



BRAINWARE UNIVERSITY

Term End Examination 2023-2024

Programme – MBA(HM)-2022

Course Name – Healthcare Institution Planning

Course Code - MBAHM404

(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) What aspect does a master plan primarily consider in hospital design?

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|-----------------------------|--|
| a) Present needs only | b) Circulation routes and departmental allotment |
| c) Architectural aesthetics | d) Cost-saving measures |

(ii) Why are departments like OT, Delivery suites, ICU, and special units typically located away from the main entrance in hospital planning?

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|--|--|
| a) To facilitate easy access for patients and visitors | b) To ensure efficient patient flow and emergency access |
| c) To minimize public exposure to critical care areas | d) To enhance the visibility of these departments |

(iii) What consideration should be taken into account when locating the hospital kitchen?

- | | |
|--------------------------------------|---|
| a) Proximity to the main entrance | b) Prevailing wind direction to avoid kitchen odors in patient care areas |
| c) Direct connection to the pharmacy | d) Accessibility to the laundry area |

(iv) Why is it important for the CSSD (Central Sterile Services Department) to be adjacent to user units like OT, Emergency, and wards?

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|---|--|
| a) To increase foot traffic in these areas | b) To ensure efficient sterilization and supply of instruments |
| c) To provide a central location for hospital workshops | d) To facilitate interaction with pharmacy staff |

(v) What is the recommended building style for an OPD (Outpatient Department) according to the passage?

- | | |
|--------------------------|---------------------------|
| a) Multi-storey building | b) Single-storey building |
| c) Underground facility | d) Mobile clinic |

(vi) Which zone of the operating theater is responsible for maintaining the highest level of cleanliness and aseptic conditions?

- a) Disposal Zone
c) Clean Zone
- b) Protective Zone
d) Sterile Zone
- (vii) What is a key consideration in planning for general hospitals?
- a) Securing specialized expertise
c) Incorporating features for patient safety and security
- b) Balancing resource allocation for diverse patient needs
d) Addressing the stigma associated with mental health treatment
- (viii) What responsibility does a project manager have during project execution?
- a) Identifying project risks
c) Defining project objectives
- b) Monitoring project performance
d) Developing a project plan
- (ix) Show the phase of the project life cycle is necessary for obtaining formal acceptance and approvals.
- a) Planning Phase
c) Execution Phase
- b) Closing Phase
d) Monitoring and Controlling Phase
- (x) Show the method of conflict resolution within the maintenance team.
- a) By avoiding conflict resolution altogether
c) By escalating conflicts to higher management
- b) By fostering open dialogue and providing mediation support
d) By ignoring conflicts and hoping they resolve themselves
- (xi) Examine the role of the public relation office during health crisis like natural disaster.
- a) Withhold information until a solution is found
c) Assign blame to external factors to protect the hospital ' s reputation
- b) Manage communication to minimize panic and provide accurate information
d) Avoid communication to prevent liability issues
- (xii) Examine the task that is typically not performed by the Housekeeping Department.
- a) Disinfecting patient rooms and common areas
c) Providing emotional support to patients and their families
- b) Restocking medical supplies in patient care units
d) Removing medical waste from designated disposal areas
- (xiii) Examine the task that is typically not performed by the Dietary Services Department in a hospital.
- a) Creating customized meal plans for patients with specific dietary requirements
c) Collaborating with healthcare providers to address patients ' nutritional needs
- b) Ordering and managing food inventory for the hospital cafeteria
d) Administering medication to patients during meal times
- (xiv) Choose the role of radiology technician to play in the Radiology Department.
- a) Performing surgeries
c) Operating imaging equipment to capture medical images
- b) Analyzing blood samples
d) Providing psychological counseling to patients
- (xv) Decide the role that is not typically performed in the Radiology Department.
- a) Physical therapy sessions
c) Ultrasound scans
- b) X-ray examinations
d) Computed Tomography (CT) scans

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Analyze the functions of CSSD. (3)
3. How zones of hospitals are considered? (3)
4. Interpret the way to assess the land requirement for designing a hospital. (3)
5. Identify the role of Hospital Project manager. (3)
6. Analyze the location aspect of hospital Laundry and linen service. (3)

OR

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Analyze the location of Medical Record Department.

(3)

Group-C
(Long Answer Type Questions)

5 x 6=30

7. Analyze the designing and function of blood bank.
8. Analyze the designing and managerial issues of Dietary Department.
9. Illustrate the Team Building aspect of Hospital Planning.
10. Identify the tools and techniques of Hospital Project management.
11. Explain the location, staffing pattern of OPD.
12. Explain the Functions, location, Staffing pattern of CSSD.

(5)

(5)

(5)

(5)

(5)

(5)

OR

Explain the Functions, location, Staffing of Dietary Department.

(5)
