| | <u> Viedi</u> |
|---------------------------|----------------------------------|
| Name: | 4 |
| Roll No.: | A Annua (VExecuting 2nd Uniform) |
| 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.

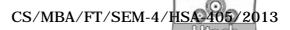
GROUP - A (Multiple Choice Type Questions)

- 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.

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



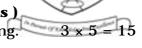
| | a) | time-motion study | y b) | method study |
|-----------|------|--|------------|------------------------|
| | c) | value analysis | d) | none of these. |
| ix) | | ing triage, the lediate medical att | _ | who are in need of |
| | a) | red band | b) | green band |
| | c) | yellow band | d) | none of these. |
| x) | | characteristics o | | lividual who should be |
| | a) | job analysis | b) | job specification |
| | c) | job description | d) | man specification. |
| xi) | Pers | onnel function is a | a | |
| | a) | line function | b) | staff function |
| | c) | both (a) and (b) | d) | none of these. |
| xii) | мво |) was propounded | l by | |
| | a) | Henry Gantt | b) | Peter Drucker |
| | c) | Taylor | d) | Fayol. |
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viii) Work study is also known as

GROUP - B

(Short Answer Type Questions)

Answer any three of the following.



- 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.

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