



BRAINWARE UNIVERSITY

Term End Examination 2020 - 21

Programme – Post Graduate Diploma in Hospital Management

Course Name – Hospital Operation Management & Support Utility Services

Course Code - PGDHMC302

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) Infected linen should be removed from patient area:

- | | |
|-------------------|------------------|
| a) Within 3 hrs. | b) immediately |
| c) within one day | d) None of these |

(ii) Space requirement for the laundry in a 200 bedded hospital should be:

- | | |
|-----------------|-----------------|
| a) 3750 sq. ft. | b) 4750 sq. ft. |
| c) 2750 sq. ft. | d) 5750 sq. ft. |

(iii) A simple, safe and reliable radiographic examination of the internal structure of breast is known as:

- | | |
|----------------|------------------|
| a) MRI | b) CT Scan |
| c) Mammography | d) Barium X-rays |

(iv) Hot air oven is required in the:

- | | |
|---------------|------------|
| a) Blood bank | b) Laundry |
| c) laboratory | d) CSSD |

(v) Clinical biochemistry laboratories are used for -

- | | |
|--|--|
| a) conducts tests and researches on the biochemical basis of diseases and clinical trials of new drugs | b) conducting blood-related investigations |
|--|--|

c) conducting haemoglobin determinations d) all of these

(vi) Control of communicable diseases is which function?

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

(vii) Equipment maintenance and supply checked by:

- a) General Duty Assistant
- b) Biomedical equipment team
- c) Quality team
- d) None of these

(viii) 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 these

(ix) Health education can-

- a) improve community hygiene
- b) prevent illness
- c) inculcate positive health attitude
- d) All of these

(x) Characteristics of a hospital are including the following points, except:

- a) Service oriented
- b) Always try to upgrade the quality
- c) Personalized services
- d) No unity within functional departments

(xi) Supportive services of the hospital include all except:

- a) Pharmacy services
- b) Laboratory services
- c) House-keeping services
- d) Laundry services

(xii) Which is not the basis of classification of hospital:

- a) Specialty
- b) Functional
- c) Size
- d) Shape

(xiii) Concept behind changing the role of hospital from indoor care to outpatient care includes all except:

- a) Rising cost of hospital care
- b) Shortage of hospital bed
- c) Technological advances
- d) Globalization

(xiv) Care provided by the hospital on day care basis includes all except:

- a) Dialysis
- b) Cataract Operation
- c) Open heart surgery
- d) Tonsillectomy

(xv) ETO used in CSSD stands for:

- a) Ethylene oxide
- b) Ethyl oxide
- c) Esterified oxidase
- d) None of these

(xvi) Health promotive services not includes:

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

(xvii) A good health triad does not include:

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

(xviii) Which of the following is best suited for walls and ceiling of OT?

- a) Ceramic tiles
- b) Terrazzo tiles
- c) Glaze tiles
- d) In situ mosaic finish

(xix) FSN technique is used in:

- a) Cost accounting
- b) Human Resource Management
- c) Inventory Management
- d) Time Motion Study

(xx) Which of the following is not used for treatment of bio-medical waste?

- a) Incinerators
- b) Autoclave

c) Microwave

d) Refrigerator

(xxi) Secondary neoplasia is known to be associated with:

a) Bio medical waste

b) Chemotherapy

c) Infection

d) Nano technology

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

a) 48 hrs

b) 24 hrs.

c) 12 hrs.

d) 72 hrs.

(xxiii) MCI stand for:

a) Mass Causality Item

b) Medical Council of India

c) Mass Casual Index

d) Metric Causality Index

(xxiv) HUS services include-

a) CSSD

b) Hospital transport service

c) Pharmacy service

d) All of these

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

a) Primary

b) Pre disaster

c) Late'

d) Early

(xxvi) 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

(xxvii) The size of a hospital is determined by-

a) Total number of beds

b) Total number of patients per day

c) Total number of manpower

d) Both Total number of beds and Total number of patients per day

(xxviii) Radiology and imaging service including except:

