Contents

Mnemonics **1**

1. Human Relations *1*
2. Primary Health Care *1*
3. Total Quality Management *2*
4. Cost Analysis *2*
5. Budget *3*
6. Hospital Acquired Infection *3*
7. Dimension of Managerial Incompetence *4*
8. Dimension of Performance *5*
9. Disabilities *5*
10. Collective Bargaining *6*
11. Art of Listening *7*
12. Power *7*
13. Logistic Management *8*
14. Purchase *8*
15. Standardization *9*
16. Obsolescence *9*
17. Inventory Control *10*
18. Equipment Functioning *10*
19. Hospital *10*
20. Aspect of Care (ICU) *11*
21. Nursing Manpower Planning *11*
22. Fire Triangle *12*
23. *Siddha Vaidya* System *12*
24. Hospital Fire *13*

25. Selection *13*
26. Demographic Factors *14*
27. Financial Planning *14*
28. Laboratory Hazards *14*
29. Principles of Management *15*
30. Radiation Hazards *15*
31. Mudaliar Committee *16*
32. District Planner *16*
33. Bhore Committee *17*
34. Preventive Maintenance Program *17*
35. Health Hazards *18*
36. Hospital Waste Management *18*
37. Patient's Resistance *19*
38. Personality Development *19*
39. Patient Dissatisfaction *20*
40. Person with Disability *20*
41. Prerequisites for Budgeting *21*
42. Nursing Audit *21*
43. Inpatient Care *21*
44. Production Process *22*
45. CSSD *22*
46. Operating List *23*
47. OT Aseptic Standards *23*
48. General Practitioners *24*
49. Patient Care *24*
50. ICU Classification *24*
51. Pediatric ICU *25*
52. Environment *25*

53. Disasters: Be Prepared! *26*
54. Types of Disasters *26*
55. Hospital Areas *26*
56. Hospital *27*
57. Disaster Classification *27*
58. Threats and Vulnerabilities *28*
59. Equipment Disposal *28*
60. Condemnation *29*
61. Dietary Service *29*
62. Good Housekeeping *30*
63. Slip Hazards *30*
64. ICU Staffing Pattern *30*
65. Goal *31*
66. Procurement *31*
67. Sewage *32*
68. Blood Donor *32*
69. Nursing Activities *32*
70. Nurse-Patient Ratio *33*
71. Cost Containment *33*
72. Hospital Information System (HIS) *34*
73. Skills of an Administrator *34*
74. Stores Safety and Security *34*
75. Fire Extinguisher *34*
76. Demands of Patients *35*
77. PHC Staffing Pattern *35*
78. National AIDS Control Program *36*
79. Minimum Need Program *36*
80. Integrated Child Development Scheme (ICDS) *37*

81. Role of Hospital in RCH Program *37*
82. Role of Hospital in NHP *38*
83. Fire Fighting *38*
84. National Malaria Eradication Program *38*
85. STD Manifestations *39*
86. Total Quality Management *39*
87. Quality Management System *39*
88. Social Agents *40*
89. Manpower Planning and Programs *40*
90. Objective *40*
91. Planning *41*
92. Material Management Process *41*
93. Organization Structure *42*
94. Purchasing Process *42*
95. Public Health Services *42*
96. Regionalization of Health Care *43*
97. Program Evaluation and Review Technique (PERT) *43*
98. Law Related to Hospital *44*
99. High-risk Factors *45*
100. National Health Policy *45*
101. Stress Management Strategies (SMS) *45*
102. System Change *46*
103. Primary Health Care *46*
104. Cost Control *47*
105. Qualities of Hospital Administrator *47*
106. Hospital Structure *48*
107. Types of Hospitals *48*
108. UNICEF *49*

109. Site Selection *49*
110. Architectural Drawings *50*
111. Communication *51*
112. General Standards *51*
113. Electrical Standards *52*
114. Theory X versus Theory Y *53*
115. Organizational Behavior *54*
116. Personality *54*
117. Job Satisfaction *55*
118. Group *55*
119. Sensitive Areas of the Hospital *56*
120. Political Behavior *56*
121. Communication Barriers *56*
122. Disaster Paradigm Checklist *57*
123. Public Expectations *57*
124. Freud's Personality Theory *58*
125. Quality Activity *58*
126. Quality Measurement *58*
127. SWOT Analysis *59*
128. Public Speaking *59*
129. Conflict and Crisis *60*
130. Listener *60*
131. Interview *60*
132. Prevention of AIDS *61*
133. Kartar Singh Committee *61*
134. Mass Triage *61*
135. Medical Consultation *62*
136. Breaking Bad News *62*

137. Drugs of Abuse *62*
138. Delirium *63*
139. National Programme for Blindness Control *63*
140. National Health Policy *64*
141. Classification of Hospitals *64*
142. PMR Department *65*
143. Counseling *65*
144. Nursing Services *66*
145. PMR Department Staff Requirement *66*
146. Alternative System of Medicine *67*
147. Intelligent Building *67*
148. Full Form *67*
149. VED-VEIN Analysis *68*
150. Storage and Preservation *68*
151. Engineering Service Department *69*
152. Fire Safety *69*
153. Well Being *70*
154. Epidemic Forecasting *70*
155. Electric Supply Failure *70*
156. Walking Around Inspection *71*
157. Service Marketing Mix *71*
158. Flow of Goods *72*
159. Equipment Selection *72*
160. Types of Inventory Control *73*
161. Herzberg's Hygiene Factors *74*
162. Centralization versus Decentralization *74*
163. Mechanized Laundry: Equipment Requirement *74*
164. Quality In Housekeeping Service *75*

165. Central Security Control Room *75*
166. Ambulance *75*
167. Laboratory Hazards *76*
168. Full Form *76*
169. Health Services *76*
170. Fixed Cost *77*
171. Writing Skill *77*
172. Quality of Message *77*
173. Listening Skill *78*
174. Relationship *78*
175. Standards of Medical Care *79*
176. Rights of the Patient *79*
177. Organization *80*
178. Unsafe Behavior *80*
179. Human Relation Problems *80*
180. Personnel Manager *80*
181. Human Resource Action Programs *81*
182. Hospital Organization *81*
183. Groups of Hospital Services *82*
184. Internal Control *82*
185. Consumer Forum *82*
186. Negligence's Remedy *83*
187. Hospital Cost *84*
188. Cost Containment *84*
189. Hospital Expenditure *84*
190. Ward Records *85*
191. Induction Program *86*
192. International Buying *86*

193. Emotional Control *87*
194. Equipment Information *88*
195. Manager's Moral *88*
196. Principles of Organization *88*
197. Intensive Care Unit: A to Z *89*
198. Dimension of Quality *90*
199. Organizational Effectiveness *90*
200. Cycle of the Five Ds *90*
201. Personality Traits *90*
202. Freud's Personality Theory (MRP) *91*
203. Meetings *91*
204. Hospital Departments *92*
205. ICU Director *92*
206. Quality Health Care *92*
207. Time Wasters *93*
208. Problem Solving *93*
209. Price *94*
210. Housekeeping Services *94*
211. Mortuary Equipment *94*
212. Radiation Safety *95*

Special Topics

- **Management by Definitions (MBD)** **96**
- **An Administrator's Appeal** **101**
- **Keywords** **102**
- **Management Mantra** **125**
- **From Expert's Desks (FED)** **145**
- **Health Quotations** **158**
- **Health Legislations** **177**

Index *183*