



# ST. ANNE'S

**COLLEGE OF ENGINEERING AND TECHNOLOGY**

(Approved by AICTE, New Delhi. Affiliated to Anna University, Chennai)

(An ISO 9001: 2015 Certified Institution)

ANGUCHETTYPALAYAM, PANRUTI – 607106.

## QUESTION BANK

**BRANCH: ECE**

**YEAR/SEM: IV/VII**

**SUB CODE/NAME: OBM752 HOSPITAL MANAGEMENT**

**BATCH: 2017 - 2021**

### UNIT I

#### PART-A

1. Define Hospital.
2. Define Hospital Administration.
3. What is the classification of Hospitals?
4. Define management.
5. List the functions of a management.
6. Write the functions of the Hospital in detail.
7. Write the Challenges in Hospital Administration.
8. What are the differences between hospital and industry?
9. List the main duties of CEO.
10. Why healthcare costs are high?
11. Why technology advances are needed in hospital?
12. List the members of a planning team.
13. What are the types of equipment?
14. What are the categories of hospital functions? Explain them in detail.
15. What are the activities of functional planning?
16. What is equipment planning?
17. What is built-in planning?
18. Define depreciable equipment.
19. Explain non- depreciable equipment.
20. What is functional planning?

#### PART-B

1. Explain how hospital is differ from industry.
2. What are the challenges of hospital administrator?
3. i. List the differences between hospital and industry.  
ii. What are the responsibilities and challenges of a hospital administrator.
4. Define planning and explain the steps involved in the process of planning.
5. i. Give the graphic representation of the hospital planning.  
ii. Why health care costs are high?
6. Explain about the equipment planning in hospital.
7. What is functional planning? Explain in detail.
8. i. What are the types of equipment and explain them in detail?  
ii. Explain the activities of a functional planning.

## UNIT I PART-A

### 1. Define hospital.

Hospital is an institution for the care, cure and treatment of the sick and wounded, for the study of diseases and for the training of doctors and nurses.

Hospitals are classified as general, specialty, or government depending on the sources of income received.

Hospitals are usually funded by the public sector, health organizations (for profit or nonprofit), health insurance companies, or charities, including direct charitable donations.

### 2. Define Hospital Administration.

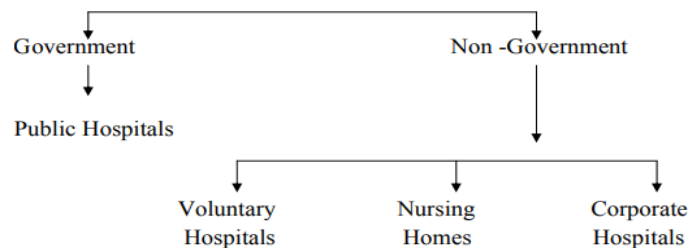
Hospital management mainly relates to management of all aspects of a hospital; a coordination of all elements of a hospital.

This may range from patient care to record keeping to inventory of medicines and cleanliness.

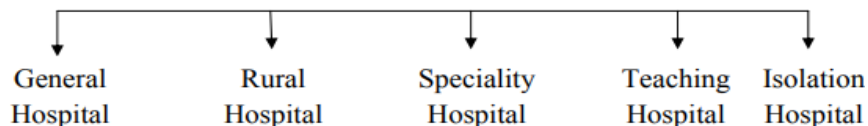
As a hospital administrator, he has to carry out management functions of planning, organizing, staffing, directing, controlling and coordinating.

### 3. What is the classification of Hospitals?

Classification of hospital based up on ownership and control:



Classification of hospital based up on directory of hospital:



### 4. Define management.

Management is a purposive activity. It is something that directs group efforts towards the attainment of certain pre - determined goals.

According to F.W. Taylor, “Management is an art of knowing what to do, when to do and see that it is done in the best and cheapest way”.

### 5. List the functions of a management.

Management as a function performs the following five functions:

1. Planning
2. Organizing
3. Staffing
4. Directing
5. Controlling

## **6. Write the functions of the Hospital in detail.**

The main function of a hospital is to provide the population with complete health care; it also functions as the center for the training of health workers.

