



BRAINWARE UNIVERSITY

Term End Examination 2023-2024

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

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) Which of the following organizations is governed by Management?

- a) Business
- b) A profit organization
- c) Government body
- d) All of these

(ii) Compare the department from the following that is concerned with creating, communicating, and providing value to their target population.

- a) Human resources
- b) Marketing
- c) Material
- d) Finance

(iii) Outline the function of day care in hospitals :

- a) Long-term hospital stays
- b) Medical services provided during the night
- c) Medical services provided without overnight hospitalization
- d) Emergency medical care

(iv) What type of medical department is dedicated to providing immediate care to individuals with sudden illness or injury?

- a) Outpatient department (OPD)
- b) Inpatient ward
- c) Intensive care unit (ICU)
- d) Accident and Emergency (A&E) department

(v) Which department within a healthcare facility is responsible for providing medical care to patients who do not require overnight hospitalization?

- a) Inpatient ward
- b) Outpatient department (OPD)
- c) Intensive care unit (ICU)
- d) Operating room

(vi) Outline the function of Day care in hospitals.

- a) Long-term hospital stays
- b) Medical services provided during the night
- c) Medical services provided without overnight hospitalization
- d) Emergency medical care

(vii) Outline from the following, the potential risk associated with radiation-based imaging techniques such as X-rays and CT scans.

- a) Hearing loss
c) Radiation exposure
- b) Allergic reactions
d) Motion artifacts
- (viii) The assortment of healthcare services offered by a hospital is an illustration of the following marketing mix element.
- a) Price
c) Place
- b) Promotion
d) Product
- (ix) Choose the responsibility of healthcare workers in managing biomedical waste.
- a) Segregating waste at the point of generation
c) Transporting waste to the designated storage area
- b) Properly labelling waste containers
d) All of these
- (x) Select the equipment that is not found in a Hospital Mortuary.
- a) Ventilator
c) cold chamber
- b) stretcher
d) body bag
- (xi) 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
c) Committee on Planning and Promotion
- b) Committee on Plan Execution
d) All of these
- (xii) What are the disadvantages of Nightingale Pattern ward?
- a) Lack of patient privacy
c) Risk of cross infection
- b) Noise pollution
d) All of these
- (xiii) Interpret from the following, auxiliary accommodation comprises of _____
- a) Nursing station, MO Room
c) Dirty utility, Bathroom and WC
- b) Ward Laboratory, Seminar Room
d) All of these
- (xiv) Outline the way Central Stores and Purchase Department contribute to patient care.
- a) By performing surgeries
c) By ensuring the availability of essential supplies and medications
- b) By maintaining medical records
d) None of these
- (xv) Outline the primary function of a reception and enquiry department in a hospital.
- a) Patient care
c) Medical research
- b) Managing inquiries and providing information
d) None of these

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Explain the role and functions of day care services in hospital. (3)
3. List the name of the equipment commonly utilized in dietary service departments. (3)
4. Outline any three qualities a marketing manager should possess to perform efficiently. (3)
5. List the importance of housekeeping in a hospital setting. (3)
6. Explain in detail about nuclear medicine. (3)

OR

Explain in detail about burn unit. (3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Classify the types of physical facilities areas in a nuclear medicine department. (5)
8. Determine the engineering specifications of operation theatre in details. (5)
9. Name various tasks included in process improvement to simplify the task (of your choice) at a hospital. (5)

- 10. Demonstrate the function of nursing care services within a hospital in details. (5)
- 11. Explain the importance of implementing a triage system in disaster management within OPDs, highlighting its role in prioritizing patients and optimizing resource utilization. (5)
- 12. Explain in detail the background of outpatient services. (5)

OR

Explain the scope of services offered in outpatient departments (OPDs), highlighting the importance of various medical specialties in catering to diverse healthcare needs. (5)
