



BRAINWARE UNIVERSITY

Term End Examination 2021 - 22

Programme – Bachelor of Business Administration in Hospital Management

Course Name – Hospital Operation Management

Course Code - BBAHMC302

(Semester III)

Time : 1 Hr.15 Min.

Full Marks : 60

[The figure in the margin indicates full marks.]

Group-A

(Multiple Choice Type Question)

1 x 60=60

Choose the correct alternative from the following :

- (1) The Primary Healthcare Centre has -

a) 2-3 beds	b) 20-25 beds
c) 6-10 beds	d) 50 beds
- (2) All of the following are hospital supportive services except -

a) CSSD	b) Hospital transport service
c) Pharmacy service	d) OPD
- (3) Teaching hospital generally has -

a) 100 beds	b) 500 beds or more
c) 200 beds	d) 300 beds
- (4) MBO is using as a:

a) strategic management mode	b) Queuing problem model
c) Performance enhancement technique	d) Both strategic management mode and Performance enhancement technique
- (5) PERT & CPM are used as -

a) Statistical tool	b) Time-event tool
c) Network analysis	d) all of these
- (6) Demography consists of -

a) Population calculation	b) Education and income status
c) Health status	d) all of these
- (7) Which service is known as the “shop window” of the hospital?

a) OPD	b) IPD
c) CSSD	d) Medical Records

- Library
University
Bazooka
11/25
- (8) What is/are the common problem/ s of Outpatient department?
- a) Appointment system jumping and long waiting
 - b) Non availability of test results, X-rays
 - c) Interruptions to consultation by telephone calls
 - d) all of these
- (9) PERT stands for -
- a) Positive error reporting time
 - b) Process evaluation research technique
 - c) Program evaluation and research theory
 - d) Program evaluation review technique
- (10) A Gantt chart is which -
- a) Displays the schedule as well as acts as a comparison
 - b) Breaks down a project into controllable pieces
 - c) Displays the step by step, schematic pictures of any process
 - d) Is a series of bars whose height reflect the frequency
- (11) HEPA filters refer to -
- a) High efficiency particulate air
 - b) Highly effective particles of air
 - c) Heavily effective particles of air
 - d) None of these
- (12) CPM is used for:
- a) Project management
 - b) Statistical tool
 - c) Clearly defined with critical path
 - d) all of these
- (13) Which of the following is not a patient monitoring equipment
- a) Pulse oximeter
 - b) Capnograph
 - c) Ventilator
 - d) Cardiac monitor
- (14) Most sensitive indicator for evaluating health status of population is
- a) Maternal mortality
 - b) PQLI
 - c) Infant mortality
 - d) Morbidity
- (15) A community health Centre covers a population of:
- a) 20000 – 30000
 - b) 40000 – 50000
 - c) 80000 – 120000
 - d) 120000 – 140000
- (16) One of the biggest challenges faced by the hospital managers today are
- a) Scarcity of resources
 - b) Legal problems
 - c) Managerial problems
 - d) Both Scarcity of resources and Legal problems
- (17) FSN technique is used in
- a) Cost accounting
 - b) Human Resource Management
 - c) Inventory Management
 - d) Time Motion Study
- (18) The air distribution in O.T is always
- a) From protective zone to the sterile zone
 - b) From sterile zone to the protective zone
 - c) From clean zone to the protective zone
 - d) From clean zone to the protective and sterile zone
- (19) A serious problem in healthcare industry is:
- a) Growing population
 - b) Appearance of new disease
 - c) Lack of healthcare facilities
 - d) All of these
- (20) Normally how many beds are there in a small specialized hospital:

a) 100 beds

c) 200 beds

b) 500 beds

d) 300 beds

(21) MCI stand for:

a) Mass Causality Item

c) Mass Casual Index

b) Medical Council of India

d) Metric Causality Index

(22) The following are management techniques borrowed from behavioural sciences, except

a) organizational design

c) cost-benefit analysis

b) communication

d) personnel management

(23) The particular task performance in CPM is known -

a) Dummy

c) Activity

b) Event

d) Contract

(24) Full form of PICU is -

a) Pediatric intensive care unit

c) Pediatric intensive care unit & Pulmonary intensive care unit

b) Pulmonary intensive care unit

d) Either a or b

(25) What is the full form of BMW for hospitals?

a) Bio Medical Waste

c) Bachelor of Medical management

b) Bayerische Motoren Werke

d) None of these

(26) Role of Operation Management is to -

a) Functioning according to plans, organizing, coordinating, and controlling the resources needed to produce a company's goods and services

c) Sale goods or services in proper planning

b) Involves managing people, equipment, technology, information, and many other resources.

d) All of these

(27) For which department, the hospital operation management is mostly needed to accomplish day-to-day activities-

a) HRM

c) Marketing

b) Finance

d) All of them

(28) Healthcare operations management is the emerging discipline that integrates _____ aspects of management to determine the most efficient and optimal methods of supporting patient care delivery.

a) Quantitative and Qualitative

c) Secondary

b) Primary

d) Tertiary

(29) Hospital operation management includes all _____ activities that it is busy all throughout the day but functions particularly marketing, accounting and finance, and HR, but no less important are usually kept out of its scope.

a) Day-to-day

c) Multiple

b) Single

d) Secondary

(30) What is the goal of a quality process?

a) To make costlier product

c) To produce low cost product

b) To produce error-free products

d) Both To produce error-free products and To produce low cost product

(31) Which of the factors does not significantly affect the way in which business is being conducted?