Following are some of the broad categories of Hospital functions:

**Medical care** - which involves the treatment and management of patients through the staff of physicians.

**Patient Support** - which relates directly to patient care and includes nursing, dietary diagnostic, therapy, pharmacy and laboratory services.

**Administrative** - which concerns the execution of policies and directions of the hospital governing discharge of support services in the area of finance, personnel, materials and property, housekeeping, laundry, security, transport, engineering and board and other maintenance.

## **7. Write the Challenges in Hospital Administration.**

1. Business and professional leaders who were initiated into the hospital scene as trustees of voluntary hospitals;

2. The large number of physicians who are especially worry about the facilities and services available for the care of their patients;

3. Professional organizations which prescribe various standards of hospital operation while granting approval to the hospitals;

4. Academicians who are concerned about matching what they teach with the requirements of the patients and hospital administration;

5. Labour demanding standards of employment and working conditions.

## **8. What are the differences between hospital and industry?**

- Hospitals tend to have very complex organizational structures compared to their overall size. Industries having customized structures.
- A large portion of the workforce- physicians, nurses, allied health and many technical positions, are highly trained and have a high level of autonomy. But industries does not need high trained professionals all the time.
- Patient satisfaction scores is a critical success metric for hospitals. Every company wants to improve customer service.
- Poor quality in a hospital means harm to patients. Poor quality in a manufacturing plant means a poor product and a weakened competitive advantage.

## **9. List the main duties of CEO.**

- The CEO of a hospital must be able to provide latest technology and vision.
- The Chief Executive Officer of a hospital will have to serve as a catalyst for relationship building between patients and employees.
- His responsibilities include executive communication, budgeting, building relationships, management, problem solving etc.
- The hospital CEO has to collect sufficient funds.

## **10. Why healthcare costs are high?**

Today, health care costs are rising dramatically. That is largely because of the tremendous advances that have come about in treatment, technology and equipment.

For example, equipment such as the MRI, CT Scan, ultrasound, mammography, simulator and linear accelerator are so common and so necessary in today's health care treatment requires huge investment.

### **11. Why technology advances are needed in hospital?**

In the early days, we talked of only general hospitals. There wasn't enough of treatment and health care.

Hospital administrators must be prepared to set their hospitals apart through a specialized care strategy.

For example, a person who at one time would have died of kidney failure now receives dialysis at considerable cost; alternatively he can have a new kidney by technology advances.

### **12. List the members of a planning team.**

- Hospital administrator
- Specialists from various clinical branches
- Nursing advisor
- HR manager
- Civil and electrical engineers
- Representative of local body
- Senior architect

### **13. What are the types of equipment?**

Equipment for a new hospital may be classified into the following three groups based on the usual methods of acquisition and on suggested accounting practices with regard to depreciation.

1. Built-in Equipment
2. Depreciable Equipment
3. Non- depreciable Equipment

### **14. What are the categories of hospital functions? Explain them in detail.**

Following are some of the broad categories of Hospital functions:

**Medical care** - which involves the treatment and management of patients through the staff of physicians.

**Patient Support** - which relates directly to patient care and includes nursing, dietary diagnostic, therapy, pharmacy and laboratory services.

**Administrative** - which concerns the execution of policies and directions of the hospital governing discharge of support services in the area of finance, personnel, materials and property, housekeeping, laundry, security, transport, engineering and board and other maintenance.

### **15. What are the activities of functional planning?**

1. Determining approximate section wise workload.
2. Determining services to be provided.
3. Determining area and space requirement to accommodate.
4. Dividing the area into functional units.
5. Determining the number of workstations in each functional unit.

### **16. What is equipment planning?**

The term "equipment" means all items necessary for the functioning of all services of the hospital including accounting and records, maintenance of buildings and grounds, laundry, public waiting rooms, public health and related services.

Healthcare Equipment Planning is a specialised process and requires not only a clear understanding of the clinical need but also a knowledge of budgeting, architectural design and building process.

**17. What is built-in planning?**

- This is usually included in the construction contracts.
- Examples are cabinets and counters in the pharmacy, laboratory and other parts of the hospital, fixed kitchen equipment, laundry chutes, elevators, dumb waiters, boilers, cold rooms/walk-in coolers, deep freezers, fixed sterilizing equipment and surgical lighting.
- The planning and design of fixed equipment built into the hospital facility is the architect's responsibility.

