



## BRAINWARE UNIVERSITY

### Term End Examination 2020 - 21

Programme – Bachelor of Business Administration in Hospital Management

Course Name – Hospital Operation Management

Course Code - BBAHMC302

Semester / Year - Semester III

Time allotted : 75 Minutes

Full Marks : 60

[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 60=60

1. (Answer any Sixty )

(i) The Primary Healthcare Centre has -

- |              |               |
|--------------|---------------|
| a) 2-3 beds  | b) 20-25 beds |
| c) 6-10 beds | d) 50 beds    |

(ii) Teaching hospital generally has -

- |             |                     |
|-------------|---------------------|
| a) 100 beds | b) 500 beds or more |
| c) 200 beds | d) 300 beds         |

(iii) One of the uses of Epidemiology is -

- |                         |   |
|-------------------------|---|
| a) Community assessment | b) Quality assurance                                    |
| c) Historical study     | d) Both a. Community assessment and c. Historical study |

(iv) PERT stands for -

- |   |  |
|---|--|
| a) Positive error reporting time          | b) Process evaluation research technique |
| c) Program evaluation and research theory | d) Program evaluation review technique   |

(v) 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

(vi) CPM is used for:

a) Project management

b) Statistical tool

c) Clearly defined with critical path

d) all of these

(vii) A community health Centre covers a population of:

a) 20000 – 30000

b) 40000 – 50000

c) 80000 – 120000

d) 120000 – 140000

(viii) Positive air pressure at the aseptic zone can be met with:

a) 18 air changes per hour

b) 40 air changes per hour

c) 20 air changes per hour

d) 30 air changes per hour

(ix) 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

(x) The term TSSU refers to

a) Theatre Sterile Supply Unit

b) Thoracic Sterile Supply Unit

c) Tertiary Sterile Supply Unit

d) None of these

(xi) Recovery rooms in OT line in the

a) Sterile zone

b) Clean zone

c) Protective zone

d) Both Sterile zone and Clean zone

(xii) Defibrillator is an equipment to

a) Destroy tissues using electric current

b) Provide assisted respiration

c) Deliver electric shock at preset voltage to

d) None of these

the chest wall

(xiii) MBO is:

- a) Management by objective
- b) Money by order
- c) Method by objective
- d) Monitoring by order

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

- a) organizational design
- b) communication
- c) cost-benefit analysis
- d) personnel management

(xv) The bed: population ratio in India is still -

- a) 1.5 bed per 1000 population
- b) 0.74 bed per 1000 population
- c) 1 bed per 1000 population
- d) 3.5 bed per 1000 population

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

- a) Dummy
- b) Event
- c) Activity
- d) Contract

(xvii) Full form of NICU is -

- a) Neonatal intensive care unit
- b) Neurosurgery intensive care unit
- c) Nursing intensive care unit
- d) None of these

(xviii) Full form of PICU is -

- a) Pediatric intensive care unit
- b) Pulmonary intensive care unit
- c) Pediatric intensive care unit & Pulmonary intensive care unit
- d) Either a or b

(xix) What should be preferable location of ICU?

- a) On ground floor, close to the emergency and OT unit
- b) On middle of the floor

c) On top floor

d) Isolated from OT and OPD

(xx) Ambulatory medical service provided in -

a) OPD

b) IPD

c) OT

d) ICU

(xxi) Radiology and imaging services including, except:

a) X Ray

b) USG

c) Blood test

d) MRI

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

a) Bio Medical Waste

b) Bayerische Motoren Werke

c) Bachelor of Medical management

d) None of these

(xxiii) 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

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

c) Sale goods or services in proper planning

d) All of these

(xxiv) 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

b) Primary

c) Secondary

d) Tertiary

(xxv) 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

b) Single

c) Multiple

d) Secondary

(xxvi) Which department provides feedback to the operations system on how well it performs with regard to effectiveness, cost, efficiency, productivity, and profitability measures?

- a) Quality
- b) Accounts & Finance
- c) HR
- d) Marketing

(xxvii) 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

(xxviii) The basic form of a hospital is, ideally, not based on which of the functions?

- a) Bed-related inpatient functions
- b) Production-related functions
- c) Diagnostic and treatment functions
- d) Administrative functions

(xxix) Which indicator is used for health care research to measure performance?

