



Name :

Roll No. :

Invigilator's Signature :

**CS/MBA(NEW)/SEM-4/HSA-405/2010
2010**

**PLANNING, ORGANISING &
MANAGEMENT OF HEALTH SERVICES**

Time Allotted : 3 Hours

Full Marks : 70

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



- iii) Business game is a popular
- a) training procedure b) role-playing exercise
- c) simulation d) all of these.
- iv) PDCA was designed by
- a) Deming b) Jurang
- c) Drucker d) None of them.
- v) Code black indicates
- a) bomb threat b) fire drill
- c) all clear d) none of these.
- vi) 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
- a) post disaster phase b) pre disaster phase
- c) on disaster phase d) none of these.



viii) Work study is also known as

- 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) Personnel 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.



GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

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)

Answer any *three* of the following. $3 \times 15 = 45$

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.