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## 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:

 $10 \times 1 = 10$ 

- 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.

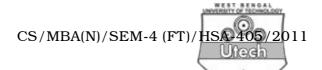
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- iii) Code black indicates
  - a) bomb threat
- b) fire dril
- c) all clear
- d) none of these.
- iv) A Pareto Chart is
  - a) step by step, schematic pictures of stages of a project
  - b) the one which breaks down a project into controllable pieces
  - 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.

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- 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**

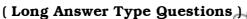
## (Short Answer Type Questions)

Write short notes on any three of the following.

 $3 \times 5 = 15$ 

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

#### **GROUP - C**



Answer any three of the following.



- 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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