



BRAINWARE UNIVERSITY

Term End Examination 2025-2026

Programme – M.Sc.(MLT)-2024

Course Name – Hospital & Laboratory Organization Management

Course Code - MMTC04004

(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) Outline from the following options the key responsibility of a Quality Improvement Officer in a hospital.
 - a) To oversee nursing care policies.
 - b) To improve the quality of care delivered to patients.
 - c) To manage human resources.
 - d) To ensure financial efficiency.
- (ii) Outline from the following options the statement that is correct for "Pilferage Control" in hospital material management.
 - a) Preventing patient theft.
 - b) Preventing the loss of materials or supplies.
 - c) Preventing staff misconduct.
 - d) Managing hospital inventory.
- (iii) Select from the following options the primary focus of a hospital's culture.
 - a) Doctor's reputation.
 - b) Patient care and safety.
 - c) Hospital building design.
 - d) Administrative tasks.
- (iv) What among the following options is the primary focus of organizational management in hospitals?
 - a) Maximizing profits.
 - b) Ensuring efficient, safe, and responsive healthcare delivery.
 - c) Reducing hospital staff.
 - d) Managing hospital construction projects.
- (v) Choose from the following options the option that is correct for Inpatient care.
 - a) Providing care to patients who are admitted to the hospital for overnight stays or longer .
 - b) Outpatient consultations.
 - c) Routine check-ups.
 - d) Short-term urgent care.
- (vi) Choose from the following options the primary focus of rehabilitative services on helping patients recovery from heart surgery.
 - a) Neurological rehabilitation.
 - b) Cardiac rehabilitation.

- c) Physical rehabilitation. d) Pulmonary rehabilitation.
- (vii) Identify the key objective of ISO 9001:2000.
- a) Cost reduction. b) Market expansion.
c) Continuous improvement of processes. d) Increased product design variations.
- (viii) Identify the option that holds correct for 'Plan-Do-Check-Act' cycle in ISO 9001:2000.
- a) Product testing process. b) Continuous improvement methodology.
c) Employee performance appraisal. d) Financial planning.
- (ix) Identify the key focus of NABH from the following options.
- a) Cost management in healthcare. b) Healthcare service quality and patient safety.
c) Employee satisfaction in hospitals. d) Financial transparency in healthcare.
- (x) Identify the primary purpose of NABL accreditation from the following options.
- a) Improve employee skills in laboratories. b) Validate the quality of testing and calibration laboratories.
c) Ensure financial stability of laboratories. d) Promote laboratory expansion.
- (xi) List from the following options the key aspects of hospital communication.
- a) Patient care, Legal compliance, Advertisement. b) Internal communication, Patient interaction, Public outreach.
c) HR management, Infection control, Billing. d) Pharmacy services, Marketing, Surgery.
- (xii) Inspect the impact of poor communication in a hospital.
- a) It reduces medical errors. b) It leads to misunderstandings and medical mistakes.
c) It strengthens teamwork. d) It improves patient satisfaction.
- (xiii) List the option that is concerned with inpatient care.
- a) Providing care to patients who are admitted to the hospital for overnight stays or longer. b) Outpatient consultations.
c) Routine check-ups. d) Short-term urgent care.
- (xiv) List the primary purpose of the CSSD.
- a) To sterilize medical instruments. b) To manage patient admissions.
c) To prepare meals for patients. d) To provide patient transport.
- (xv) List from the following that is NOT considered a key component of laboratory safety protocols.
- a) Proper handling and disposal of chemicals. b) Ensuring equipment is tested and calibrated.
c) Ignoring safety data sheets (SDS). d) Providing personal protective equipment (PPE)

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Construct a short note on the key components of NQAS. (3)
3. How does financial decision-making affect hospital operations? (3)
4. Categorize the types of food services in the dietary department. (3)
5. Construct a short note on the concept of Accreditation. (3)
6. List the various medical departments in an hospital. (3)

OR

List down the responsibilities of the of Human Resources department in a hospital. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Analyze the impact of telemedicine on paramedical and rehabilitation services, particularly in rural areas. (5)

8. List the various types of rehabilitation services and their importance in patient recovery. (5)
9. Analyze the concept of contributory negligence. (5)
10. Develop a plan to improve coordination between service departments to enhance hospital efficiency. (5)
11. Explain the role of not-for-profit hospitals in improving public healthcare in India. (5)
12. Analyze the different managerial issues in the OPD of a hospital setting. (5)

OR

Analyze the different Managerial Issues & Challenges in Laboratory Services. (5)

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