discuss the role of House Keeping Services in controlling Nosocomial infection. **14**
5. Describe the management of Obstetric Sonography department. **14**
6. Discuss obstacles problems faced in marketing of Health Insurance in India. **14**
7. Write short notes on **any two** :
 - i) PR Tools
 - ii) N.A.B.H. and Medical Tourism
 - iii) Preventive Maintenance of O.T. equipment
 - iv) Biomedical Waste Management in E.M.S. **14**



[4084] – 102

P.G.D.H.M. (Semester – I) Examination, 2011

**102 : MANAGERIAL ACCOUNTING AND FINANCIAL MANAGEMENT
(2009 Pattern)**

Time: 3 Hours

Max. Marks: 70

Instructions : 1) Q. No. 1 is compulsory and attempt any two questions from each Section.

2) Figures to the right indicate full marks.

3) Use of simple calculator is allowed.

4) Answer to both Sections is to be written in the same answer book.

1. A) Explain the following : 5
- i) Matching concept
 - ii) Money measurement concept.
- B) Classify the following accounts into personal, real and nominal. 5
- a) Capital account
 - b) Salary account
 - c) Purchase account
 - d) Loan account
 - e) Cash account

SECTION – I

2. Distinguish between financial accounting and management and cost accounting. 15
3. Explain the errors disclosed and not disclosed by the trial balance. 15
4. Write short notes on (any three) : 15
- a) Methods of depreciation
 - b) Receipts and payment account
 - c) Working capital management
 - d) Budgetary control.

P.T.O.



SECTION – II

5. The expenses for budgeted production of 10,000 units in a factory are furnished below : 15

Particulars	Per unit
Material	70
Labour	25
Variable overheads	20
Fixed Overheads (1,00,000)	10
Variable expenses (Direct)	5
Selling expenses (10% fixed)	13
Distribution expenses (20% fixed)	7
Administration expenses (Rs.50,000)	5
Total Cost per unit	155

Prepare a budget for production of :

- i) 8,000 units
- ii) 6,000 units

Assume that administration expenses are fixed for all level of production.

6. The following are the Trading and P & L a/c for the year ended 31st December 2008 and the balance sheet as on that date of K.Ltd. 15

Dr.	Trading and P & L A/c		Cr.
Particulars	Rs.	Particulars	Rs.
To opening Stock	9,950	By Sales	85,000
To purchases	54,525	By closing stock	14,900
To wages	1,425		
To Gross Profit	34,000		
	99,900		99,900



To administrative expenses	15,000	By Gross Profit	34,000
To selling expenses	3,000	By interest	300
To financial expenses	1,500	By Profit on sale of shares	600
To Loss on sale of assets	400		
To Net Profit	15,000		
	34,900		34,900

Balance Sheet

	Rs.		Rs.
Share Capital	20,000	Land and Buildings	15,000
Reserves	9,000	Plant and Machinery	8,000
Current Liabilities	13,000	Stock	14,900
P & L A/c	6,000	Debtors	7,100
		Cash at Bank	3,000
	48,000		48,000

You are required to calculate :

- a) Current Ratio
- b) Operating Ratio
- c) Stock Turnover Ratio
- d) Net Profit Ratio
- e) Fixed assets Turnover Ratio.



7. Calculate the amount of working capital requirements for M Ltd from the following information :

15

	Rs. (per unit)
Raw materials	160
Direct labour	60
Overheads	120
Total cost	340
Profit	60
Selling Price	400

Raw materials are held in stock on an average for one month. Materials are in process on an average for half-a-month. Finished goods are in stock on an average for one month.

Credit allowed by suppliers is one month and credit allowed to debtors is two months. Time lag in payment of wages is 1½ week. Time lag in payment of overhead expenses is one month. One-fourth of the finished goods is sold against cash.

Cash in hand and at bank is expected to be Rs. 50,000; and expected level of production amounts to 1,04,000 units. You may assume that production is carried on evenly throughout the year, wages and overheads accrue similarly and a time period of four weeks is equivalent to a month.



[4084] – 103

P.G.D.H.M. (Semester – I) Examination, 2011
103 – HOSPITAL PLANNING
(2010 Pattern)

Time : 3 Hours

Max. Marks : 70

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

1. What is a feasibility study in the hospital planning process ? Discuss the importance of the feasibility study from the investors view point. **14**
2. How will you plan an inaugural function of a speciality hospital under construction 10 km away from Pune ? You can make valid assumptions for this purpose. **14**
3. What is a Hospital ? Discuss the peculiarities of a hospital. **14**
4. Discuss the planning, layout of an outpatient department of a multi speciality hospital. **14**
5. Discuss the planning, layout of a maternity ward of a general hospital. How will you plan security of the mother and child in this ward ? **14**
6. What is a sewage ? How will you plan an efficient sewage disposal system for the hospital located in a rural area ? **14**
7. Write short notes on **any two** : **14**
 - a) Role of an architect in hospital planning
 - b) Phasing of activities
 - c) Landscaping
 - d) Reverse Osmosis Process.



