

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

**Term-End Examination**

**June, 2026**

**MHH-103 : ORGANIZATION AND  
MANAGEMENT OF HOSPITAL AND  
HEALTH SERVICES, HEALTH SYSTEM  
MANAGEMENT**

*Time : 3 Hours*

*Maximum Marks : 70*

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**Note :** (i) *All questions are compulsory.*

(ii) *Attempt question nos. 1 and 2 within  
2500 words each. Attempt question  
No. 3 short notes within 1000 words  
each.*

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1. (a) Describe the concept of quality and  
quality management. 8

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- (b) Describe how will you access the quality of indoor services in a hospital. 12
2. (a) Describe the determinants of health. 10  
(b) Describe briefly various indicators for accessing health status of a community. 10
3. Write short notes on any *five* of the following : 5×6=30
- (i) Patient satisfaction
  - (ii) Screening tests
  - (iii) Describe key aspect of a hospital building and design
  - (iv) Salient features of National Health Policy, 2017
  - (v) Right to Information Act (RTI), 2005
  - (vi) Workplace violence in health sector

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