

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MSc DEGREE EXAMINATION MAY 2023
(Second Semester)

Branch – HOSPITAL ADMINISTRATION

HOSPITAL ORGANIZATION AND OPERATIONS MANAGEMENT

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

1. Which is skeleton of an organization?
(i) Organizational function (ii) Organizational structure
(iii) Decentralization (iv) Co-ordination
2. For electro Conduction of OT floors
(i) Conduction should be sufficient to dispense static electricity
(ii) Super conductive process should occur
(iii) Conduction should be for alternate current
(iv) Lag time conduction to occur
3. HEPA filters in OT provides
(i) 70% particulate free (ii) 80% particulate free
(iii) 90% particulate free (iv) 100% particulate free
4. Hospital statistics will help in
(i) Measure quality of health care
(ii) Allocation of hospital resources
(iii) Evaluate efficiency of management
(iv) All of the above
5. _____ acts only as an observer in medical audit committee meetings.
(i) Nursing superintendents (ii) Head of pathology
(iii) Director of medical services (iv) Administrator

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

6. (a) Write a note on different types of hospitals.
OR
(b) Elaborate on different types of hierarchy in hospitals structures, Horizontal and vertical.
7. (a) Write flow on admission and discharge process.
OR
(b) Write a note on Medical audit.
8. (a) Write a note on Radiological department and safety precautions.
OR
(b) Operation theatre NABH requirements.
9. (a) Hospital waste management.
OR
(b) Disaster management preparedness.

Cont...

10. (a) Role of COO in a hospital.
OR
(b) Smart monitoring systems.

SECTION -C (30 Marks)

Answer ALL questions
ALL questions carry EQUAL Marks (5 x 6 = 30)

11. (a) Rationale of hospital administration.
OR
(b) Write a note on Supportive and ancillary services.
12. (a) Importance of Problem solving in hospital, financial counseling.
OR
(b) Elaborate Health Insurance management in India and health insurance process in hospital.
13. (a) Medico legal cases (MLC) , EMD triage in a hospital.
OR
(b) Organ transplantation process, organ allocation in India.
14. (a) Pharmacy department roles and functions, regulations in Hospitals.
OR
(b) Medical gas inventory at the hospitals, what are the medical gases used in hospitals.
15. (a) Assessing patient satisfaction in hospital SERVQUAL model, why feedback is important for an hospital.
OR
(b) Modern communication systems in hospitals, write a note on QMS.

Z-Z-Z

END