**18. Define depreciable equipment.**

Equipment that has a life of five years or more is not normally purchased through construction contracts.

Examples are surgical apparatus, diagnostic and therapeutic equipment, laboratory and pharmacy equipment, office equipment, etc.

**19. Explain non- depreciable equipment.**

• Equipment having less than five years' life span is purchased through ways other than construction contracts.

- These are generally small items of low unit cost under the control of the storeroom.
- Examples are kitchen utensils, chinaware, tableware, surgical instruments, catheters, linen, sheets, blankets, lamps, wastebaskets, etc.

**20. What is functional planning?**

Functional planning in hospitals is important, and the key to this is the understanding that travel and adjacencies affect the operational cost over the life of the building.

The main function of a hospital is to provide the population with complete health care; it also functions as the center for the training of health workers.



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**BATCH: 2018 - 2022**

### UNIT II

#### PART-A

1. Give the Principles of Human Resource Manager.
2. Give the Functions of Human Resource Manager.
3. Write the Profile of HRD Manager.
4. What is Human Resource Inventory?
5. What is Human Resource Management?
6. List the application areas of Human Resource Inventory.
7. What is the need of human resource records?
8. What are the categories of forms?
9. Define Manpower Planning.
10. Give the nature and scope of Manpower Planning.
11. Describe the need for Manpower Planning.
12. List the Benefits of Manpower Planning.
13. Give the Objectives of Manpower Planning.
14. What are the steps involved in Manpower Planning.
15. What is exit-interview?
16. Describe the steps in job analysis.
17. What is job description?
18. What are the requirements in job specification?
19. Explain about stay in interview.
20. Give the important factors for employees quitting their jobs.

#### PART-B

1. What is Human Resource Management? List out the principles of HRM.
2. List and explain the functions of HRM.
3. i. Give the Line functions of HRM.  
ii. What are the activities of HRD Manager?
4. i. What are the principles of HRM?  
ii. Explain about the Management functions.
5. Explain in detail about the profile of HRD Manager.
6. Describe about Human Resource Inventory.
7. What are the categories of forms? Explain in detail.

8. i. Why we need to keep the Human Resource records? List out the reasons.  
ii. Explain about the permanent records.
9. Describe about Manpower planning.
10. i. Give the nature and need for manpower planning.  
ii. What is Manpower planning? List the objectives of Manpower planning.
11. List and explain about the steps of Manpower planning.
12. i. What are the benefits of manpower planning?  
ii. Explain about the Investigation of Turnover of Personnel.
13. Explain in detail about the Planning of Job Requirements and Job Descriptions.
14. What are the activities of Nurse? Give the Nurse-to-beds ratio.
15. i. What is exit-interview? Give the structure of exit-form.  
ii. Explain stay in interview.

## **UNIT II**

### **PART-A**

#### **1. Give the Principles of Human Resource Manager.**

1. Human resource management is concerned with integration by getting all the members of the organization involved.
2. Human resource policies of the organization should be fair to all.
3. Human resources are the most important assets and their thoughtful management is the key to success of an organization.
4. The culture and values of an organization effort broad influence on the organization.

#### **2. Give the Functions of Human Resource Manager.**

- The following functions of the human resource department try to keep the organization going smoothly and efficiently by supplying with the right type of personnel in the right position.
  1. Policy Formulation
  2. Staff Function
  3. Line Function
    - a) Procurement
    - b) Development
    - c) Compensation
    - d) Integration
    - e) Maintenance
    - f) Records and Research
    - g) Personnel Information System
  4. Control
  5. Managerial
    - a) Planning
    - b) Organizing
    - c) Directing
    - d) Controlling

### 3. Write the Profile of HRD Manager.

- Human resource managers are particularly remembered when the hospital administration is in trouble either due to strike/demonstration threat given by the employees/their unions.
  - i. Whenever any replacement or extra person is required in any department,
  - ii. Requisition for recruitment of personnel properly approved by the hospital administrator if forwarded to the human resource department,
  - iii. Primarily responsible to notify the vacancy in the employment exchange or to place an advertisement in the newspapers.
  - iv. Conduct interviews and complete necessary formalities with regard to the appointment.

