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BRAINWARE UNIVERSITY

Term End Examination 2025-2026
Programme – MBA(HM)-2025
Course Name – Management of Clinical Services
Course Code - MHM10402
(Semester I)

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 department is commonly located near the OPD to assist with patient care?

a) Emergency Department b) Radiology
c) Intensive Care Unit d) Cafeteria

(ii) When is the OPD typically busiest?

a) Early morning b) Late afternoon
c) During the night d) Midday

(iii) Show the primary function of the OPD from the following options.

a) Hospital admissions b) Initial patient assessment
c) Intensive care d) Surgical procedures

(iv) Show the role of the triage nurse in the Emergency Department from the following options.

a) Scheduling patient appointments b) Determining the severity of patients' conditions
c) Managing hospital finances d) Conducting surgical procedures

(v) List the most common reasons patients visit the Emergency Department.

a) Routine check-ups, dental cleanings, and vision tests b) Chest pain, respiratory distress, and traumatic injuries
c) Prescription refills, flu shots, and dietary advice d) Cosmetic consultations, hair transplants, and weight loss programs

(vi) Which healthcare professional is most likely to perform a suturing procedure in the Emergency Department?

a) Radiologist b) Pharmacist
c) Emergency physician d) Dietitian

(vii) Where should patients with suspected contagious diseases be placed in the Emergency Department?

a) In the general waiting area b) In a designated isolation room

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c) In the radiology department
d) In the hospital cafeteria

(viii) What does MRI stand for?
a) Magnetic Resonance Imaging
b) Magnetic Radio Imaging
c) Molecular Resonance Imaging
d) Magnetic Resonance Interface

(ix) Who typically interprets the images produced by diagnostic imaging?
a) Surgeon
b) Radiologist
c) Technician
d) Nurse

(x) When is a PET scan most commonly used?
a) During pregnancy
b) To detect cancer
c) To diagnose fractures
d) For dental imaging

(xi) Choose the primary difference between an ICU and a Day Care Center from the following options.
a) ICU is for outpatient care; Day Care Center is for inpatient care
b) ICU is for intensive care; Day Care Center is for minor procedures
c) ICU is for minor procedures; Day Care Center is for major surgeries
d) ICU is for routine checkups; Day Care Center is for rehabilitation

(xii) Choose from the following options which one is NOT a type of inpatient ward accommodation.
a) Primary
b) Sanitary
c) Ancillary
d) Security services

(xiii) Choose the most appropriate department for admitting a patient with severe trauma requiring continuous monitoring.
a) Day Care Center
b) ICU
c) Inpatient Department
d) Outpatient Department

(xiv) Select the appropriate response if a surgical instrument falls to the floor during a procedure.
a) Rinse it with sterile saline and reuse
b) Place it back on the sterile field
c) Discard it and request a new sterile instrument
d) Wipe it with a sterile cloth and continue using it

(xv) Mark the most important aspect of hand hygiene before entering the operating room.
a) Washing hands with soap
b) Using hand sanitizer
c) Scrubbing hands and forearms with an antiseptic solution
d) Wearing gloves

Group-B

(Short Answer Type Questions) 3 x 5=15

2. Define outpatient services and highlight their significance in hospital operations. (3)
3. Define emergency and trauma care services and describe their primary objectives. (3)
4. Illustrate the managerial issues involved in operating diagnostic services in a tertiary care hospital. (3)
5. Give your opinion on the role of nurses in ensuring patient-centered care. (3)
6. Justify the need for separate infrastructure and protocols for intensive care units. (3)

OR

Give your opinion on integrating daycare units within inpatient blocks. (3)

Group-C

(Long Answer Type Questions) 5 x 6=30

7. Define the purpose of an outpatient pharmacy and its role in OPD operations. (5)
8. Interpret the role of diagnostic services in reducing hospital-acquired infections. (5)
9. Define the concept of space requirement planning in inpatient departments and its significance in hospital infrastructure. (5)

10. Explain zoning of the operation theatre. (5)
11. Explain the physical facilities of the operation theatre. (5)
12. Explain the hierarchical structure of nursing services. (5)

OR

Interpret the role of nursing staff in ensuring continuity of care in inpatient departments. (5)

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