



BRAINWARE UNIVERSITY

Term End Examination 2023

Programme – B.Sc.(PA)-2020

Course Name – Hospital Organization and Administration

Course Code - BPA604

(Semester VI)

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) Name the institution of community health is
- a) Hospital
b) Industries
c) Educational institute
d) None of them
- (ii) Select the functions of modern hospitals
- a) Doctors and nurses receive training
b) Lower the incidence rate
c) Raise the quality of care
d) All of these
- (iii) State which of the following best describes the Principles of Management
- a) They help managers take decisions while performing managerial functions
b) They denote a cause and effect relationship
c) They are guidelines for further action in management functions
d) All of these
- (iv) Tell which of the following is a characteristic of a tall organizational structure
- a) It has a wide span of control
b) It has a narrow span of control
c) It has few levels of management
d) All of these
- (v) Identify the right option- MBO stands for
- a) Management by Objective
b) Money by Order
c) Method by Objective
d) Monitoring by Order
- (vi) Predict the correct option- The types of patients that may require transport services within a hospital
- a) Patients who are critically ill or injured
b) Patients who need diagnostic tests or procedures in other departments
c) Patients who are being discharged from the hospital
d) All of these
- (vii) Tell which of the following is a characteristic of a flat organizational structure
- a) Decision-making is spread out among different levels
b) Few levels of management and a wide span of control

- c) Many levels of management and a narrow span of control d) All of these
- (viii) Relate Patient care information system with one of the following facilities
- a) HIS b) MIS
c) Both (a) and (b) d) None of these
- (ix) Choose the right option- The should be the chairman of the Drugs and Therapeutic Committee
- a) Medical Superintendent b) Head of Paediatric Department
c) Chief Pharmacist d) Nursing Superintendent
- (x) State which of the following is a typical component of a Hospital Information System
- a) Electronic Health Record (EHR) b) Laboratory Information System (LIS)
c) Radiology Information System (RIS) d) All of these
- (xi) Choose which of the following is NOT a type of organizational structure
- a) Functional b) Divisional
c) Flat d) Curved
- (xii) Identify the area where ETO machine is used
- a) Pharmacy b) Laboratory
c) OT d) CSSD
- (xiii) Indicate the name of the first true medical auditor
- a) Florence Nightingale b) Ernest Codman
c) George Gray Ward d) Thomas. R. Ponton
- (xiv) Select the right answer- What is a matrix organizational structure
- a) An organizational structure in which departments are based on geographical location b) An organizational structure in which employees report to multiple managers
c) An organizational structure in which departments are based on function d) All of these
- (xv) Select which of the following is a benefit of using an Electronic Health Record (EHR)
- a) Improved patient safety and quality of care b) Increased efficiency and productivity for healthcare providers
c) Better communication and coordination among healthcare providers d) All of these

Group-B

(Short Answer Type Questions)

3 x 5=15

2. State the functions of support services in a hospital setting and name few support departments within the same (3)
3. Classify a hospital in the basis of: (with 1 example for each type)- a) Ownership b) Size c) Clinical Services (3)
4. Discuss the elements of Primary Healthcare (3)
5. Explain how does a Hospital Information System (HIS) help healthcare providers in patient management (3)
6. Articulate how an organization's structure impact employee morale and job satisfaction (3)

OR

Write the key characteristics of a tall organizational structure (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Enumerate the benefits of Organizational Structure (5)
8. Differentiate between IPD and OPD of a hospital (5)
9. Explain how does an HIS improve patient safety (5)

10. Apply the concept of Organizational Structure to construct the Organizational Structure of for-profit Hospital (5)
11. Applying the definition of support and utility services, write a Short Note on any 2 departments of a hospital that renders support services to patients (5)
12. Enumerate in detail the components and services offered at all the secondary level healthcare (5)

OR

Enumerate in detail the components and services offered at all the tertiary level healthcare (5)
