BRAINWARE UNIVERSITY

Term End Examination 2023-2024
Programme – BBA(HM)-2021/BBA(HM)-2022
Course Name – Hospital Support, Utility & Clinical Services/Hospital Support, Utility & Clinical Services
Course Code - BBAHMC401
(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 the equipment of Operation Theatre from the followings.

   a) Anaesthesia machine   b) BP monitor
   c) Heart-lung machine   d) All of these

(ii) Choose which one is not a function of the Pathology Laboratory.

   a) Haematology   b) Ultrasonography
   c) Histopathology   d) Biochemistry

(iii) Identify the equipment that is not considered as Laboratory equipment.

   a) Autoclave   b) Urine Analyzer
   c) Centrifuge   d) None of these

(iv) Compare the correct term that is concerned with the Geriatric Ward from the following.

   a) Relating to infants   b) Relating to old people
   c) relating to Chemotherapy   d) relating to deaths

(v) Show the department from the following that does not belong to the ward category in a hospital.

   a) General   b) Burn ward
   c) Paediatric   d) Disaster management

(vi) Name a key function of hospital clinical services.

   a) Managing patient transportation   b) Handling billing and financial transactions
   c) Providing direct medical attention to   d) Overseeing facility security
      patients

(vii) Choose the appropriate classification for an operating theatre reserved for major surgical procedures that require a sterile environment.

   a) Clean OT   b) Sterile OT
   c) Minor OT   d) Hybrid OT

(viii) Relate the function of an Emergency Department with its importance during natural disasters.

a) Immediate Medical Care   b) 24/7 Accessibility

c) Critical Stabilization   d) Community Support in Disasters

(ix) Select the primary purpose of an Intensive Care Unit (ICU).

a) To provide routine check-ups   b) To offer specialized training for medical students

c) To provide comprehensive care for severely ill patients   d) To conduct medical research

(x) Select the key function of inpatient services that involves providing round-the-clock medical monitoring.

a) Surgical Procedures   b) Nursing Care

c) Patient Education and Counseling   d) Quality Improvement and Patient Safety

(xi) What role does a mortuary technician play in a hospital mortuary?

a) Administering medical treatments to patients   b) Conducting autopsies and preparing bodies for viewing

c) Assisting in surgical procedures   d) Managing hospital supplies inventory

(xii) Which of the following is a standard procedure in a hospital mortuary for identifying bodies?

a) Facial recognition software   b) DNA analysis

c) Matching with personal belongings   d) Dental records verification

(xiii) How are deceased bodies typically stored in a hospital mortuary?

a) Stacked in open shelves   b) Laid flat on the floor

c) In individual refrigerated compartments   d) Hung on hooks

(xiv) Show the documents that are necessary for the release of a body from a hospital mortuary.

a) Birth certificate   b) Death certificate

c) Hospital admission records   d) Insurance policy

(xv) Show the primary purpose of hospital transport services.

a) Transporting medical equipment between hospitals   b) Providing transportation for hospital staff to and from work

c) Facilitating the safe movement of patients within and outside the hospital   d) Delivering meals to hospital patients

Group-B
(Short Answer Type Questions)
3 x 5=15

2. Demonstrate Buffer stock and Par stock in inventory. (3)
3. Select any three records that are kept in the hospital's medical records departments. (3)
4. Construct the role of healthcare professionals in delivering clinical services. (3)
5. Explain the managerial issues in conducting efficient ward management. (3)
6. What role do support services play in ensuring the security and confidentiality of patient records? (3)

OR

List the role of medical records and health information management in supporting efficient healthcare delivery and patient safety. (3)

Group-C
(Long Answer Type Questions)
5 x 6=30

7. How the role of housekeeping services in maintaining cleanliness and hygiene standards in a hospital. (5)

8. How do clinical services manage and coordinate the care of patients with complex medical needs? (5)

9. Explain the challenges the Emergency Department employees face at a hospital during critical situations. (5)

10. Apply any five tactics to solve the challenges, the employees face in the Emergency Department at a hospital. (5)

11. Construct the concept of a mortuary and mention some of its functions. (5)

12. What are the different types of hospital transport services available? (5)

OR

How do they cater to the diverse needs of patients, staff, and medical equipment within a healthcare facility? (5)

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