

**POST GRADUATE DIPLOMA IN  
HOSPITAL AND HEALTH MANAGEMENT**

**Term-End Examination**

**June, 2013**

**DHHM-3 : ORGANISATION AND MANAGEMENT  
OF HOSPITALS AND HEALTH  
SYSTEM MANAGEMENT**

*Time : 3 Hours*

*Maximum Marks : 70*

*Note : All questions are compulsory.*

1. (a) Explain in brief the concept of quality care and quality management in hospitals. **10+10=20**  
(b) Describe the organisation of quality management system in hospitals.
2. (a) Define Primary Health Care. **2+8+10=20**  
(b) Describe the principles and enlist the elements of Primary Health Care.  
(c) Discuss the role of hospitals in Primary Health Care.
3. Write short notes on *any five* of the following :  
(a) Functions of hospitals **6x5=30**  
(b) Role and responsibilities of Public Relation Officer of a hospital

- (c) Energy conservation in hospitals
  - (d) Structure and Staffing of Hospital Engineering Services Department
  - (e) Components and packages of services under RCH programme
  - (f) Epidemiological Surveillance
  - (g) Standard Error of Sampling Distribution
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