

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
MSc DEGREE EXAMINATION MAY 2025
(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 x 1 = 10)

Question No.	Question	K Level	CO
1	Which of the following is NOT a type of hospital? a) General Hospital b) Specialty Hospital c) Residential Hospital d) Teaching Hospital	K1	CO1
2	What is the primary rationale behind hospital administration? a) Reducing patient admissions b) Ensuring optimal patient care and hospital efficiency c) Eliminating support services d) Increasing hospital staff only	K2	CO1
3	What does IP stand for in hospital administration? a) Intensive Patient b) In-Patient c) Immediate Processing d) Insurance Policy	K1	CO2
4	Real-time monitoring (TAT) is used for _____. a) Tracking patient flow and service times b) Managing hospital finances c) Designing hospital layout d) Enhancing patient sleep cycles	K2	CO2
5	Which of the following is NOT a core hospital service? a) Laboratory Service b) Pharmacy Department c) Medical Imaging Service d) Housekeeping	K1	CO3
6	The Intensive Care Unit (ICU) is primarily meant for _____. a) Long-term patient recovery b) Treating critical patients who need close monitoring c) Routine outpatient visits d) Daycare surgeries	K2	CO3
7	Biomedical waste should be segregated according to _____. a) Color-coded bins b) Patient condition c) Hospital policy d) Daily volume of waste	K1	CO4
8	The primary function of Linen and Laundry services in a hospital is _____. a) Managing financial records b) Ensuring clean and sanitized hospital linen c) Processing insurance claims d) Monitoring drug distribution	K2	CO4
9	SERVQUAL is used for evaluating _____. a) Staff satisfaction b) Patient satisfaction with hospital services c) Hospital revenue generation d) Medical record accuracy	K1	CO5
10	Work study in hospital administration aims to _____. a) Improve productivity and efficiency b) Increase patient wait times c) Eliminate essential services d) Promote hospital mergers	K2	CO5

Cont..

SECTION - B (35 Marks)

Answer ALL questions
ALL questions carry EQUAL Marks

(5 × 7 = 35)

Question No.	Question	K Level	CO
11.a.	Explain the different types of hospitals with examples.	K2	CO1
	(OR)		
11.b.	Describe the role of hospital administration in problem-solving.		
12.a.	State the importance of patient flow dynamics and queuing in hospital administration.	K3	CO2
	(OR)		
12.b.	Explain the process of inpatient and outpatient billing in hospitals.		
13.a.	Describe the process and zoning of an Operation Theatre (OT).	K3	CO3
	(OR)		
13.b.	Explain the management of the Intensive Care Unit (ICU).		
14.a.	Explain the biomedical waste management process in hospitals.	K3	CO4
	(OR)		
14.b.	Summarise the workflow and functions of hospital housekeeping services.		
15.a.	State the key elements in evaluating hospital performance using SERVQUAL.	K3	CO5
	(OR)		
15.b.	Describe the role of the Chief Operations Officer (COO) in hospital administration.		

SECTION -C (30 Marks)

Answer ANY THREE questions
ALL questions carry EQUAL Marks

(3 × 10 = 30)

Question No.	Question	K Level	CO
16	Explain the organization structure of different types of hospitals, including vertical and horizontal structures.	K4	CO1
17	Discuss the role of health insurance management and financial counseling in hospital administration.	K4	CO2
18	Explain the policies and procedures of the Central Sterile Supplies Department (CSSD) and its role in hospital administration.	K4	CO3
19	Enumerate the various hospital engineering services, including plumbing, electricity, medical gases, and lift systems.	K4	CO4
20	Explain how modern hospitals implement smart monitoring systems for effective service evaluation and hospital management.	K4	CO5