

N.A



# BRAINWARE UNIVERSITY

Term End Examination 2023

Programme – B.Sc.(MLT)-2020/B.Sc.(MRIT)-2020/B.Physiotherapy-2020/B.Sc.  
(MLT)-2021/B.Sc.(MRIT)-2021/B.Sc.(PA)-2021/B.Physiotherapy-2021/B.Sc.  
(OTT)-2021/B.Sc.(CCT)-2021

Course Name – Hospital Operations Management  
Course Code - GEMGM402  
( 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) Choose the most important factor in determining the success of a hospital operation management system.

- a) The number of staff
- b) The quality of medical equipment
- c) The efficiency of hospital processes
- d) The number of patients admitted to the hospital

(ii) Identify the common types of outpatient surgeries performed in an OPD:

- a) Open-heart surgery
- b) Joint replacement surgery
- c) Brain surgery
- d) All of the above

(iii) Describe the role of the Admission Department in managing patient admissions and discharges in a hospital:

- a) Coordinating patient appointments
- b) Managing hospital facilities and operations
- c) Processing patient insurance claims and reimbursements
- d) Ensuring timely and accurate admission and discharge processes for patients

(iv) Describe the primary function of the Burn Unit in a hospital:

- a) Managing patient billing and payments
- b) Coordinating patient transportation
- c) Providing specialized care for patients with burn injuries
- d) Administering medication to patients

(v) Select the correct statement about radiology services.

- a) Radiology services manage the pharmacy
- b) Radiology services manage the blood bank
- c) Radiology services perform medical imaging tests
- d) Radiology services clean and sterilize medical instruments

(vi) Choose the most important factor that affects the success of a hospital operation management system.

- a) The quality of medical equipment
- b) The number of patients

- c) The efficiency of the staff
- (vii) Identify the common types of medications prescribed in an OPD
- a) Antibiotics and pain relievers
- b) Chemotherapy drugs and immunosuppressants
- c) Antidepressants and antipsychotics
- d) All of the above
- (viii) Describe the role of hospital operation management in ensuring patient safety.
- a) It provides medical treatment to patients
- b) It ensures the hospital is clean and hygienic
- c) It monitors and manages hospital processes to prevent errors and reduce risk
- d) It increases the number of patients admitted to the hospital
- (ix) Select the common types of outpatient procedures performed in an OPD:
- a) Endoscopy and colonoscopy
- b) Cardiovascular catheterization
- c) Cardiopulmonary resuscitation (CPR)
- d) All of the above
- (x) Choose the correct statement about the discharge process in an OPD:
- a) Patients are discharged immediately after a procedure is completed
- b) Patients must remain in the OPD until they are fully recovered
- c) Discharge instructions and follow-up appointments are provided to the patient upon discharge
- d) Discharge from an OPD requires hospital admission
- (xi) Select the appropriate action that the Admission Department takes in a hospital:
- a) Managing patient admissions and discharges
- b) Coordinating patient appointments
- c) Administering medication to patients
- d) Providing emergency medical transportation for patients
- (xii) Identify the common types of medical equipment found in an OPD:
- a) Operating room lights and anesthesia machines
- b) X-ray machines and CT scanners
- c) Dialysis machines and infusion pumps
- d) All of the above
- (xiii) Choose the appropriate statement that describes the purpose of Daycare Service in a hospital:
- a) Providing long-term care for patients with chronic illnesses
- b) Offering specialized care for burn patients
- c) Providing temporary care for patients who do not require overnight stay
- d) Managing patient admissions and discharges
- (xiv) Select the appropriate action that the Marketing and Public Relations Department takes to promote the hospital's services:
- a) Sterilizing medical instruments
- b) Coordinating patient appointments
- c) Managing patient billing and payments
- d) Creating advertising campaigns, organizing events, and engaging with media
- (xv) Choose the correct statement regarding the importance of marketing and public relations in a hospital:
- a) Marketing and public relations are not relevant in a hospital setting
- b) Marketing and public relations are only necessary for large hospitals
- c) Marketing and public relations help to build and maintain the hospital's reputation and attract patients
- d) Marketing and public relations are only relevant for outpatient services

### Group-B

(Short Answer Type Questions)

3 x 5=15

2. State the main functions of admitting department (3)
3. Explain the scope of operation management (3)
4. State the role of nursing services (3)
5. State the objectives of ward management (3)

6. Explain the criteria of good cleaning agent (3)

OR

Write down the housekeeping activities in a hospital (3)

**Group-C**

(Long Answer Type Questions)

5 x 6=30

7. Write down the objectives of IPD (5)

8. Briefly describe about emergency services along with workflow (5)

9. State the challenges faced by hospital operation management in a hospital (5)

10. Explain the role of PRO in communication with press in a hospital (5)

11. Explain the function of housekeeping services (5)

12. . Write a short note on: Day Care Services (5)

OR

Write down the 3 approaches of rehabilitation of the patients (5)

\*\*\*\*\*