

No. of Printed Pages : 2 **DHHM-03/MHH-103**

**POST GRADUATE DIPLOMA IN
HOSPITAL AND HEALTH
MANAGEMENT (PGDHHM)**

Term-End Examination

June, 2024

**DHHM-03/MHH-103 : ORGANIZATION AND
MANAGEMENT OF HOSPITALS AND
HEALTH SERVICES, HEALTH SYSTEM
MANAGEMENT**

Time : 3 Hours

Maximum Marks : 70

***Note** : Attempt three questions from Part A and five questions from Part B.*

Part—A

***Note** : Write answers of any **three** questions of the following within **1500** words each.*

1. (a) Describe various dimensions of quality of services in a hospital. 5
- (b) Discuss how will you access the quality of lab services in a hospital. 10

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2. (a) Describe the purpose of research in a hospital. 8
- (b) Discuss various steps in conducting research. 7
3. What is Primary Health Care ? Describe the function of PHC in India. 15
4. Enlist the Nation programmes in India for communicable diseases. 5
- Describe the national tuberculosis elimination programme (NTEP) in detail. 10

Part—B

5. Write short notes on any *five* of the followings within **500** words each : 5×5=25
- (a) Role of hospital in primary healthcare
- (b) Functions of hospital in the changing scenario
- (c) Importance of patient satisfaction
- (d) Functions of engineering services department in hospital.
- (e) Quality assessment of medical care
- (f) Commonly available Health Insurance Plan in India

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