- a) Occupancy rate
- b) Periodic rate
- c) Patient turnover rate
- d) Mortality rated

(xxx) X-Ray, computed tomography, nuclear medicine, ultrasound, and magnetic resonance imaging, comes under which services?

- a) Anesthesia
- b) Nursing
- c) Chaplaincy
- d) Imaging & radiology

(xxxii) The hospital has a \_\_\_\_\_ committee to identify the potential safety and security risks.

- a) Management
- b) Board of directors
- c) Safety
- d) Doctors

(xxxiii) How many lights are required in each patient bed room?

- a) Ten
- c) One

- b) Four
- d) Two

(xxxiii) 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

(xxxiv) Robotic \_\_\_\_\_ systems involve three robotic arms placed at the operating table, a computer controller and an ergonomically designed surgeon's console.

- a) Surgery
- b) Surgical
- c) Mechanical
- d) Process

(xxxv) 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

(xxxvi) Which of the following is not used for surgical clothing?

- a) A protective cap covering their hair
- b) Shades or glasses over their eyes
- c) Vinyl gloves on their hands
- d) A silk head ribbon

(xxxvii) The infectious agents can enter in the body through a puncture, abrasion, or cut in the skin through:

- a) Skin
- b) Plasma membrane
- c) Mucous membranes
- d) Air

(xxxviii) No untreated biomedical waste shall be stored beyond a period of:

- a) 48 hrs.
- b) 24 hrs
- c) 12 hrs.
- d) 72 hrs.

(xxxix) Medical Council of India was established at:

- a) 1934
- b) 1958
- c) 1920
- d) 1935

(xl) What is HTC?

- a) Hospital Total Capacity
- b) Hospital Transfusion Committees
- c) Hospital Treatment Causality
- d) Hospital Treatment Capacity

(xli) In which phase of hospital emergency planning is done?

- a) Primary
- b) Pre disaster
- c) Late
- d) Early

(xlii) 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

(xliii) Which of the following not come under code blue response team?

- a) Intensive Care Registrar
- b) Medical Registrar
- c) General outdoor
- d) Doctors

(xliv) A Small hospital generally have -

- a) 100 or less beds
- b) 200- 300 beds
- c) 100- 200 beds
- d) 500 beds

(xlv) Haematology laboratories involves with -

- a) conducting blood-related investigations
- b) red and white blood cell counts and special blood pathology studies
- c) conducting haemoglobin determinations
- d) all of these

(xlvi) Control of communicable diseases is which function?

- a) Restorative
- b) Preventive
- c) Training
- d) Creation

(xlvi) Equipment maintenance and supply checked by:

- a) General Duty Assistant
- b) Biomedical equipment team
- c) Quality team
- d) all of these

(xlvii) Roles and responsibilities of a GDA include:

- a) maintaining patient safety
- b) assisting health care staffs
- c) good interpersonal skill
- d) all of these

(xlviii) 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

(i) 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

(ii) 1st step of investigation of epidemic is:

- a) Manpower training
- b) Logistics
- c) Rehabilitation
- d) Diagnosis & Treatment

(iii) Functions of hospital managers are:

- a) Keeping all the records
- b) Day to day activity
- c) Maintaining patient satisfaction
- d) All these

(iv) Organization effectiveness comprises all except:

- a) Productivity power
- b) Adaptability to change
- c) Flexibility in structure & strategy
- d) Rigidity in structure



(liv) Which services are not a part of the hospital services?

- a) Essential services
- b) Additional services
- c) Utility services
- d) Administrative services

(lv) Indian hospitals are based on:

- a) Specialty of care
- b) Functional availability
- c) Patient satisfaction
- d) All of these

(lvi) Health promotive services not includes:

- a) Growth monitoring
- b) Health screening
- c) Mental counseling
- d) Treatment of ARI

(lvii) OPD is just similar as:

- a) Day care service
- b) Ambulatory service
- c) Rehabilitative service
- d) All of these

(lviii) A good health triad does not include:

- a) Physical Status
- b) Social Status
- c) Mental Staus
- d) Economic Staus

(lix) “Shopping Window” of a hospital is:

- a) Operation Theatre
- b) ICU
- c) OPD
- d) Cafeteria Services

(lx) Air change required per hour in an operation theater is:

- a) 10-12
- b) 16-20
- c) . 28-30
- d) 58-60