### 4. What is Human Resource Inventory?

Detailed information should be collected about each employee. The data necessary to know about the personnel may be gathered from payrolls and existing employment records.

The human resource inventory will provide the following important information:

1. An overall picture of the personnel situation
2. Data for making a rough analysis of the turnover of personnel
3. Information as to the number and types of jobs in existence
4. The number of employees reporting to each supervisor
5. Data for making a rough study of salary schedules
6. Seniority list of personnel
7. Hobbies of personnel

### 5. What is Human Resource Management?

Human resources (HR) is the department within a business that is responsible for all things worker-related. That includes recruiting, vetting, selecting, hiring, onboarding, training, promoting, paying, and firing employees and independent contractors.

HR professionals make sure that employees have everything they need to perform their day-to-day tasks and they are also responsible for creating a healthy work environment that attracts and retains qualified people.

### 6. List the application areas of Human Resource Inventory.

It serves as a check against existing records. It may be supplemented by such information as the employee's new address, addition in family or any other details.

The inventory will also help in the following areas:

1. Determining the areas where short-term employment is needed
2. Studying the effects of transport facilities on employment
3. Assessing the ratio of supervisors to employees.

### 7. What is the need of human resource records?

- There are several reasons for keeping human resource records:
  1. Individual functional departments usually do not keep human resource records of their employees with them.
  2. Government agencies frequently ask for various kinds of information from time to time.
  3. Payroll is prepared from these records.
  4. Training needs are determined from these records.



5. Human resource records are needed for the purpose of deciding promotions and transfers.

**8.** What are the categories of forms?

- Forms used in hospitals may be divided into three categories:
  1. Permanent records concerned with employees' positions.
  2. Forms which may become a part of the permanent records once their immediate use is over.
  3. Temporary forms which are destroyed once their immediate purpose has been served.

**9.** Define Manpower Planning.

Manpower planning is the prime function of the hospital human resource manager.

Manpower planning starts with the analysis of the future needs of the hospital and its objectives. It determines organization structure, decides what jobs have to be filled and what their requirements are.

Therefore, manpower planning is essential to know the present and future needs of the health workers.

**10.** Give the nature and scope of Manpower Planning.

- Manpower planning is basically concerned with having the right type of personnel for the right job at the right time.
- This is done by studying three types of forecasts:
  - Economic forecast
  - Hospital's expansion forecast
  - Employee's market forecast.
- Systematic manpower planning is a must for dynamic organization.

**11.** Describe the need for Manpower Planning.

- Every hospital has to do manpower planning for the following reasons:
  - a. Shortage of certain categories of employees.
  - b. Advancement of medical science and technology resulting in need for new skills and new categories of employees.
  - c. Changes in organization design and structure affecting manpower demand.
  - d. Government policies in respect to reservation of seats for SC/ST/OBC/handicapped persons/women, and others.
  - e. Labour laws affecting demand and supply of labour.
  - f. International scenario of employment.
  - g. Introduction of computers.

**12.** List the Benefits of Manpower Planning.

- The major benefits of manpower planning are that it:
  1. Enables an organization to have the right person at the right place;
  2. Provides scope for advancement and development of employees;
  3. Helps in anticipating advertisement and salary budgets;
  4. Predicts the need for redundancy and plan to eliminate it;
  5. Plans for better working conditions, fringe benefits, training needs;
  6. Gives an idea of the type of tests to be used and interview techniques.

**13. Give the Objectives of Manpower Planning.**

- The most important ones are:
  1. Ensuring maximum utilization of personnel
  2. Assessing future requirements of the organization
  3. Determining recruitment sources
  4. Anticipating from past records:
    - i. Resignations;
    - ii. Discharge simpliciter (simple discharge);
    - iii. Dismissals;
    - iv. Retirement.
  5. Determining training requirements for management development and organization development.

**14. What are the steps involved in Manpower Planning.**

- Manpower planning involves the following steps:
  - i. Scrutiny of the present personnel strength
  - ii. Anticipation of manpower needs
  - iii. Investigation of turnover of personnel
  - iv. Planning job requirements and job descriptions.

**15. What is exit-interview?**

The exit-interview is a useful tool to study labour turnover.

