



Institute of Health Management Research

MBA Hospital and Health Management

Batch-23 (2018-2020)

Hospital Management

Organization and Management of Clinical Services

Term Examination

October 2019

Time - 3 Hour

MM-70

The question paper contains 5 printed pages.

Q 1. Long question (about 800 words)

Marks 8+12 = 20

What are the common Problems in Out Patient Department? Describe in detail the measures that can be effective in eliminating these problems and making it a truly patient-friendly department.

Q 2. Write Short Notes (up to about 250 words each) on any 3 of the following

Marks 5 X 3= 15

- (a) Prevention & Management of Needle Stick Injury cases
- (b) Triage of casualties
- © Barrier nursing/ Reverse Barrier nursing.
- (d) Progressive patient care

Q 3. Write Short Notes (up to about 250 words each) on any 3 of the following.

Marks 5 X 3= 15

- (a) Universal Work Precautions
- (b) Different types of ward designs
- © Management of Medico-legal cases
- (d) Admission and discharge policy for ICU

Q 4. Multiple choice questions

Marks 20 X 1 =20

1. Recommended Doctor (Senior Resident): Patient ratio in the ICU is:

- (a) 0.17- 0.2: 1
- (b) 0.10- 0.3: 1
- © 0.20-0.25: 1
- (d) 0.05-0.10: 1

2. Which of the following is the correct statement?

- (a) Function follows the Design
- (b) Design follows the function
- © Design and the function go hand in hand
- (d) Design and the function have no interrelation.

3. Which of the following statements is correct?

Delivery of gases such as Oxygen, Nitrous Oxide, Compressed air at the user end has to be:

- (a) at a controlled pressure of 2.22 Kg / Square CM
- (b) at a controlled pressure of 2.44 Kg / Square CM
- (c) at a controlled pressure of 4.22 Kg / Square CM
- (d) at a controlled pressure of 2.24 Kg / Square CM

4. Which of the following statements is true?

McGibony has recommended for Outpatient services:

- (a) Overall space at the scale of about $3/4^{th}$ -1 Sq. F for each annual OPD visit.
- (b) Patients' waiting area of 8-10 Sq F / per patient visit with a minimum of 400 Sq. F
- (c) Ample scope for future expansion because the number of out-patient visits is estimated to increase from 2-3 to about 6 outpatient visits for each inpatient admission
- (d) All of the above

5. Which of the following are the most important measures for prevention of infections in a hospital?

- (a) Hand washing and surface cleaning
- (b) Air conditioning and fumigation
- © Fumigation and antibiotic treatment
- (d) Pest and rodent control

6. Which type of air conditioning is more suitable for the Operation theatres?

- (a) Window type AC
- (b) Split unit AC
- (c) High speed fans with natural ventilation
- (d) Central AC with HEPA filters

7. Which of the following is not correct?

Bed-head panel in the ICU is supposed to have the following:

- (a) Piped gas and vacuum supply (2 oxygen outlets, 2 vacuum outlets, 1 compressed air outlet),
- (b) 12 electric sockets (including 1 multi electric socket, 1 power socket and one computer outlet) for using the equipment,
- © Nurse call button and reading light through the bed head panel.
- (d) Television remote control switch and Relative call button

8. Which of the following is not an important quality criterion for ICU?

- (a) Infection rate
- (b) Admission rate
- (c) Bed sore rate
- (d) Death rate

9. Which of the following is not an important aspect of OT planning?

- (a) Asepsis
- (b) Zoning concept
- (c) Ventilation
- (d) None of the above

10. Which of the following statement is true?

- (a) Queuing theory is an operations research technique meant to help to predict the length of the queue on different days.
- (b) Queuing theory is actually meant to help in predicting how many people can fit into a queue in a given length of time.
- © Queuing theory is meant to help in reducing the waiting time in the queue.
- (d) Queuing theory is an operations research technique that was developed to compare the behavior of queues

11. In the A&E department decision regarding whether a case is a medico legal case or not, is to be made by:

- | | |
|--|------------|
| (a) Jointly by all the doctors and nurses attending to the case. | True/False |
| (b) By the patient or his attendants | True/False |
| (c) By the attending doctor only | True/False |
| (d) By the Police | True/False |

12. Which of the following answers is correct?

Space per patient bed in a general ward, single-bed room and double-bed room is calculated

- (a) at the scale of 7 sqm, 14sqm and 21sqm per bed.
- (b) at the scale of 10 sqm, 15sqm and 25sqm per bed.
- © at the scale of 10 sqm, 20 sqm and 30 sqm per bed.
- (d) at the scale of 8 sqm, 12sqm and 24sqm per bed.

13. Which of the following statements is true?

- (a) List of high risk medications is issued and is revised by the WHO every year.
- (b) List of high risk medications includes drugs which are dangerous and the staff are required to check with the physician before their administration to the patient.
- © High risk drugs are meant to warn the physicians well in time not to prescribe those drugs.

(d) High risk drugs being dangerous, are not to be prescribed by junior doctors

14. Which of the following is correct?

Time out before starting the surgery is meant:

- (a) To discuss and plan the step-by-step procedure of surgery so as to prevent any mistakes from occurring.
- (b) To prevent wrong patient/wrong site/ wrong surgery from happening, by verification of the identity of the patient, the exact site of surgery and the surgical procedure to be performed.
- © To provide a break for smoke and refreshments to the weary surgeons in between the surgical procedures.
- (d) All of the above

15. Which of the following answers is correct?

In India it is recommended that a doctor in the OPD should be able to see:

- (a) 6 new + 4 old cases per hour
- (b) 8 new + 4 old cases per hour
- © 4 new + 6 old cases per hour
- (d) 4 new + 4 old cases per hour

16. Which of the following is correct?

The zoning concept for a modern advanced OT includes following zones.

- (a) Unclean, protective, clean and sterile zone
- (b) Unclean, clean, sterile and disposal zone
- © Protective, clean, sterile and disposal zone
- (d) Clean, sterile, ultra-sterile and disposal zone

17. Which of the following is the correct answer?

Number of Operation Rooms Required can be calculated by:

- (a) The Thumb Rule of 0.5 operations/bed/day
- (b) The Thumb Rule of 0.01 operations/bed/day
- (c) The Thumb Rule of 0.2 operations/bed/day
- (d) The Thumb Rule of 0.1 operations/bed/day

18. Which of the following is not correct about ventilation & Air Conditioning in the OT?

- (a) There should be Laminar (vertical) airflow with 10-20 air changes/hour

- (b) Positive air pressure is to be maintained in the OR round the clock, even during off hours.
- © There should be recirculation of air on/ around the table.
- (d) Temperature inside the ORs 22°C ($\pm 2^{\circ}\text{C}$) and Relative Humidity 55% ($\pm 5\%$)

19. Which of the following is not correct?

- (a) HEPA filter in the OT must be thoroughly cleaned every three months,
- (b) HEPA filter in the OT must be cleaned with Sod Hypochlorite every six months.
- (c) HEPA filter in the OT must be forcefully vacuum cleaned every week.
- (d) None of the above.

20. Which of the following statements is correct?

- (a) Fumigation in the OT is done by OT Care machine using Formaldehyde solution
(Formalin 40%)
- (b) Fumigation in the OT is done by OT Care machine using Phenol 20% solution for 12 hours.
- (c) Fumigation in the OT is done by OT Care machine using phenol 40% diluted with water.
- (d) Fumigation in the OT is done by OT Care machine using Ethylene oxide gas.