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BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – BBA(HM)-Hons-2023

Course Name – Hospital Support and Utility Services

Course Code - BHM40109

(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) Which of the following is the primary function of a blood bank?
 - a) Blood collection, testing, and storage
 - b) Dispensing medications
 - c) Physical therapy
 - d) Health record maintenance
- (ii) Which of the following is critical for pharmacy workflow?
 - a) Prescription verification → Dispensing → Recordkeeping
 - b) Collection → Testing → Storage → Distribution
 - c) Scanning → Reporting → Referrals
 - d) Stocking → Blood transfusion → Testing
- (iii) Infer the significance of workflow optimization in support service departments.
 - a) Reduces patient waiting time and errors
 - b) Enhances hospital aesthetics
 - c) Improves hospital revenue only
 - d) Minimizes staff working hours
- (iv) Select the correct step in the CSSD workflow.
 - a) Patient registration
 - b) Bed allocation
 - c) Equipment sterilization
 - d) Billing and payment
- (v) Match the issue with the respective hospital department. Admission Delays → (A) Medical Record Department Data Breaches → (B) Admission Department Sterilization Errors → (C) CSSD
 - a) A-B-C
 - b) B-A-C
 - c) C-B-A
 - d) C-A-B
- (vi) Infer the possible consequence of incorrect patient data entry in the Admission Department.
 - a) Faster hospital admissions
 - b) Misidentification and treatment errors
 - c) Increased sterilization efficiency
 - d) Enhanced patient experience
- (vii) Infer the risk of not properly archiving old medical records.
 - a) Improved record retrieval speed
 - b) Loss of critical patient history
 - c) Increased efficiency in hospital administration
 - d) Reduced workload for archivists

- (viii) Show the method of determining staffing requirements for food service in hospitals.
- Based on the number of beds
 - Random selection of employees
 - Fixed number for every hospital
 - Based on patient demand and diet plans
- (ix) Choose the appropriate material for hospital kitchen flooring.
- Carpet
 - Marble
 - Non-slip vinyl
 - Wood
- (x) Show the impact of inefficient laundry service on hospital infection control.
- Leads to cross-contamination
 - Reduces food waste
 - Increases doctor workload
 - Improves air quality
- (xi) Label the minimum width of a hospital corridor required for fire safety and patient evacuation.
- 1.2 meters
 - 2.0 meters
 - 2.4 meters
 - 3.0 meters
- (xii) Outline the key challenge of maintenance management.
- Overstaffing of maintenance personnel
 - Ensuring minimal asset utilization
 - Balancing cost, reliability, and downtime
 - Avoiding scheduled maintenance activities
- (xiii) Interpret the primary function of a hospital mortuary.
- To conduct post-mortem examinations
 - To store deceased bodies until they are claimed or prepared for burial
 - To provide palliative care for terminally ill patients
 - To conduct forensic investigations
- (xiv) Interpret the correct answer on the type of healthcare facility that primarily provides outpatient services.
- Nursing homes
 - Ambulatory care clinics
 - Hospice centers
 - Rehabilitation centers only
- (xv) Infer the one major advantage of outpatient services.
- Higher cost compared to inpatient care
 - Reduced hospital admissions and lower healthcare costs
 - Increased length of stay for treatment
 - Higher risk of infection due to hospital visits

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Group-B

(Short Answer Type Questions)

3 x 5=15

- Illustrate the major sterilization methods used in CSSD. (3)
- Explain the way that electronic medical records (EMR) aids in improving hospital administration. (3)
- Interpret the role of waste segregation in hospital infection control. (3)
- What factors determine the ideal location of a hospital pharmacy? (3)
- Justify the importance of proper admission planning in the hospital. (3)

OR

- Determine the key steps in discharge planning. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

- Interpret the key functions and responsibilities of the Medical Record Department. (5)
- Summarize the primary functions of a hospital mortuary. (5)
- Relate the importance of a well-structured hospital infection control program to patient safety and healthcare quality. (5)
- Determine the role of hospital infection control policies in reducing healthcare-associated infections (HAIs). (5)
- Justify the need for continuous training and supervision in maintaining high standards of hygiene in hospital utility services. (5)

12. Determine the key components of an effective Patient Relationship Management system. (5)

OR

Justify PRM improves patient engagement and satisfaction. (5)

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