

POST GRADUATE DIPLOMA IN
HOSPITAL AND HEALTH MANAGEMENT

Term-End Examination

June, 2009

DHHM-1 : INTRODUCTION TO MANAGEMENT-I
INTRODUCTION TO MANAGEMENT-II

Time : 3 hours

Maximum Marks : 70

Note : All questions are compulsory.

1. (a) Define control as a management function. 3+5
Explain the basic steps involved in designing
a control process.
- (b) How will you improve the quality of a 7
patient care in a hospital ?
2. (a) What is logistics management ? Briefly 3+4
describe the functions involved in logistics
management.
- (b) Discuss the plan of Bio-medical Engineering 8
Operations for maintenance of hospital
equipments.

3. Write short notes on **any four** of the following : 4x5
- (a) Induction training
 - (b) Decision making
 - (c) Collective bargaining
 - (d) Span of control
 - (e) Job description
4. Write short notes on **any four** of the following : 4x5
- (a) Health Care Financing
 - (b) Factors affecting utilisation of equipment
 - (c) Cost benefit analysis
 - (d) Performance budgeting
 - (e) Economic order quantity.

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