[4084] – 201

P.G.D.H.M. (Semester – II) Examination, 2011
201 : HUMAN RESOURCE MANAGEMENT
(New) (2010 Pattern)

Time : 3 Hours

Max. Marks : 70

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

1. Define Human Resource Management. Explain the role of HR Manager.
2. Define Manpower Planning. Explain the process of Manpower Planning.
3. Define Job. Analysis. Explain the process of Job Analysis.
4. Differentiate between Recruitment and Selection. Explain the sources of Recruitment.
5. Differentiate between Training and Development. Elaborate any two methods of Training.
6. Explain the Employee Grievance Settlement procedure in a large scale hospital.
7. Define Performance Appraisal. Explain any two methods of appraisal.

B/II/11/110



[4084] – 203

Post Graduate Diploma in Hospital Management (Sem. – II) Examination, 2011
203 : MATERIALS MANAGEMENT AND INVENTORY CONTROL
(2009 Pattern) (New)

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) Drug Review Committee
 - b) Vendor Rating
 - c) Value Analysis
 - d) Lead Time
 - e) Materials Planning and Budgeting
 - f) Bin Card
 - g) Prescribing Habits of Physicians.
 2. What do you understand by Selective Inventory Control ? How will you Exercise Selective Inventory Control in your Hospital ? **15**
 3. What are various stages of Source Selection ? Describe in detail. **15**
 4. Explain the following Concepts : **15**
 - a) Ordering Systems
 - b) Buffer Stock
 - c) ABC Analysis
 5. What do you understand by Pilferage ? What steps will you take to prevent pilferage and misuse of Hospital materials in a Government Healthcare Institution ? **15**
 6. What are the types of Equipment Maintenance ? What terms and conditions will you include in preparing AMC for a CT Scan Machine of your Hospital ? **15**
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[4084] – 21

**PGDHM (Semester – II) Examination, 2011
201 : STAFF PATIENT RELATIONSHIP
(2005 Pattern) (Old)**

Time : 3 Hours

Max. Marks : 60

Instructions : 1) Answer **any 4 (four)** questions.
2) **All** questions carry **equal** marks.

1. Elaborate on the scope and functions of HRM Department in a multispeciality hospital of 100 Beds. **15**
2. Draft out a job description of a MATRON of a 100 bedded multi-speciality hospital. **15**
3. Highlight the various non-financial motivation tools used in Hospitals to motivate class IV Employees. **15**
4. What do you mean by Conflict Management ? Suggest strategies to resolve conflict amongst Ward Nurses. **15**
5. Explain grievance handling procedure in detail. **15**
6. Write short notes on **any 3** : **15**
 - a) Job specification
 - b) Maslow's Need Heirarchy
 - c) Performance Appraisal
 - d) Leadership styles
 - e) Counselling Techniques.



[4084] – 22

PGDHM (Semester – II) Examination, 2011
202 : LAWS RELATED TO HOSPITAL AND MEDICAL SERVICES
(2005 Pattern) (Old)

Time : 3 Hours

Max. Marks : 60

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

1. Write notes on **any two** : **20**
 - a) Trade Unions
 - b) Vicarious Liability
 - c) The MTP Act (Medical Termination of Pregnancy)
 - d) Evidence of Doctor as an expert
 - e) Consents, Types and Necessity
 - f) Payment of Wages Act.

2. Which are the Labour Laws applicable to a Hospital with 50 beds ? **10**

3. Define Workman under the “Workmen’s Compensation Act 1923 and discuss the benefits available to him and his heirs after his death. **10**

4. What is procedure followed to obtain certificate under : **10**
 - a) The Industrial Employment (Standing Orders) Act 1946.
 - b) The Bombay Shops and Establishments Act 1950.

5. What is medical negligence ? Give preventive measures to avoid negligence. **10**

6. What is Geneva Declaration ? Explain the Hippocratic Oath. **10**

7. Describe **10**
 - a) Cognizable Offence and Non Cognizable Offence.
 - b) Private Ltd. Co. & Public Ltd. Co.