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**BRAINWARE UNIVERSITY**

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Term End Examination 2025-2026**Programme – MBA(HM)-2025****Course Name – Management of Hospital Support Services****Course Code - MHM20409****(Semester II)****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) Who is responsible for prescribing medications?
 - a) Pharmacist
 - b) Nurse
 - c) Doctor
 - d) Lab technician
- (ii) Choose the best definition of a transfusion reaction from the following options.
 - a) A positive immune response
 - b) A negative immune response to incorrect blood
 - c) A natural healing process
 - d) A dietary requirement
- (iii) Where is CSSD ideally located in a hospital?
 - a) Near operation theaters
 - b) Near the pharmacy
 - c) In the hospital basement
 - d) Next to the billing department
- (iv) What is a primary purpose of medical records?
 - a) To prescribe medicines
 - b) To track patient history and treatment
 - c) To issue hospital ID cards
 - d) To manage hospital finances
- (v) Select the document that is essential for patient admission from the following options.
 - a) Operation Consent
 - b) ID Proof
 - c) Discharge Summary
 - d) Medical Insurance
- (vi) Show the connection between medical records and patient care from the following options.
 - a) Ensures continuity of treatment
 - b) Reduces patient waiting time
 - c) Increases hospital expenses
 - d) Limits access to patient data
- (vii) What is the function of a hydroextractor in a laundry unit?
 - a) Washing
 - b) Drying
 - c) Removing excess water
 - d) Ironing
- (viii) Show the importance of hand hygiene in infection control.
 - a) Reduces pathogen spread
 - b) Prevents food contamination
 - c) Helps in laundry efficiency
 - d) Has no significant impact

- (ix) Mark the best approach for food hygiene in hospitals.
- | | |
|--------------------------|--------------------------|
| a) Covering food trays | b) Serving cold meals |
| c) Reducing portion size | d) Ignoring expiry dates |
- (x) Who is responsible for hospital fire safety management?
- | | |
|-----------------------|------------------------|
| a) Security guards | b) Fire safety officer |
| c) Housekeeping staff | d) Receptionists |
- (xi) Where should ambulances be parked in a hospital?
- | | |
|-----------------------|--------------------------------|
| a) Near the cafeteria | b) At the emergency department |
| c) In patient wards | d) Near the hospital entrance |
- (xii) Choose the best method to manage patient transportation effectively from the following options.
- | | |
|--------------------------------------|---|
| a) Using outdated ambulances | b) Implementing GPS tracking and dispatch systems |
| c) Allowing unauthorized vehicle use | d) Ignoring transport requests |
- (xiii) Show the main difference between inpatient and services from the following options.
- | | |
|--|--|
| a) Inpatient services require overnight hospital stays, while outpatient services do not | b) Both inpatient and outpatient services require hospital admission |
| c) Outpatient services are more expensive than inpatient services | d) Inpatient services only include emergency care |
- (xiv) Infer the importance of maintaining accurate patient records in hospitals.
- | | |
|---|--|
| a) Ensures continuity of care and improves treatment efficiency | b) Reduces the need for healthcare professionals |
| c) Increases hospital operational costs | d) Makes patient care more complicated |
- (xv) Mark the essential component of a patient relationship management system.
- | | |
|--|--|
| a) Proper communication and follow-up care | b) Delayed response to patient queries |
| c) Ignoring patient concerns | d) Restricting access to medical records |

Group-B

(Short Answer Type Questions)

3 x 5=15

2. What are the importance of indexing in medical record management? (3)
3. Show the importance of proper hospital waste management. (3)
4. Explain the significance of a hospital mortuary. (3)
5. Find the main purpose of a patient relationship management system. (3)
6. Explain strategies to enhance patient safety in hospital pharmacies. (3)

OR

Interpret the measures hospitals should take to ensure a safe blood supply. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Show the benefits of rehabilitation therapy for elderly patients. (5)
8. Evaluate the relationship between CSSD efficiency and hospital workflow. (5)
9. List different methods of linen disinfection used in hospital laundry. (5)
10. Estimate the consequences of inadequate hospital security measures. (5)
11. Estimate the impact of a poor hospital appointment scheduling system on patient care. (5)
12. Explain the importance of physical medicine and rehabilitation department in healthcare industry. (5)

OR

Interpret the policies hospitals should adopt to ensure medication safety. (5)