- a) Connectivity
 - b) Speed
 - c) Intangibility
 - d) Heterogeneity
- (32) A hospital's interior design should be based on a comprehensive understanding of the facility's mission and its _____ profile.
- a) Patient
 - b) Doctor
 - c) Director
 - d) HOD
- (33) The function of the Out Patient Department include:
- a) Health promotion
 - b) Medical counselling & consultation
 - c) Acts as a filter for inpatient admissions
 - d) All of these
- (34) The organisation's plan for providing patient care will be reviewed at least _____.
- a) Annually
 - b) Quarterly
 - c) In two months
 - d) Daily
- (35) The hospital has a _____ committee to identify the potential safety and security risks.
- a) Management
 - b) Board of directors
 - c) Safety
 - d) Doctors
- (36) Unity of Command means:
- a) Employees should receive orders from each departmental superior.
 - b) Employees should receive orders from one superior only.
 - c) Employees should receive orders other than their superior.
 - d) None of these
- (37) Operation Theatre (OT) is said to be the primary source of revenue generation with around _____ percent of revenue earned just by this area.
- a) 20-30
 - b) 40-60
 - c) 70-80
 - d) 50-60
- (38) In Smart Operation theatre who issues the voice commands?
- a) Doctor
 - b) Surgeon
 - c) Nurse
 - d) Administrator
- (39) What is the % of non-hazardous waste ?
- a) 80-85
 - b) Above 90
 - c) 60-65
 - d) None of these
- (40) Biomedical waste is placed in specially _____ bags and containers for removal by biomedical waste transporters.
- a) Labelled
 - b) Plastic
 - c) Red
 - d) Blue
- (41) Which of the following is not used for treatment of bio-medical waste?
- a) Incinerators
 - b) Autoclave
 - c) Microwave
 - d) Refrigerator
- (42) About _____ of the waste produced by health care providers is non-hazardous "general waste" comparable to domestic waste.
- a) 75% to 90%
 - b) 65% to 75%
 - c) 68% to 70%
 - d) 80% to 85%
- (43) Secondary neoplasia is known to be associated with:
- a) Bio medical waste
 - b) Chemotherapy

- c) Infection
d) Nano technology
- (44) No untreated biomedical waste shall be stored beyond a period of:
a) 48 hrs. b) 24 hrs
c) 12 hrs. d) 72 hrs.
- (45) What is HTC?
a) Hospital Total Capacity b) Hospital Transfusion Committees
c) Hospital Treatment Causality d) Hospital Treatment Capacity
- (46) Which of the following is not included in Pre-Hospital Management?
a) Emergency hospital service b) First aid posts
c) Ambulance service d) Mobile surgical units
- (47) In which phase of hospital emergency planning is done?
a) Primary b) Pre disaster
c) Late' d) Early
- (48) Peculiarity of hospital as an organization is all except:
a) Production can be quantified b) Dual authority
c) Personalized services d) No unity in line of command
- (49) Which of the following not come under code blue response team?
a) Intensive Care Registrar b) Medical Registrar
c) General outdoor d) Doctors
- (50) A Small hospital generally have -
a) 100 or less beds b) 200- 300 beds
c) 100- 200 beds d) 500 beds
- (51) OPD of a hospital includes except -
a) consultation and investigation b) preventive and promotive
c) patient admission d) counselling
- (52) Which services are involved in dealing with accidents, natural disasters and epidemics?
a) Emergency b) Research
c) Training d) Non-clinical
- (53) Equipment maintenance and supply checked by:
a) General Duty Assistant b) Biomedical equipment team
c) Quality team d) all of these
- (54) Professional, legal or ethical issues are followed and governed by:
a) Medical law and ethics b) Personal Privacy Act
c) Health Information Patient Privacy Act d) None of the above
- (55) What are the set of practices performed for the preservation of health?
a) Hygiene & environmental sanitation b) Health education
c) Good habits d) all of these
- (56) Health education can-
a) improve community hygiene b) prevent illness
c) inculcate positive health attitude d) all of these
- (57) 1st step of investigation of epidemic is:
a) Manpower training b) Logistics

c) Rehabilitation

d) Diagnosis & Treatment

(58) Capability to identify who has the disease is done by measuring:

a) Validity

b) Sensitivity

c) Specificity

d) All these

(59) Supportive services of the hospital include all except:

a) Pharmacy services

b) Laboratory services

c) House-keeping services

d) Laundry services

(60) Which is the skeleton of organization?

a) Organizational function

b) Organizational structure

c) Decentralization

d) Co-ordination