

**POST GRADUATE DIPLOMA IN
HOSPITAL AND HEALTH
MANAGEMENT (PGDHHM)
Term-End Examination
December, 2024**

**MHH-103 : ORGANISATION AND MANAGEMENT
OF HOSPITALS AND HEALTH SERVICES
HEALTH SYSTEM MANAGEMENT**

Time : 3 Hours

Maximum Marks : 70

Note : *All questions are compulsory. Attempt
Question Nos. 1 and 2 within 2500 words.
Attempt short notes within 1000 words.*

1. (a) Enumerate the administrative and clinical
functions in a hospital. 8
- (b) Describe the various responsibilities of a
healthcare manager. 12

2. (a) What Public Relation initiatives a hospital should undertake to enhance the patient satisfaction. 10
- (b) What is the importance of regular training of staff (clinical and non-clinical) ? 10
3. Write short notes on any *five* of the following :

6×5=30

- (i) Role of a hospital in primary healthcare
- (ii) Importance of medical records
- (iii) Principles of public relations in hospital setting
- (iv) Bio-waste management
- (v) Consumer Protection Act
- (vi) Patient confidentiality

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