



Name :

Roll No. :

Invigilator's Signature :

**CS/MBA/FT/SEM-4/HSA-405/2013
2013**

**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 :
 $10 \times 1 = 10$
 - 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
 - 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) Hospital efficiency and effectiveness can be measured by all of the following 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 a short note master plan in the context of hospital planning.
3. Write a short note on Hospital Commissioning.
4. Differentiate between co-ordination and co-operation.
5. Write a short note 6-SIGMA.
6. Write a short note on the 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. What do you mean by disaster ? Describe elaborately the role played by a hospital in disaster management. $3 + 12$
10. Explain the concept of a Hospital as a complex entity.
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.