When an employee is leaving, he is generally willing to be candid and may share his bitter experiences.

The organization's weak spots are revealed, which can ultimately help reduce turnover and in building the morale of the remaining employees in the hospital.

**16. Describe the steps in job analysis.**

- The steps in conducting job analysis are as follows:
  1. The analysis should commence with a fairly brief statement of initial requirements.
  2. A description of the responsibilities under broad headings such as physical effort, mental effort and responsibilities.
  3. Environment and conditions of service are to be considered and analyzed.
  4. The constraints, difficulties and pressure of the job should also be brought out.

**17. What is job description?**

Job description is a broad statement of the purpose, scope, duties and responsibilities of a particular job.

It provides the detailed factual information required by candidates and selectors alike in order to obtain a through knowledge of the requirements of a job.

To avoid confusion and misunderstanding, a job description should be prepared jointly by the human resource department and the concerned department head.

**18. What are the requirements in job specification?**

A job specification can be defined as a list of various qualities which the person doing the job should possess.

These requirements can be grouped under the heads:

1. *Mental requirements*
2. *Physical requirements*
3. *Skills requirements*
4. *Responsibility requirements*
5. *Experience requirements*
6. *Working conditions requirements*

**19.** Explain about stay in interview.

Stay in interview for Human Resource managers has become an indispensable tool to retain their workforce by making them feel appreciated and motivated.

Contrary to exit interview, stay in interview is conducted to understand the reasons why employees wish to continue working for the organization.

Stay in interview is held to understand the issues an employee may be facing.

**20.** Give the important factors for employees quitting their jobs.

- Some of the important factors which result in employees quitting their jobs are:
  1. Low salary
  2. Better prospects in other hospitals
  3. Poor working conditions
  4. Transport problem
  5. Housing problem
  6. Marriage in case of female employees
  7. Health grounds
  8. Family circumstances
  9. Further studies
  10. Maltreatment by superiors
  11. Unfriendly relations with colleagues
  12. The attraction of going back to one's native place
  13. The attraction of going to a foreign country.



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**BATCH: 2018 - 2022**

**UNIT III**

**PART-A**

1. List the different departments of hospital.
2. Define Recruitment.
3. Give some different sources of recruitment.
4. What are the considerations for framing recruitment policy?
5. What is internal and external recruitment?
6. What are the steps included in selection process?
7. How phone interviews are conducted?
8. List the objectives of an interview.
9. What are the responsibilities of a Human Resource Manager in an interview?
10. What are the types of Pre-employment test?
11. What is the purpose of medical examination in selection?
12. What is training?
13. Give the guidelines for training.
14. What are the different types of training?
15. How to evaluate the training process?
16. What are the responsibilities of super leaders?
17. What are the factors to be considered in promotion process?
18. Differentiate seniority and merit.
19. What are the advantages of promotion policy?
20. Give some solutions to the problems occurred during promotion.
21. Define Transfer.
22. What are the types of transfer?
23. List the advantages of transfer policy.

**PART-B**

1. List out the different departments of hospital and explain them in detail.
2. What is Recruitment? Explain the process of recruitment in detail.
3. Explain the Selection process.
4. i. Give a detail note on Recruitment Policy.  
ii. Explain the process of framing the Selection Policy.
5. Explain the process of interview.

6. What are the steps in selection process? Explain each step in detail.
7.
  - i. List the types of pre-employment test and explain the types.
  - ii. Give the guidelines for training.
8.
  - i. What are methods of training? Explain in detail.
  - ii. Explain the Evaluation process of training.
9. What is leadership grooming and training?
10. Explain in detail about the process of Promotion.
11. What is Training? Explain the types of Transfer.
12.
  - i. Give the details about the Promotion Policy.
  - ii. Explain in detail about Transfer Policy.

**UNIT III**  
**PART-A**  
**TWO MARKS ANSWERS**

**1. List the different departments of hospital.**

- X-ray Department
- Physiotherapy Department
- Medical Laboratory
- Pharmacy
- Laundry
- Food Service
- Sanitation and Housekeeping
- Security
- Central Sterilization and Supply Department
- ECG Department
- Admitting Department
- Medical Records Department
- Public Relations Department

**2. Define Recruitment.**

Recruitment is a process of finding and attracting the potential resources for filling up the vacant positions in an organization.

