



BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – MBA(HM)-2024

Course Name – Management of Hospital Clinical Services

Course Code - MHM10103

(Semester I)

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Brainware University
398, Ramkrishnapur Road, Barasat
Kolkata, West Bengal-700125

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Which of the following is a primary function of the OPD?
 - a) Hospital admissions
 - b) Initial patient assessment
 - c) Intensive care
 - d) Surgical procedures
- (ii) What is the main purpose of a consultation room in an OPD?
 - a) Surgical procedures
 - b) Patient rest
 - c) Doctor-patient interaction
 - d) Billing
- (iii) Show from the following options, the layout of an OPD influencing patient flow.
 - a) It does not influence patient flow
 - b) Poor layout can cause delays and confusion
 - c) Only affects staff, not patients
 - d) Improves parking availability
- (iv) Infer the roles of doctors and nurses in the OPD.
 - a) Doctors and nurses have the same roles
 - b) Nurses handle administrative tasks while doctors diagnose and treat patients
 - c) Doctors manage patient flow while nurses perform surgeries
 - d) Nurses provide prescriptions, and doctors offer care
- (v) Select from the following options the effectiveness of a centralized registration system in the OPD.
 - a) Decreases efficiency
 - b) Increases patient confusion
 - c) Streamlines patient flow and reduces wait times
 - d) Has no impact on patient experience
- (vi) Show the role of the triage nurse in the Emergency Department.
 - a) Scheduling patient appointments
 - b) Determining the severity of patients' conditions
 - c) Managing hospital finances
 - d) Conducting surgical procedures
- (vii) List the most common reasons patients visit the Emergency Department.

- a) Routine check-ups, dental cleanings, and vision tests
b) Chest pain, respiratory distress, and traumatic injuries
c) Prescription refills, flu shots, and dietary advice
d) Cosmetic consultations, hair transplants, and weight loss programs
- (viii) Infer the cause of rapid blood transfusion in case of a patient with severe trauma.
a) To prevent infection
b) To restore adequate blood volume and prevent shock
c) To reduce the risk of clot formation
d) To improve digestion
- (ix) Choose the most appropriate triage category for a patient with a suspected heart attack.
a) Non-urgent
b) Urgent
c) Emergent
d) Routine
- (x) What is the primary purpose of diagnostic imaging?
a) Treatment
b) Diagnosis
c) Rehabilitation
d) Surgery
- (xi) Choose the most appropriate imaging technique for evaluating a suspected stroke.
a) X-ray
b) MRI
c) Ultrasound
d) PET scan
- (xii) Match the primary purpose of the Inpatient Department in a hospital.
a) Conducting outpatient consultations
b) Providing overnight care for patients
c) Offering day surgery services
d) Conducting medical research
- (xiii) Choose the most appropriate department for admitting a patient with severe trauma requiring continuous monitoring.
a) Day Care Center
b) ICU
c) Inpatient Department
d) Outpatient Department
- (xiv) Which of the following is the primary responsibility of the scrub nurse in the operating theatre?
a) Administer anesthesia
b) Assist the surgeon by handling instruments
c) Monitor the patient's vitals
d) Sterilize the surgical instruments
- (xv) Choose the best method to ensure that the operating room maintains aseptic conditions.
a) Using disposable instruments
b) Regularly sterilizing instruments and surfaces
c) Administering antibiotics to patients before surgery
d) Keeping the operating room doors open

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Group-B

(Short Answer Type Questions)

3 x 5=15

2. Compare the functions of an OPD with those of an Emergency Department. (3)
3. Assess the functions of diagnostic department in a hospital. (3)
4. Recall the objectives of day care services in a hospital. (3)
5. Define the role of triage in the Emergency Department. (3)
6. Assess the functions of nursing services. (3)

OR

Explain the criteria of zoning of the operation theatre. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Explain the physical facilities of the operation theatre. (5)

8. Explain the types, workflow and physical facilities of outpatient department. (5)
9. Critically evaluate the need for continuous staff training in OPDs and its impact on healthcare delivery. (5)
10. Interpret the nightingale ward. (5)
11. Assess the role of continuous staff training in maintaining high standards of care in the Emergency Department. (5)
12. Decide different specialized services provided by laboratory service department of the hospital. (5)

OR

Explain the location and space requirements of the Laboratory service department of a hospital. (5)

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