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Name:	\$
Roll No.:	To Share Williamshife and Explana
Invigilator's Signature :	

CS/MBA/SEM-4(FT)/HSA-405/2012

2012

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 the following :

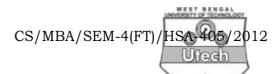
 $10 \times 1 = 10$

- i) Which date is being celebrated as World Health Day?
 - a) 1st April
- b) 7th April
- c) 1st May
- d) 5th September.
- ii) Instrument like tissue processor is used in which division of hospital laboratory?
 - a) Haematology
- b) Microbiology
- c) Histopathology
- d) Bio chemistry.
- iii) Which of the following characteristics is not considered in hospital sector?
 - a) Intangibility
- b) Heterogeneity
- c) Separability
- d) Perishability.

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- iv) PERT chart is related to which field of management?
 - a) Material Management
 - b) Marketing Management
 - c) Project Management
 - d) None of these.
- v) The objective of operational planning of a hospital is
 - a) programme formulation and implementation
 - b) mission development
 - c) service determination
 - d) expansion and diversification.
- vi) Code white indicates
 - a) fire drill
- b) bomb threat
- c) security emergency
- d) all clear.
- vii) Job description is also referred as
 - a) job specification
- b) man specification
- c) job analysis
- 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) Bed occupancy ratio is
 - a) number of beds: patients
 - b) number of vacant beds: patients
 - c) number of doctors: number of sisters
 - d) none of these.



- x) Business Game is a popular
 - a) training procedure
- b) role-playing exercise
- c) simulation
- d) all of these.

GROUP - B

(Short Answer Type Questions)

Write short notes on any three of the following.

 $3 \times 5 = 15$

- 2. Triage.
- 3. Hospital Commissioning.
- 4. Utility Services & Support Services.
- 5. OPD flow chart in a Hospital.
- 6. Space programming for a Hospital.

GROUP - C

(Long Answer Type Questions)

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

- 7. "Hospital is a Complex Entity." Discuss.
- What are the challenges faced by a Hospital administrator?You as an administrator of a city Hospital, elaborate some strategies you will develop to face the challenges.6 + 9
- You as a Hospital Management Consultant is asked to set up a 200 bedded Hospital in Kolkata with all diagnostic facilities and a pharmacy.
 - Now elaborate on how you will proceed to commission the same and hand over it to the client.
- 10. Discuss the role of Hospital in mass casually management.

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11. What do you mean by a Hospital ? What is the difference between Health care and Medical care ? List the extramural and intramural functions of a Hospital. What are the peculiarities of a Hospital ? 1 + 2 + 6 + 6

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