Recruitment process is a process of identifying the jobs vacancy, analyzing the job requirements, reviewing applications, screening, shortlisting and selecting the right candidate.

**3. Give some different sources of recruitment.**

1. Existing employees
2. Door applicants

3. Government employment exchange
4. Private employment exchange
5. Newspapers
6. Professional journals
7. From other hospitals
8. Unsolicited applicants
9. Campus interviews in teaching institutions
10. Internal circulars for vacancies

**4. What are the considerations for framing recruitment policy?**

- i. Internal vs. external recruitment
- ii. Appointment of relatives of employees
- iii. Over- and under-qualified staff
- iv. Exit interview

**5. What is internal and external recruitment?**

- Internal recruitment implies the promotion and transfer of employees within an organization to fill a vacancy.
- External recruitment implies recruitment of an employee from outside the organization.

**6. What are the steps included in selection process?**

The steps which constitute the employee selection process are the following:

- i. Interview by human resource department
- ii. Pre-employment tests – written/oral/practical
- iii. Interview by department head
- iv. Decision of administrator to accept or reject
- v. Medical examination
- vi. Check of references
- vii. Issue of appointment letter.

**7. How phone interviews are conducted?**

The interviewer and the interviewee do not meet face to face.

Instead, they talk on telephone and the interviewer interviews the interviewee, the result of which determines whether the candidate can be invited to meet the human resource manager or not.

**8. List the objectives of an interview.**

The main objectives of an interview are:

1. For the employer to obtain all the information about the candidate to decide about his suitability for the post;

2. To give the candidate a complete picture of the job as well as of the organization;
3. To demonstrate fairness to all candidates.

**9. What are the responsibilities of a Human Resource Manager in an interview?**

The responsibilities of the human resource manager are:

1. To screen the application of the candidate;
2. To give information about:
  - (i) General nature of work,
  - (ii) Hours of work,
  - (iii) Pay-scale, allowances and starting total salary,
  - (iv) Fringe benefits,
  - (v) Leave policy, and
  - (vi) Brief information about the background of the hospital;
3. To discover any differences in the expectations of the hospital and the candidate.

**10. What are the types of Pre-employment test?**

- a) Tests of general ability – intelligence tests
- b) Tests of specific abilities – aptitude tests
- c) Tests of achievement – trade tests
- d) Personality tests – tests of emotional stability

**11. What is the purpose of medical examination in selection?**

The purpose of the medical examination is threefold:

1. It is for the protection of the applicant himself to know whether that job will suit him or not from the medical point of view.
2. It is for the protection of the other employees so that they are not at risk of any communicable or other disease which the prospective employee may have.
3. It is for the protection of the employer as well, so that he may avoid selecting a medically unfit person.

**12. What is training?**

Training may be defined as systematized tailor-made exercise to suit the needs of a particular organization for developing certain attitudes, skills and abilities in employees irrespective of their functional levels.

Training on the job to train new employees can be successful when it is done in an effective manner.

**13. Give the guidelines for training.**

1. Training opportunities should be given to all employees.

2. Training programmes should be based on job analysis.
3. Training opportunities should be provided throughout the employees' stay in the organization in order to meet technological changes.

**14. What are the different types of training?**

- Entry training
- Job training
- Training for promotion
- Refresher training

**15. How to evaluate the training process?**

The following points should be kept in mind:

1. A comprehensive evaluation and assessment of training plans as related to the defined needs should be undertaken.
2. Measures must be evolved to evaluate the effectiveness with the methods, procedures, training-aids and materials are used by the training instructors.
3. There should be some effective means by which the progress of the trainees during the training programme may be assessed and evaluated.
4. Finally, the achievements of those who have received training must be followed-up over a period of time.

**16. What are the responsibilities of super leaders?**

No organization can do without a superleader who can recognize the 'skill-set' of everyone, sharpen these skills, and mould him into the next leader.

A superleader's brief is to spot and liberate the leader in every employee.

Another responsibility of a superleader is to create an effective learning environment.

**17. What are the factors to be considered in promotion process?**

The factors which are considered by employees as implying promotions are:

- a) An increase in salary;
- b) An increase in job prestige;
- c) An upward movement in the hierarchy of jobs;
- d) Additional supervisory responsibility; and
- e) A better future.

