



Name :

Roll No. :

Invigilator's Signature :

CS/MBA(N)/SEM-4 (FT)/HSA-405/2011

2011

**PLANNING ORGANIZING AND 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 × 1 = 10

- i) The first major step in the planning process is
 - a) stating organizational objectives
 - b) developing premises
 - c) developing plans
 - d) putting plans into actions.

- ii) 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.



- iii) Code black indicates
- a) bomb threat
 - b) fire drill
 - c) all clear
 - d) none of these.
- iv) A Pareto Chart is
- a) step by step, schematic pictures of stages of a project
 - b) the one which breaks down a project into controllable pieces
 - c) a simple chart displaying schedule
 - d) a series of bars whose height reflect the impact of problems.
- v) Which one of the following is not a function of the outpatient department ?
- a) Early Diagnosis
 - b) Health Promotion
 - c) Medical and Nursing Care
 - d) Training Education.
- vi) ERCP is done by
- a) Gastroscope
 - b) Duodenoscope
 - c) Colonoscope
 - d) All of these.



- vii) Project is a
- a) techno-commercial communication of an idea
 - b) only commercial aspect of an idea
 - c) only technological aspect of an idea
 - d) none of these.
- viii) CPM is a/an oriented method.
- a) activity
 - b) event
 - c) total work
 - d) all of these.
- ix) Which of the following equipment is not patient monitoring equipment ?
- a) Pulse oxymeter
 - b) Capnograph
 - c) Ventilator
 - d) Cardiac monitor.
- x) Code white indicates
- a) fire drill
 - b) security
 - c) emergence
 - d) bomb threat.

GROUP – B

(Short Answer Type Questions)

Write short notes on any *three* of the following.

3 × 5 = 15

2. Gantt chart.
3. Hospital Commissioning.
4. JIT.
5. Deming's 14 principles of TQM.
6. Factors affecting site selection.

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GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.

3 × 15 = 45

7. What are the various types of problems that a floor manager of a hospital can face ? Also suggest few solutions to solve the problems.
8. Suppose a school bus has met with an accident within 15 kms of ABC hospital. As a hospital administrator of the hospital, what will be your role in this situation ?
9. Do you think management of NGOs is essential ? Justify your answer.
10. Explain the different qualitative and quantitative techniques of management that can be used in a hospital.
11. Explain the different stages of project management.

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