

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MSc DEGREE EXAMINATION MAY 2026
(Second Semester)

Branch — **HOSPITAL ADMINISTRATION**

HOSPITAL OPERATIONS AND PATIENT CARE 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 of the following is not a part of clinical service of a hospital? a) Emergency services b) Endoscopic services c) Intensive care d) CSSD	K1	CO1
	2	Medical audit is done by a) Nurses b) Dietitian c) Medical record Officer d) Doctors	K2	CO1
2	3	The core health care services are the following except a) Intensive care services b) Laboratory services c) blood bank d) linen and laundry	K2	CO2
	4	CODE YELLOW in a hospital signifies a) Fire in a hospital building b) Conflict among patient and with a nurse. c) Mass causality d) Cardiac arrest of a patient in op.	K1	CO2
3	5	Pharmacy service operations can be evaluated by a) Turn around time of medicine delivery in op pharmacy b) Arrangement of drugs in central pharmacy store. c) storage conditions of drugs in pharmacy d) stock maintenance	K1	CO3
	6	Biomedical waste arising from operation theatre mainly include blood stained cotton , which is to be disposed in a) Red colour bag b) Yellow colour bag c) black colour bag d) white colour bag	K2	CO3
4	7	The following are present in Ambulance except a) Life saving medicines b) Oxygen cylinder c) MRI scan d) ECG	K1	CO4
	8	Informed consent are obtained from a patient except a) before surgery b) for endoscopic procedure c) for purchasing glucometer d) for MRI	K2	CO4
5	9	VIRTUAL ASSISTANCE are not used for the following a) Patient education b) patient transport c) patient monitoring d) physiotherapy	K1	CO5
	10	CSSD uses the following procedure to sterilize Rubber and plastic items a) Autoclaving b) Microwave irradiation c) ETO-sterilization d) dry oven sterilization	K2	CO5

Cont...

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.	Explain the role of front desk in operation management.	K3	CO1
	(OR)			
	11.b.	Enumerate on the admission and discharge processes in a hospital.		
2	12.a.	Explain the role of laboratory and radiological services in a hospital.	K4	CO2
	(OR)			
	12.b.	Explain why laundry services are important in hospitals.		
3	13.a.	Enumerate on patient delight.	K3	CO3
	(OR)			
	13.b.	Explain about the smart monitoring systems and their uses.		
4	14.a.	What are the main functions of transfusion service?	K3	CO4
	(OR)			
	14.b.	Enumerate on the support services of health care delivery system.		
5	15.a.	Explain about patient classification system and its role in hospital.	K4	CO5
	(OR)			
	15.b.	Enumerate on Telemedicine and its advantages.		

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	Define biomedical waste. Why safe disposal of biomedical waste is important? Discuss about its collection, segregation and disposal process.	K5	CO1
2	17	State your concept about transportation system and ambulance services in a hospital.	K4	CO2
3	18	Explain about various smart monitoring systems used in a hospital.	K5	CO3
4	19	Explain about various aspects of patient safety in a hospital.	K4	CO4
5	20	Enumerate on various technological advancements in patient care.	K5	CO5

Z-Z-Z

END