

National Institute of Health and Family Welfare

Diploma in Hospital Management

Final Examination: Batch 2011-12

Time: Three Hours

Maximum Marks: 50

Paper – I

1. Describe the process of conflict in a Tertiary Care Hospital. As the Medical Superintendent of the hospital what are the types of conflict you will face and how will you manage and resolve the conflict?

(14 Marks)

OR

Describe materials management. How can you minimize costs by applying different Inventory Control Techniques?

2. Answer any **three** of the following

(18 marks)

- a. Motivation
- b. Managerial Grid
- c. Coping mechanisms of stress
- d. Interpersonal communication skills
- e. Operation Research (OR) Techniques

3. Answer any **three** of the following

(18 marks)

- a. Strategic Planning
- b. Supportive Supervision
- c. Medical Audit
- d. Legal importance of Medical Records
- e. Total Quality Management

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Paper – II

1. Describe the principles of planning of emergency services in a hospital. What are principles of disaster plan and describe the management issues in disaster management. (14 marks)

OR

What is Progressive Patient Care (PPC)? Describe various stages, Advantages and Disadvantages.

2. Answer any **three** of the following (18 marks)
 - a. Day Care Services
 - b. Privileged communication
 - c. Role of Hospital in Primary Health Care
 - d. Panchayati Raj Institutions and NRHM
 - e. Biomedical Waste Management
3. Answer any **three** of the following (18 marks)
 - a. Universal precaution of Infection Control
 - b. Community Health Centre
 - c. Adverse incident reporting
 - d. Functional zones of OPD
 - e. Concept of zoning in Operation Theatre

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Final Examination: Batch 2012-13

Time: Three Hours

Maximum Marks: 100

Paper – I

1. What is Medical Record? How will you plan & design a Medical Record Department of District level hospital. Discuss the role of Medical Audit in improving the patient care in the hospital.

(28 marks)

OR

Define Leadership. Briefly discuss the leadership process and styles that are applicable in a hospital set up.

2. Write Short Notes on **any Three** of the following (3 x 12 = 36)

- (i) Queuing Theory
- (ii) Strategic Planning
- (iii) Step of Human Resource Planning
- (iv) Employees welfare measures in a hospital
- (v) PERT & CPM

3. Write Short Notes on **any Three** of the following (3 x 12 = 36)

- (i) Cost containment in the Hospital
- (ii) Break even analysis
- (iii) Total Quality Management (TQM)
- (iv) Inventory Control Techniques
- (v) Condemnation & Disposal procedure

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Maximum Marks: 100

Paper – II

1. Define Hospital Acquired infection (HAI). Discuss the significance of HAI from hospital administrator's point of view. Describe various steps to be taken for control of HAI.
(28 marks)

OR

Planning and designing of Emergency Department of a hospital. Discuss various administrative problems that are encountered in emergency department.

2. Write Short Notes on **any Three** of the following: (3 x 12 = 36)
 - (i) Law of Tort
 - (ii) User charges
 - (iii) Biomedical waste management
 - (iv) Triage
 - (v) Average length of stay
3. Write Short Notes on **any Three** of the following: (3 x 12 = 36)
 - (i) Medico Social Services
 - (ii) Quality control in Blood Bank
 - (iii) Consumer Protection Act
 - (iv) Administrative problems in operation theatre
 - (v) Day care centre

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Final Examination: Batch 2013-14

Time: Three Hours

Maximum Marks: 100

Paper – I

1. Define Medical Audit. Discuss the pre-requisite and steps to conduct Medical Audit.
(28 marks)

OR

What is Conflict? Describe Transactional Analysis. How Transactional Analysis can be effectively applied for Conflict Resolution.
(28 marks)

2. Write short notes on **any three** of the following (3 x 12 = 36 marks)

- a. Managerial Grid
- b. Johari Window
- c. Breakeven Analysis
- d. SWOT Analysis
- e. Total Quality Management

3. Write short notes on **any three** of the following (3 x 12 = 36 marks)

- a. Hospital Utilization Indices
- b. Cost Reduction Measures
- c. Zero based budgeting
- d. Calculation of Buffer Stock for Medical Store
- e. Training Need Assessment

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Final Examination: Batch 2013-14

Time: Three Hours

Maximum Marks: 100

Paper – II

1. Define Disaster and its types. What is the infrastructure and Mechanism in India with various disasters?

(28 marks)

OR

Define Hospital Acquired infection (HAI). As a Hospital Administrator, what steps to be taken to control HAI in a District Level Hospital?

(28 marks)

2. Write short notes on **any three** of the following (3 x 12 = 36 marks)

- a. Quality control for Blood Bank
- b. Reduction of waiting time in OPD
- c. Drug formulary of hospital
- d. Intensive Care Unit (ICU)
- e. Zoning Concept in OTs

3. Write short notes on **any three** of the following (3 x 12 = 36 marks)

- a. PCPNDT Act and its implications in Health Institution
- b. Progressive Patient Care
- c. Sterilization methods used in CSSD
- d. Law of TORT
- e. Outsourcing of Hospital Services

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Final Examination: Batch 2014-15

Time: Three Hours

Maximum Marks: 100

Paper – I

Attempt all questions

1. What are the principles, functions & techniques of management, that are application in hospital situations.

(40 marks)

OR

Describe Materials Management Cycle. Discuss inventory control techniques that are applicable for drug store management in hospitals.

2. Write short notes on **any three** of the following (3 x 10 = 30 marks)

- a. Managerial Grid
- b. Break Even Analysis
- c. Linear Programming
- d. Quality Circle
- e. Maslow's theory of motivations

3. Write short notes on **any three** of the following (3 x 10 = 30 marks)

- a. Situational approach to leadership
- b. Training Needs Assessment
- c. Average length of Stay
- d. Zero based budgeting
- e. Medical Audit

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Final Examination: Batch 2014-15

Time: Three Hours

Maximum Marks: 100

Paper – II

Attempt all questions

1. Discuss Planning, Designing and Managerial Consideration for OPD services in Tertiary care hospital

(40 marks)

OR

Define Bio Medical Waste. Discuss Hospital Waste Management in a District Level Hospital.

2. Write short notes on **any three** of the following (3 x 10 = 30 marks)

- a. Engineering Services
- b. Ambulance Services
- c. Grievance Redressal System in Hospital
- d. Medical Staff requirement in 8 bed ICU
- e. Radiation Hazards in Tertiary Care Hospital

3. Write short notes on **any three** of the following (3 x 10 = 30 marks)

- a. ETO sterilization
- b. Medical Negligence
- c. Laundry Services
- d. Public Relations in Hospitals
- e. Epidemiology of Hospital Acquire infection