

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

MSc DEGREE EXAMINATION MAY 2024  
(Second Semester)

Branch- HOSPITAL ADMINISTRATION

**HOSPITAL ORGANIZATION AND OPERATIONS MANAGEMENT**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks (10 × 1 = 10)

| Module No. | Question No. | Question   | K Level | CO  |
|------------|--------------|--|---------|-----|
| 1          | 1            | Which among the following is not part of hospital services?<br>a. Utility services                      b. Administrative services<br>c. Essential services                      d. Additional services  | K1      | CO1 |
|            | 2            | Identify the "shopping window" of a hospital.<br>a. Operation Theatre                      b. OPD<br>c. ICU    d. Cafeteria  | K2      | CO1 |
| 2          | 3            | TPA in insurance stands for<br>a. Third Party Assignee                      b. Third Payment Administrator<br>c. Third Payee Assignor                      d. Third Party Administrator  | K1      | CO2 |
|            | 4            | A medical audit committee comprises professionals from different departments of a hospital. Which of the following may act only as an observer in committee meetings?<br>a. Heads of medical departments                      b. Nursing superintendents<br>c. Director of medical services                      d. Administrator  | K2      | CO3 |
| 3          | 5            | Central Sterile Services Department (CSSD) in large hospitals is the result of Centralisation principle of Management Science. Identify the significance of CSSD.<br>a. To help doctors to develop leadership qualities and better human relations skills<br>b. To bring efficiency and economy in the centralization of sterilization of syringes activities in one location for use all over the hospital<br>c. To help non-medical staff learn administrative skills<br>d. To bring advancements in medical science to provide betterment to humanity | K1      | CO3 |
|            | 6            | Which among the following does not determine the workload of surgical cases?<br>a. Advanced Life Support<br>b. Type of surgeries being performed<br>c. Plot ratio of the hospital<br>d. Surgical bed compliment  | K2      | CO2 |
| 4          | 7            | Identify the colour of the bin used to store and transport contaminated (recyclable wastes) generated from disposable items such as tubing, bottles, intravenous tubes and sets, catheters, urine bags, syringes (without needles and fixed syringes) and gloves.<br>a. Blue                      b. Yellow                      c. Red                      d. White  | K1      | CO4 |
|            | 8            | Which of the following is not a waste treatment method for biomedical wastes?<br>a. Incineration                                      b. Chemical disinfecting<br>c. Autoclaving                                      d. Sieving   | K2      | CO4 |

Cont...

|   |    |  |    |     |
|---|----|--|----|-----|
| 5 | 9  | In a typical organizational structure of a hospital, the hospital's Chief Executive Officer (CEO) or President will report to the<br>a. Chief Operating Officer      b. Board of Directors<br>c. Chief Financial Officer      d. Chief Nursing Officer   | K1 | CO5 |
|   | 10 | Healthcare providers should focus on _____.<br>a. Only the medical treatment being given to the patient<br>b. The preferences of the patient and his or her family and the overall experience from their perspective<br>c. Only what the caregiver or next of kin wants for the patient<br>d. The decisions made by the physician regardless of the patient's wishes | K2 | CO5 |

**SECTION - B (35 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

| Module No. | Question No. | Question  | K Level | CO  |
|------------|--------------|---|---------|-----|
| 1          | 11.a.        | Describe the clinical and non-clinical departments in a hospital.                           | K4      | CO1 |
|            | (OR)         |   |         |     |
|            | 11.b.        | Problem solving is an integral part of hospital administration. Justify.                    |         |     |
| 2          | 12.a.        | Summarise patient flow dynamics.  | K4      | CO3 |
|            | (OR)         |   |         |     |
|            | 12.b.        | Distinguish Inpatient and Outpatient Billing.   |         |     |
| 3          | 13.a.        | Assess the functions of Central Sterile Supply Department.                                  | K5      | CO5 |
|            | (OR)         |   |         |     |
|            | 13.b.        | Model an effective drug distribution system for a hospital.                                 |         |     |
| 4          | 14.a.        | Evaluate the significance of engineering services in a hospital.                            | K5      | CO3 |
|            | (OR)         |   |         |     |
|            | 14.b.        | Highlight the need for hospital security services.  |         |     |
| 5          | 15.a.        | Develop a graphical representation showing the essential skills of Hospital Administrators. | K6      | CO5 |
|            | (OR)         |   |         |     |
|            | 15.b.        | Predict the challenges in managing modern hospitals.  |         |     |

**SECTION - C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

| Module No. | Question No. | Question  | K Level | CO  |
|------------|--------------|---|---------|-----|
| 1          | 16           | Describe the different types of hospitals.  | K4      | CO1 |
| 2          | 17           | Provide elaborate flow diagrams to show patient admission and discharge procedures. | K4      | CO2 |
| 3          | 18           | Critically evaluate the processes involved in Operation Theatres.                   | K5      | CO2 |
| 4          | 19           | Assess Biomedical Waste Management as a crucial function in a hospital.             | K5      | CO4 |
| 5          | 20           | Design a questionnaire to assess patient's satisfaction.                            | K6      | CO5 |