**18. Differentiate seniority and merit.**

Seniority is a fact, merit is only a guess.

Seniority will always remain a factor to be considered, but there would be much greater opportunity for efficient personnel, irrespective of their seniority, to move up speedily if merit is used as the basis for promotions.

**19. What are the advantages of promotion policy?**



- a. It provides an incentive to work more and show interest in their work.
- b. It develops loyalty amongst the employees.
- c. It increases job satisfaction among the employees.
- d. It generates greater motivation in competent employees, as they do not have to depend on seniority for their advancement.

**20. Give some solutions to the problems occurred during promotion.**

1. In promoting an employee to a higher port, his salary should be at least one step above his present salary.
2. Specific job specifications will enable an employee to realize whether or not his qualifications are equal to those called for.
3. There should be a well-defined plan for informing prospective employees of nearing vacancies.

**21. Define Transfer.**

Transfer is used to place employees in positions where they may get greater job satisfaction and contribute their best efforts to the organization.

Transfer involves some rather delicate issues which should be tackled gently. No department head wants to lose a good employee.

**22. What are the types of transfer?**

- Production transfers
- Replacement transfers
- Versatility transfers
- Shift transfers

**23. List the advantages of transfer policy.**

The following are some of the advantages of a good transfer policy:

1. It increases the productivity and effectiveness of an organization
2. It improves employer-employee relations
3. It motivates employees.



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**UNIT IV**

**PART-A**

1. What is the main function of the medical records department?
2. What are the basic principles of medical records?
3. Discuss the purpose of Medical Records Maintenance.
4. State the different methods of Sterilization.
5. What are the advantages of Medical Records Maintenance?
6. Write the advantages of CSSD.
7. List any 4 characteristics of good medical record.
8. What is Pharmacy?
9. Define Sterilization Process.
10. What is CSSD?
11. Write down the objectives of the Medical Record Department.
12. What is hospital formulary?
13. What is the laundry capacity and load based on American, British and Indian Standard?
14. What is autoclaving?
15. How the gas sterilization is performed?
16. What is TSSU?
17. What are the objectives of CSSD?
18. What is cafeteria?
19. What is the size of active laundry inventory?
20. What is terminal digital filing?
21. How the computerization is helping with the maintenance of medical records?
22. What is clinical pharmacy?
23. What is Unit Dose Dispensing System?
24. What is I.V Additive System?

**PART – B**

1. Explain about Medical Records Department in hospitals.
2. Explain the various activities involved in the Central Sterilization and Supply Department and discuss its advantages.
3. Explain about Pharmacy Services in hospitals.
4. Explain briefly about various types of hospital services.
5. Explain about Laundry Department in hospitals.
6. Explain about Food Service Department in hospitals.

7. i. List and explain the functions of Medical Record Department.  
ii. Explain about objectives and functions of CSSD.
8. i. Explain the organization structure of Medical Record Department.  
ii. List the space requirements of Central Sterilization and Supply Department.
9. i. Explain the design procedure of Central Sterilization and Supply Department.  
ii. List the space requirements of Medical Records Department.
10. i. Explain the functions of Pharmacy.  
ii. Discuss the problem situation: "Theft in Pharmacy".
11. Explain the functional areas in Food Service Department.
12. i. What are the functions of Food Service Department?  
ii. List and explain the space requirements of Pharmacy.
13. i. Explain the Planning elements of laundry department in hospitals.  
ii. Discuss the following problem situations in Food service department.
  - a) Conflicts
  - b) Theft
14. i. Explain the design procedure of laundry department.  
ii. Explain about laundry equipments.
15. i. List the space requirements of laundry department.  
ii. Discuss the following problem situations.
  - a) Theft of linen
  - b) Theft in food service department
  - c) Theft in pharmacy
16. Explain about
  - i) Sterilization department
  - ii) Food services in hospitals

## **TWO MARKS ANSWERS**

### **1. What is the main function of the medical records department?**

- Planning, developing and directing a medical record system.
- Maintaining proper facilities and services.
- Developing a procedure for the proper flow of records and reports.
- Developing a statistical reporting system.
- Preparing vital records of births, deaths, reports of communicable diseases, etc.
- Coding all diagnoses and operators.
- Safeguarding the information.
- Determining in coordination with medical staff and administration.