- a) X Ray
- b) USG
- c) MRI
- d) Blood test

(xxix) Determinants of Quality of Life includes -

- a) Physical health
- b) Education and employment
- c) Safety & security
- d) All of these

(xxx) Hospital support service includes:

- a) CSSD
- b) Transport service
- c) Pharmacy service
- d) All of these

(xxxi) 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

(xxxii) The Primary Healthcare Centre has -

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

(xxxiii) The major challenge in Healthcare Industry are all, except -

- a) Growing population
- b) Globalization
- c) High cost
- d) Efficient doctors and health care professional

(xxxiv) Teaching hospital generally has -

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

(xxxv) MBO is -

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

(xxxvi) PERT & CPM are used as -

- a) Statistical tool
- b) Time-event tool
- c) Network analysis
- d) all of these

(xxxvii) 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

(xxxviii) One of the challenges faced by a Hospital administrator is -

- a) Working of health services
- b) Service to humanity
- c) Scarcity of resources
- d) Working in a small hospital

(xxxix) HEPA filters refer to -

- a) High efficiency particulate air
- b) Highly effective particles of air
- c) Heavily effective particles of air
- d) None of these

(xl) Most sensitive indicator for evaluating health status of population is

- a) Maternal mortality
- b) PQLI
- c) Infant mortality
- d) Morbidity

(xli) Morbidity is:

- a) Study of distribution of disease
- b) Study of death
- c) Study of sickness
- d) None of these

(xlii) 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

(xlvi) Critical care services include the treatment of which of the following disfunction?

- a) Normal body disfunction
- b) Viral fever
- c) Tonsils
- d) Vital organ failure

(xlvii) 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

(xlviii) 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

(xlvix) 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

(xlv) PERT and CPM are:

- a) Statistical tool
- b) Time-even tool
- c) Network analysis
- d) All of these

(xlvi) Full form of PICU is:

- a) Preoperative intensive care unit
- b) Postoperative intensive care unit
- c) Pediatric intensive care unit
- d) None of these

(xlix) The term TSSU refers to

- a) Theatre Sterile Supply Unit
- b) Thoracic Sterile Supply Unit
- c) Tertiary Sterile Supply Unit
- d) None of these

(l) Recovery rooms in OT line in the

- a) Sterile zone
- b) Clean zone
- c) Protective zone
- d) Both Sterile zone and Clean zone

(li) Defibrillator is an equipment to

- a) Destroy tissues using electric current
- b) Provide assisted respiration
- c) Deliver electric shock at preset voltage to the chest wall
- d) None of these

(lii) The air distribution in O.T is always

- a) From protective zone to the sterile zone
- b) From sterile zone to the protective zone
- c) From clean zone to the protective zone
- d) From clean zone to the protective and sterile zone

(liii) Equipment of Operation theatre are including:

- a) Hydraulic
- b) Suction Machine
- c) Monitor
- d) All of these

(liv) A specialized hospital generally has:

- a) 100 beds
- b) 700 beds
- c) 500 beds
- d) 300 beds

(lv) CSSD service is required for:

- a) To receive and process used and unsterile supplies and sets from nursing units, OPD
- b) To sterilise and dispense sterile articles to user units
- c) Both To receive and process used and unsterile supplies and sets from nursing units, OPD and To sterilise and dispense sterile articles to user units
- d) None of these

unsterile supplies and sets from nursing units, OPD and To sterilise and dispense sterile articles to user units

(Ivi) Patient capacity of a hospital is generally determined by -

- a) Total number of beds
- b) Available treatment facility
- c) Current scenario
- d) All

(Ivii) Full form of NICU is -

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

(Iviii) What is the full form of MRI?

- a) Magnetic resonance imaging
- b) Magnetic resource imaging
- c) Magnetic resonance indicator
- d) None of these

(lix) Biomedical wastes are generated from?

- a) biological and medical sources and activities
- b) diagnosis, prevention of diseases
- c) contaminated used (and unused discarded) needles, scalpels
- d) All of these

(lx) Responsibilities of an Operation Manager in healthcare industry includes-

- a) To ensure about hospital safety
- b) To maintain the financial stability
- c) Creating reports
- d) All of these