



BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – B.Physiotherapy-2022/B.Sc.(CCT)-2022/B.Sc.(MLT)-2022/B.Sc.
(OTT)-2022/B.Physiotherapy-2023/B.Sc.(MLT)-2023/B.Sc.(MRIT)-2023/B.Sc.
(OTT)-2023/B.Sc.(PA)-2023/B.Sc.(CCT)-2023

Course Name – Hospital Operations Management

Course Code - GEHMG402

(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) Choose from the following the one that is not the goal of 'Hospital Management'?
 - a) To optimize resources.
 - b) To increase efficiency
 - c) To increase the elements of risk
 - d) To create a dynamic organization
- (ii) Show the function that will not be considered in the staffing function
 - a) Recruitment
 - b) Training
 - c) Salary management
 - d) Sales promotion
- (iii) List down the role played by Accident and Emergency department in the healthcare system.
 - a) Providing long-term care for chronic conditions
 - b) Offering routine check-ups and consultations
 - c) Providing immediate medical care during emergencies
 - d) Conducting specialized surgeries and procedures
- (iv) Which of the following is a critical aspect of disaster and mass casualty management?
 - a) Individual patient care.
 - b) Triage and resource allocation.
 - c) Routine health assessments.
 - d) Long-term rehabilitation.
- (v) Extend the concept of day care services to include _____.
 - a) Only surgical procedures.
 - b) A variety of treatments including rehabilitation and diagnostic services.
 - c) Emergency care only.
 - d) Long-term care facilities.
- (vi) Relate the importance of follow-up care in outpatient services.
 - a) Follow-up care is crucial for monitoring recovery and preventing complications.
 - b) Follow-up care is only necessary for surgical patients.

- c) Follow-up care is primarily the responsibility of the patient. d) Follow-up care is optional and has no significant impact on patient outcomes.
- (vii) Select from the following, the primary significance of a Central Sterilization Supply Department (CSSD)
- a) Patient intake and registration b) Sterile instrument processing and distribution
- c) Radiology imaging and interpretation d) Surgical procedure scheduling
- (viii) The significance of Blood Bank and Transfusion Service Department personnel in a hospital is demonstrated by the following option
- a) To provide administrative support b) To ensure patient safety and accurate blood typing
- c) To ensure in cleaning the hospital facilities d) To conduct the surgical procedures
- (ix) The option that demonstrates the primary purpose of the Hospital Laboratory Service Department is
- a) Providing patient education b) Conducting surgical procedures
- c) Performing diagnostic tests on patient samples d) Managing hospital finances
- (x) Relate the appropriate action from the following that is related to the Billing and Accounts Department in a hospital.
- a) Administering medications. b) Coordinating patient transportation.
- c) Collecting payment for services. d) None of these.
- (xi) Relate the primary function of a Central Stores and Purchase Department in a hospital from the following.
- a) Patient care b) Inventory management and procurement
- c) Medical research d) None of these
- (xii) Select from the following, the rectangular pavilion type of inpatient ward with anchillary and auxillary services at one end while utility services at the other end
- a) Nightingale Pattern b) Rig's Pattern
- c) Modified Nightingale Pattern d) Modified Rig's Pattern
- (xiii) Select the minimum corridor width in IPD.
- a) 2.40m b) 2.20m
- c) 2.25m d) 2.60m
- (xiv) Find the number of bedded isolation ward must be built at district level as per Covid - 19 policy guideline.
- a) 10 b) 20
- c) 30 d) 25
- (xv) Infer from the following, the particulate respirators used within IPD ward are _____
- a) N95 b) P95
- c) FFP2 d) All of these

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Apply the names of 6 different types of IPD ward designs and write a short note on any one of them (3)
3. Explain the centralized dietary services & decentralized dietary services. (3)
4. Outline any three objectives of financial management in healthcare. (3)
5. How can physical medicine and rehabilitation services enhance recovery after surgery? (3)
6. Illustrate the primary functions of a hospital canteen. (3)

OR

Show the contribution of a hospital mortuary to the overall functioning of the hospital. (3)

Group-C

7. Outline the policy and procedure of hospital dietary services. (5)
8. Define the concept of hospital operations management (HOM). How does effective HOM contribute to improved patient care and operational efficiency within a hospital setting? (5)
9. What strategies can be implemented to address the challenges of managing diverse patient populations in outpatient settings? (5)
10. Demonstrate in details the components of a nursing unit with emphasis upon accomodation (5)
11. Classify the common administrative challenges faced by OPD staff and suggest potential solutions. (5)
12. Explain the types of biomedical waste in hospitals. (5)

OR

Illustrate the physical facilities of mortuary services in hospitals. (5)
