

CS/HM/SEM-2/BHM-201/2011

2011

HOSPITAL OPERATION MANAGEMENT – I

Time Allotted : 3 Hours

Full Marks : 70

*The figures in the margin indicate full marks.  
Candidates are required to give their answers in their own words  
as far as practicable.*

GROUP – A

( Multiple Choice Type Questions )

1. Choose the correct alternatives for any *ten* of the following :  
10x1 = 10

- i) PERT stands for
  - a) Positive Error Reporting Time
  - b) Programme Evaluation Review Technique
  - c) Programme Evaluation and Research Theory
  - d) Process Evaluation and Research Technique.
- ii) Which of the following is not a patient monitoring equipment ?
  - a) Pulse oxymeter b) Capnograph
  - c) Ventilator d) Cardiac monitor.
- iii) Most sensitive indicator for evaluating health status of population is
  - a) Maternal mortality b) PQLI
  - c) Infant mortality d) Morbidity.
- iv) A community health centre covers a population of
  - a) 20,000 – 30,000 b) 40,000 – 50,000
  - c) 80,000 – 1,20,000 d) 1,20,000 – 1,40,000.

- v) Morbidity is
  - a) study of distribution of disease
  - b) study of death
  - c) study of sickness
  - d) none of these.
- vi) Positive air pressure at the aseptic zone can be met with
  - a) 18 air changes per hour
  - b) 23 air changes per hour
  - c) 20 air changes per hour
  - d) 30 air changes per hour.
- vii) PERT & CPM are
  - a) Statistical tool b) Time-even tool
  - c) Network Analysis d) All of these.
- viii) Health Services Research provides
  - a) basic descriptive data on organization and operation of medical care system
  - b) partial descriptive data on health care reforms and the performance of hospitals
  - c) both (a) and (b)
  - d) none of these.
- ix) One of the biggest challenges faced by the hospital managers today are
  - a) scarcity of resources b) legal problems
  - c) managerial problems d) both (a) and (b).
- x) As per Health Services Research there are two types of output. They are
  - a) intermediate and ultimate

- b) intermediate and penultimate
  - c) interdisciplinary and intermediate
  - d) none of these.
- xi) FSN technique is used in
- a) Cost Accounting
  - b) Human Resource Management
  - c) Inventory Management
  - d) Time Motion Study.

GROUP – B

( Short Answer Type Questions )

Write short notes on any *three* of the following.

3x5 = 15

- 2. OT lighting.
- 3. HEPA filter.
- 4. Queuing theory.
- 5. Quality circles.
- 6. MBO.

GROUP – C

( Long Answer Type Questions )

Answer any *three* of the following.

3x15 = 45

- 7. What are the challenges faced by a Hospital ? Describe the strategies to overcome these problems.
- 8. Describe how health service research is dependent on effectiveness, efficiency and equity.
- 9. Describe the uses of epidemiology in the management of health care sector. Why is it essential that all the health care managers have a basic knowledge of epidemiology ?
- 10. What are the managerial issues involved in CSSD ? Highlight the problem areas.

11. What are the methods of health service research ? Describe in detail.

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