



# BRAINWARE UNIVERSITY

**Term End Examination 2021 - 22**

**Programme – Bachelor of Science in Medical Lab Technology**

**Course Name – Hospital Operations Management**

**Course Code - GEMGM402**

**( Semester IV )**

**Time allotted : 1 Hrs.15 Min.**

**Full Marks : 60**

[The figure in the margin indicates full marks.]

## Group-A

(Multiple Choice Type Question)

1 x 60=60

*Choose the correct alternative from the following :*

- (1) The Primary Healthcare Centre has -
 

a) 2-3 beds	b) 20-25 beds
c) 6-10 beds	d) 50 beds
- (2) Teaching hospital generally has -
 

a) 100 beds	b) 500 beds or more
c) 200 beds	d) 300 beds
- (3) MBO is using as a:
 

a) strategic management mode	b) Queuing problem model
c) Performance enhancement technique	d) Both strategic management mode and Performance enhancement technique
- (4) PERT & CPM are used as -
 

a) Statistical tool	b) Time-event tool
c) Network analysis	d) all of these
- (5) All influence Quality of Life except -
 

a) Health	b) life expectancy
c) employment	d) loyalty
- (6) Which service is known as the “shop window” of the hospital?
 

a) OPD	b) IPD
c) CSSD	d) Medical Records
- (7) One of the uses of Epidemiology is -
 

a) Community assessment	b) Quality assurance
-------------------------	----------------------

- c) Historical study
- d) Both a. Community assessment and c. Historical study
- (8) PERT stands for -
- a) Positive error reporting time
- b) Process evaluation research technique
- c) Program evaluation and research theory
- d) Program evaluation review technique
- (9) A Gantt chart is which -
- a) Displays the schedule as well as acts as a comparison
- b) Breaks down a project into controllable pieces
- c) Displays the step by step, schematic pictures of any process
- d) Is a series of bars whose height reflect the frequency
- (10) HEPA filters refer to -
- a) High efficiency particulate air
- b) Highly effective particles of air
- c) Heavily effective particles of air
- d) None of these
- (11) CPM is used for:
- a) Project management
- b) Statistical tool
- c) Clearly defined with critical path
- d) all of these
- (12) Most sensitive indicator for evaluating health status of population is
- a) Maternal mortality
- b) PQLI
- c) Infant mortality
- d) Morbidity
- (13) Morbidity is:
- a) Study of distribution of disease
- b) Study of death
- c) Study of sickness
- d) None of these
- (14) Positive air pressure at the aseptic zone can be met with:
- a) 18 air changes per hour
- b) 40 air changes per hour
- c) 20 air changes per hour
- d) 30 air changes per hour
- (15) As per Health Services Research there are two types of output. They are
- a) Intermediate and ultimate
- b) Intermediate and penultimate
- c) Interdisciplinary and intermediate
- d) None of these
- (16) FSN technique is used in
- a) Cost accounting
- b) Human Resource Management
- c) Inventory Management
- d) Time Motion Study
- (17) The term TSSU refers to
- a) Theatre Sterile Supply Unit
- b) Thoracic Sterile Supply Unit
- c) Tertiary Sterile Supply Unit
- d) None of these
- (18) Defibrillator is an equipment to
- a) Destroy tissues using electric current
- b) Provide assisted respiration
- c) Deliver electric shock at preset voltage to the chest wall
- d) None of these
- (19) The air distribution in O.T is always
- a) From protective zone to the sterile zone
- b) From sterile zone to the protective zone
- c) From clean zone to the protective zone
- d) From clean zone to the protective and sterile zone
- (20) Normally how many beds are there in a small specialized hospital:

