

**THE NATIONAL INSTITUTE OF HEALTH AND FAMILY WELFARE**

**Diploma in Hospital Management**

**(Batch 2016 – 17)**

**Final Examination: 1<sup>st</sup> August 2017**

**Paper I**

**Attempt all Questions**

**Time: Three Hours  
Maximum Marks = 100**

1. Describe the conflict resolution process. What are various strategies to handle collective bargaining and trade unionism?

OR

Describe the material management cycle. Discuss the procurement issues involved in purchase of imported equipment.

(28 marks)

2. Write short notes on **any three** of the following: (12X3=36 marks)

- i. Managerial Grid
- ii. Average length of stay and its importance
- iii. SWOT analysis
- iv. Exit interview
- v. Zero based budgeting
- vi. Johari Window

3. Write short notes on **any three** of the following: (12X3=36 marks)

- i. Matrix Organisation
- ii. PERT and CPM
- iii. Fixed and Variable cost
- iv. Lead Time
- v. Quality standards in Labs.
- vi. Job satisfaction

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**Paper II**

**Attempt all Questions**

**Time: Three hours  
Maximum Marks= 100**

1. Discuss planning, designing and managerial issues relating to Operation Theatres in a 300 bedded Tertiary care hospitals.

OR

Define Medical Audit. Discuss various pre- requisite & steps to conduct a Medical Audit.

(28 marks)

2. Write short notes on **any three** of the following: (12X3=36 marks)

- i. Role of generic drugs in the hospital
- ii. Law of Torts
- iii. Public relations in hospitals
- iv. Role of Engineering services in the hospitals
- v. Central Sterile Supply Department (CSSD)
- vi. Linen management in hospitals

3. Write short notes on **any three** of the following: (12X3= 36 marks)

- i. Progressive patient care
- ii. Patient Safety
- iii. Hospital Antibiotic Policy
- iv. Role of Information technology in health sector
- v. Vicarious responsibility
- vi. Green hospitals