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BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – M.Sc.(MLT)-2023

Course Name – Hospital & Laboratory Organization Management

Course Code - MMTC04004

(Semester IV)

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) Outline from the following options the key responsibility of a Quality Improvement Officer in a hospital.
 - a) To oversee nursing care policies.
 - b) To improve the quality of care delivered to patients.
 - c) To manage human resources.
 - d) To ensure financial efficiency.
- (ii) Select from the following options the primary focus of a hospital's culture.
 - a) Doctor's reputation.
 - b) Patient care and safety.
 - c) Hospital building design.
 - d) Administrative tasks.
- (iii) How does effective organizational management in hospitals impact healthcare delivery?
 - a) It ensures that healthcare delivery is affordable for all patients.
 - b) It focuses on providing a wide range of healthcare products.
 - c) It ensures that healthcare delivery is efficient, safe, and responsive to patient needs.
 - d) It prioritizes only the administrative functions of hospitals.
- (iv) Which hospital structure follows a top-down management approach from the following options?
 - a) Hierarchical structure.
 - b) Team-based structure.
 - c) Network structure.
 - d) Geographical structure
- (v) Select from the following options the primary purpose of the Out-patient Department (OPD).
 - a) To provide emergency care.
 - b) To treat patients who do not require overnight hospitalization.
 - c) To perform surgeries.
 - d) To admit patients for long-term care.
- (vi) Choose the role of the emergency department (ED) from the following options.

- a) To provide immediate treatment for acute illnesses and injuries.
- b) To manage long-term patient care.
- c) To conduct outpatient surgeries.
- d) To monitor patients after surgery.
- (vii) Identify from the following options that is NOT required to prove medical negligence.
 - a) Duty of care.
 - b) Breach of duty.
 - c) Intent to harm.
 - d) Damages.
- (viii) Identify the key objective of ISO 9001:2000.
 - a) Cost reduction.
 - b) Market expansion.
 - c) Continuous improvement of processes.
 - d) Increased product design variations.
- (ix) Identify the option that holds correct for 'Plan-Do-Check-Act' cycle in ISO 9001:2000.
 - a) Product testing process.
 - b) Continuous improvement methodology.
 - c) Employee performance appraisal.
 - d) Financial planning.
- (x) Identify the key focus of NABH from the following options.
 - a) Cost management in healthcare.
 - b) Healthcare service quality and patient safety.
 - c) Employee satisfaction in hospitals.
 - d) Financial transparency in healthcare.
- (xi) List the most effective method for addressing patient grievances in a hospital from the following options.
 - a) Ignoring complaints to focus on emergencies.
 - b) Establishing a grievance redressal system.
 - c) Conducting daily patient interviews
 - d) Hiring a PR firm
- (xii) List from the following options the key aspects of hospital communication.
 - a) Patient care, Legal compliance, Advertisement.
 - b) Internal communication, Patient interaction, Public outreach.
 - c) HR management, Infection control, Billing.
 - d) Pharmacy services, Marketing, Surgery.
- (xiii) List the type of equipment most commonly seen in an ICU.
 - a) Ventilators, ECG machines, and infusion pumps.
 - b) Diagnostic imaging machines.
 - c) Basic diagnostic tools.
 - d) Routine blood pressure monitors.
- (xiv) List the option that is concerned with inpatient care.
 - a) Providing care to patients who are admitted to the hospital for overnight stays or longer
 - b) Outpatient consultations.
 - c) Routine check-ups.
 - d) Short-term urgent care.
- (xv) List from the options the requirement for NABH accreditation.
 - a) All private hospitals.
 - b) Government healthcare services.
 - c) Healthcare organizations that aim for quality recognition.
 - d) Only healthcare staff.

Group-B

(Short Answer Type Questions)

3 x 5=15

- 2. Outline the role of the Director of Human Resources in a hospital. (3)
- 3. Identify the different types of Intensive Care Units in a hospital setting. (3)
- 4. Simplify in short the core objectives of NABH. (3)
- 5. Explain the role of government and international organizations support not-for-profit hospitals. (3)
- 6. List out in short the sterilization process of CSSD. (3)

OR

- List the functions of the dietary service department. (3)

Group-C

7. Analyze in detail the different purposes a CSSD department in a hospital. (5)
8. List the different sterilization methods used in a hospital setting highlighting the advantages and disadvantages of each method. (5)
9. Summarize the advantages and challenges of government hospitals in providing healthcare. (5)
10. What is the role of ethical practices and empathy in maintaining a strong hospital culture? (5)
11. Distinguish between a functional structure and a divisional structure in hospital management. (5)
12. Contrast the different types of Laboratories Accredited by NABL. (5)

OR

- List out in brief any four roles of NABH. (5)
