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**Question Paper Code : 31074**

B.E./B.Tech. DEGREE EXAMINATIONS, NOVEMBER/DECEMBER 2024.

Seventh/Ninth Semester

Biotechnology and Biochemical Engineering

OBM 752 — HOSPITAL MANAGEMENT

(Common to: Automobile Engineering/Computer Science and Engineering/Computer and Communication Engineering/Electronics and Communication Engineering/Electronics and Telecommunication Engineering/Industrial Engineering/Industrial Engineering and Management/Material Science and Engineering/Mechanical Engineering (Sandwich)/Mechatronics Engineering/Artificial Intelligence and Data Science/Bio Technology/Computer Science and Business Systems/Food Technology/Information Technology/Pharmaceutical Technology)

(Regulations 2017)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Identify the key differences between a hospital and industry. Name the services provided by a typical hospital.
2. Identify the unique challenges faced in hospital administration. Suggest measures to overcome them.
3. Define the term 'organization'. Draw the typical organization structure of a hospital.
4. Enumerate the fundamental principles of Human Resource Management (HRM).
5. List the various sources of recruitment.
6. While drafting the guidelines for promotion, which factors are to be considered?
7. How is the size of inventory decided in a pharmacy?

8. Outline the space requirements for laundry services in a hospital. Give the importance of stain removal.
9. State the fire safety precautions to be followed in a hospital.
10. How is linen classified in hospitals? Give the norms for Linen per Bed.

PART B — (5 × 13 = 65 marks)

11. (a) Discuss the guiding principles in hospital planning with relevant examples. What is the role of a hospital architect? Give the norms for bed planning.

Or

- (b) Identify the equipments required in a general hospital. Describe the phases of commissioning and equipping the hospital. How are the services scheduled?
12. (a) State the need for human resource inventory planning. Discuss the various aspects of manpower planning.

Or

- (b) Discuss the functions of a Human Resource department in a hospital. Discuss the specific responsibilities of a Human Resource Development manager in hospital.
13. (a) Elaborate the frame of work involved in the process of employee recruitment and selection in various departments of a hospital. Identify the challenges faced in each stage.

Or

- (b) Describe the methods of training healthcare workers in a hospital. How are leaders identified and groomed? What are the barriers to training? Suggest measures to overcome them.
14. (a) With the aid of neat diagram, explain the procedures and steps followed in the Central Sterilization and Supply department. Indicate the major equipments used for sterilization.

Or

- (b) What are the major functions performed by the Medical Records department? With the aid of a neat diagram, explain the flow of an inpatient record across a hospital.

15. (a) Describe the modes of communication and equipment available to perform the following in a hospital
- Communication from emergency department to all the physicians
  - Communication from front office to all staff members
  - Nurse call systems.

Or

- (b) Discuss the guidelines to be followed for safety of hospital staff and patients. How public address systems and CCTV cameras would be positioned?

PART C — (1 × 15 = 15 marks)

16. (a) A 500-bed hospital requires nursing officers, pharmacists and storekeepers. Describe the process of manpower planning, recruitment and selection involved in filling up these positions. Identify the challenges faced in staffing and the steps taken to overcome them.

Or

- (b) What are the main considerations for admission of a patient in ICU? Identify the types of ICU. Discuss the location requirements, planning and organization of ICU.