



BRAINWARE UNIVERSITY

Term End Examination 2025-2026

Programme – B.Physiotherapy-2022/B.Sc.(CCT)-2022/B.Sc.(MLT)-2022/B.Sc.
(OTT)-2022/B.Physiotherapy-2023/B.Sc.(MLT)-2023/B.Sc.(MRIT)-2023/B.Sc.
(OTT)-2023/B.Sc.(PA)-2023/B.Sc.(CCT)-2023/B.Physiotherapy-2024/B.Sc.
(CCT)-2024/B.Sc.(MLT)-2024/B.Sc.(MRIT)-2024/B.Sc.(OTT)-2024/B.Sc.(PA)-2024

Course Name – Hospital Operations Management

Course Code - GEHMGM402

(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 function of the hospital from the following.
 - a) Diagnosis of the disease.
 - b) Medical and Surgical treatment.
 - c) Research.
 - d) All of these.
- (ii) Choose from the following the one that is not the goal of 'Hospital Management'?
 - a) To optimize resources.
 - b) To increase efficiency
 - c) To increase the elements of risk
 - d) To create a dynamic organization
- (iii) Interpret the operational area of the hospital from the following.
 - a) Inpatient Department
 - b) Outpatient Department
 - c) Emergency Department
 - d) All of these
- (iv) Choose from the following best describes outpatient services?
 - a) Services provided to patients who are admitted to the hospital.
 - b) Services provided to patients who do not require overnight hospitalization.
 - c) Services exclusively for emergency cases.
 - d) Services that only involve surgical procedures.
- (v) Select from the following, the key advantage of day care facilities within the hospitals.
 - a) Patients can stay overnight for observation
 - b) Patients can receive long-term care for chronic conditions
 - c) Patients can resume their daily activities after receiving treatment
 - d) Patients can undergo major surgeries and procedures
- (vi) Interpret the term "day care services" in the context of healthcare from the following options.

- a) Services provided to patients who stay overnight. b) Services that allow patients to receive treatment during the day and return home the same day.
- c) Services exclusively for children. d) Services that are only available in rural areas
- (vii) Select from the following imaging technique investigates fractures, tumors, and other abnormalities in bones and joints.
- a) MRI b) Ultrasound
- c) PET scan (Positron Emission Tomography) d) X-ray
- (viii) Which attribute best states the relevance of laundry and linen services in a hospital setting?
- a) Reduce costs by using generic linens b) Ensure cleanliness and infection control
- c) Outsource non-essential services d) Streamline administrative processes
- (ix) Infer from the following, the one "P" that does not form a part of the marketing mix.
- a) Price b) Promotion
- c) Place d) Product
- (x) Select the primary function of the Medical Records Department in a hospital.
- a) Managing patient billing and payments. b) Scheduling surgeries and appointments.
- c) Providing patient counseling and emotional support. d) Storing and managing patient information.
- (xi) Relate the appropriate action from the following that is related to the Billing and Accounts Department in a hospital.
- a) Administering medications. b) Coordinating patient transportation.
- c) Collecting payment for services. d) None of these.
- (xii) Show the key responsibility of the Central Stores and Purchase Department.
- a) Patient diagnosis b) Supplier relationship management
- c) Medical treatment d) None of these
- (xiii) Select from the following, the name of the committee that recommended to have 2 single bedrooms in every Rig's ward with 20 - 30 beds for developing nations due to resource crunch.
- a) Committee on Plan Project b) Committee on Plan Execution
- c) Committee on Planning and Promotion d) All of these
- (xiv) Interpret from the following, the space required for setting up a bed as a part of primary accommodation is.
- a) 14sq m b) 28sq m
- c) 32sq m d) 16sq m
- (xv) Select the minimum corridor width in IPD.
- a) 2.40m b) 2.20m
- c) 2.25m d) 2.60m

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Demonstrate the functions of the blood bank in a hospital setting. (3)
3. Show mathematically, the method for calculation of number of operating theatres for a hospital. (3)
4. Rephrase the significance of effective communication in hospital operations management. (3)
5. Construct the roles of emergency services and outpatient services in patient care. (3)
6. Organize the concept and importance of utility service in a hospital. (3)

OR

- Apply the importance of housekeeping in a hospital setting. (3)

Group-C
(Long Answer Type Questions)

5 x 6=30

7. List the name of the equipment is commonly utilized in dietary service departments. (5)
8. Explain the qualities the operations manager, at a hospital, should have to run the department efficiently. (5)
9. Summarise the importance of patient education in the OPD and its impact on health outcomes. (5)
10. Explain the functions of hospital maintenance and engineering services department. (5)
11. Choose any two activities, as a Hospital Operations Manager, you would initiate to ensure the safety of the patients and briefly describe the desired outcome. (5)
12. Construct and summarize the zoning of operation theatre to achieve high degree of asepsis. (5)

OR

Identify the engineering specifications of operation theatre in details. (5)

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