- a) 100 beds  
c) 200 beds
- b) 500 beds  
d) 300 beds
- (21) The first post graduate programme in hospital administration was started in India in  
a) TISS Bombay  
c) Armed Forces Medical College
- b) AIIMS Delhi  
d) National Institute of Health and Family Welfare
- (22) The size of a hospital is determined by -  
a) Total number of beds  
c) Total number of manpower
- b) Total number of patients per day  
d) Both Total number of beds and Total number of patients per day
- (23) The operation theatre consists of-  
a) 8 zones  
c) 4 zones
- b) 6 zones  
d) 2 zones
- (24) The bed: population ratio in India is still -  
a) 1.5 bed per 1000 population  
c) 1 bed per 1000 population
- b) 0.74 bed per 1000 population  
d) 3.5 bed per 1000 population
- (25) Full form of NICU is -  
a) Neonatal intensive care unit  
c) Nursing intensive care unit
- b) Neurosurgery intensive care unit  
d) None of these
- (26) Full form of PICU is -  
a) Pediatric intensive care unit  
c) Pediatric intensive care unit & Pulmonary intensive care unit
- b) Pulmonary intensive care unit  
d) Either a or b
- (27) Radiology and imaging services including, except:  
a) X Ray  
c) Blood test
- b) USG  
d) MRI
- (28) What is the full form of BMW for hospitals?  
a) Bio Medical Waste  
c) Bachelor of Medical management
- b) Bayerische Motoren Werke  
d) None of these
- (29) For which department, the hospital operation management is mostly needed to accomplish day-to-day activities-  
a) HRM  
c) Marketing
- b) Finance  
d) All of them
- (30) Hospital operation management includes all \_\_\_\_\_ activities that it is busy all throughout the day but functions particularly marketing, accounting and finance, and HR, but no less important are usually kept out of its scope.  
a) Day-to-day  
c) Multiple
- b) Single  
d) Secondary
- (31) Which department provides feedback to the operations system on how well it performs with regard to effectiveness, cost, efficiency, productivity, and profitability measures?  
a) Quality  
c) HR
- b) Accounts & Finance  
d) Marketing
- (32) Quality can be divided into which of the two categories?

- a) Product and process  
b) Superior and inferior  
c) Primary and secondary  
d) Cost and profit
- (33) A hospital's interior design should be based on a comprehensive understanding of the facility's mission and its \_\_\_\_\_ profile.
- a) Patient  
b) Doctor  
c) Director  
d) HOD
- (34) Which indicator is used for health care research to measure performance?
- a) Occupancy rate  
b) Periodic rate  
c) Patient turnover rate  
d) Mortality rate
- (35) X-Ray, computed tomography, nuclear medicine, ultrasound, and magnetic resonance imaging, comes under which services?
- a) Anesthesia  
b) Nursing  
c) Chaplaincy  
d) Imaging & radiology
- (36) The radiation therapy department provides radiation therapy services, available for how many hours a day to inpatients and outpatients?
- a) 6  
b) 12  
c) 18  
d) 24
- (37) Unity of Command means:
- a) Employees should receive orders from each departmental superior.  
b) Employees should receive orders from one superior only.  
c) Employees should receive orders other than their superior.  
d) None of these
- (38) What is the full form of ACCM?
- a) Adequate Care Council of Medicine  
b) African Care Council of Medicine  
c) American College of Critical Care Medicine  
d) American College of Care Medicine
- (39) Operation Theatre (OT) is said to be the primary source of revenue generation with around \_\_\_\_\_ percent of revenue earned just by this area.
- a) 20-30  
b) 40-60  
c) 70-80  
d) 50-60
- (40) Which of the following is not used for surgical clothing?
- a) A protective cap covering their hair  
b) Shades or glasses over their eyes  
c) Vinyl gloves on their hands  
d) A silk head ribbon
- (41) What is the % of non-hazardous waste ?
- a) 80-85  
b) Above 90  
c) 60-65  
d) None of these
- (42) Which of the following is not used for treatment of bio-medical waste?
- a) Incinerators  
b) Autoclave  
c) Microwave  
d) Refrigerator
- (43) The infectious agents can enter in the body through a puncture, abrasion, or cut in the skin through:
- a) Skin  
b) Plasma membrane  
c) Mucous membranes  
d) Air
- (44) No untreated biomedical waste shall be stored beyond a period of:



(58) Capability to identify who has the disease is done by measuring:

- a) Validity
- b) Sensitivity
- c) Specificity
- d) All these

(59) Supportive services of the hospital include all except:

- a) Pharmacy services
- b) Laboratory services
- c) House-keeping services
- d) Laundry services

(60) Which is not the basis of classification of hospital:

- a) Specialty
- b) Functional
- c) Size
- d) Shape