	<u> Viegh</u>
Name:	A
Roll No. :	In Parago (V Exercising 2nd Explana)
Invigilator's Signature :	

CS/MBA(NEW)/SEM-4/HSA-405/2010 2010 PLANNING, ORGANISING &

Full Marks: 70

MANAGEMENT OF HEALTH SERVICES

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP - A

(Multiple Choice Type Questions)

- 1. Choose the correct alternatives for any ten of the following : $10 \times 1 = 10$
 - i) The first major step in the planning process is
 - a) stating organizational objectives
 - b) developing premises
 - c) putting plans into action
 - d) developing plans.
 - ii) Bed Utilization Indices are all except
 - a) ALS

Time Allotted: 3 Hours

- b) Turnover Interval
- c) BTR
- d) Post Operative Death Rate.

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[Turn over

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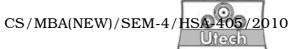
Business game is a popular iii) training procedure a) b) role-playing exercise c) simulation d) all of these. PDCA was designed by iv) a) Deming b) Jurang None of them. c) Drucker d) Code black indicates v) fire drill a) bomb threat b) all clear none of these. c) d) A hospital efficiency and effectiveness can be measured by all of the indicators except a) structural criteria b) process criteria c) outcome criteria d) architect's brief. vii) Mitigation is a pot disaster phase pre disaster phase a) b)

c)

d)

none of these.

on disaster phase



viii)	Work study is also known as			Utech		
	a)	time-motion study	b)	method study		
	c)	value analysis	d)	none of these.		
ix)	During triage, the persons who are in need of immediate medical attention are identified by					
	a)	red band	b)	green band		
	c)	yellow band	d)	none of these.		
x)	The characteristics of the individual who should be hired for the job are indicated by					
	a)	job analysis	b)	job specification		
	c)	job description	d)	man specification.		
xi)	Pers	onnel function is a				
	a)	line function	b)	staff function		
	c)	both (a) and (b)	d)	none of these.		
xii)	MBO was propounded by					
	a)	Henry Gantt	b)	Peter Drucker		
	c)	Taylor	d)	Fayol.		

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(Short Answer Type Questions)

Answer any three of the following.



- 2. Write short note master plan in the context of hospital planning.
- 3. Write short note break even analysis.
- 4. Differentiate between co-ordination and co-operation.
- 5. Write short note 6-SIGMA.
- 6. Write short note role played by NGOs in providing health services in India.

GROUP - C

(Long Answer Type Questions)

 $3 \times 15 = 45$

- 7. Discuss the various challenges faced by a hospital in the 21st Century. What are the strategies required to face such challenges? 8+7
- 8. Briefly discuss the organisation and management of (a) laboratory services and (b) mortuary services. $2 \times 7\frac{1}{2}$
- 9. Define disaster. Describe elaborately the role played by a hospital in disaster management. 3 + 12
- 10. What are management techniques? Explain elaborately three management techniques of your choice. $3 + (3 \times 4)$
- 11. Write notes on the following: $2 \times 7\frac{1}{2}$
 - a) Project management and implementation in the context of hospital planning.
 - b) Legal requirements to be met in planning and designing of a hospital.

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