### **2. What are the basic principles of medical records?**

The three basic principles of medical records are:

- Accurately written,
- Properly filed, and
- Easily accessible.

### **3. Discuss the purpose of Medical Records Maintenance.**

The primary purpose of establishing a medical records department is to render services to patients, medical staff and hospital administration.

The quality of care rendered depends on the accuracy of information contained in medical records, its timely availability to and the extent of utilization by the professional staff.

The three basic principles of medical records are:

- Accurately written,
- Properly filed, and
- Easily accessible.

### **4. State the different methods of Sterilization.**

Three methods:

1. Physical method
  - a) Dry Heat sterilization
  - b) Moist Heat sterilization
  - c) Sterilization by radiation
2. Chemical method
  - a) Gaseous sterilization
  - b) Sterilization by disinfectant
3. Mechanical method

### **5. What are the advantages of Medical Records Maintenance?**

Providing accurate, up-to-date, and complete information about patients at the point of care.

Enabling quick access to patient records for more coordinated, efficient care

Securely sharing electronic information with patients and other clinicians.

### **6. Write the advantages of CSSD.**

- Need for fewer supervisory staff.
- Greater care in overcoming staff deployment problems in case of absenteeism.
- Optimum equipment utilization.
- Smaller capital and power costs.
- Greater flexibility in production planning.
- Overall economy.

### **7. List any 4 characteristics of good medical record.**

- **Accurate:** Medical record should be accurate. Otherwise, there is no meaning of keeping medical records. To justify the purpose medical record should be accurate.
- **Complete:** It must contain sufficient data written in sequential order of events to justify the diagnosis and warrant the treatment.
- **Adequate:** Medical records should contain all the necessary information and complete progress not written by the attending doctor.
- **Comprehensive:** Medical records should contain comprehensive and adequate information to point and easily understood.

### **8. What is Pharmacy?**

The pharmacy is one of the most extensively used therapeutic facilities of the hospital.

A good pharmacy is a blend of several things:

- qualified personnel,
- modern facilities,
- efficient organization and operation,
- sound budgeting,
- the support and cooperation of the medical, nursing and administrative staff of

the hospital.

### **9. Define Sterilization Process.**

Bacterial spores are the most resistant of all living organisms because of their capacity to withstand external destructive agents. Although the physical or chemical process by which all pathogenic and nonpathogenic microorganisms, including spores, are destroyed is not absolute, supplies and equipment are considered sterile when necessary conditions have been met during a sterilization process.

### **10. What is CSSD?**

- Despite the unprecedented advances made in the medical field, hospital-acquired infection remains the hospital's single most serious concern.
- To combat this ubiquitous menace of infections caused by pathogenic micro-organisms, hospitals have over the years developed a scientific method commonly referred to as the central sterile and supply system.
- The method basically involves cleaning, disinfecting and sterilizing before use all instruments, materials and equipment utilized in patient care.

### **11. Write down the objectives of the Medical Record Department.**

The objective is to evaluate the existing medical record keeping system and evaluate the effectiveness of the current medical record system.

The objectives include:

1. To evaluate the existing medical record keeping system.
2. To assess and evaluate the effectiveness of the current medical record system.
3. To assess the logical and legal aspects of the current medical record keeping system.
4. To identify the shortcomings if any & provide suitable recommendation to improve the existing Medical Recording system.

### **12. What is hospital formulary?**

One of the major responsibilities of the pharmacy and therapeutics committee is to develop or adopt a suitable formulary of selected medication.

A formulary is the official compilation of drug products that have been selected and approved for use within the hospital.

The two main objectives of the formulary are:

1. It promotes rational therapeutics
2. It prevents unnecessary duplicates, waste and confusion and thus promotes economy for both the hospital and the patient.

### **13. What is the laundry capacity and load based on American, British and Indian Standard?**

At the planning stage, the information required can be projected by using the following guidelines:

- **American Standard:** An average of 15 pounds (6.80 kilograms) per bed per day plus 25 pounds (11.33 kilograms) for each operation or delivery.
- **British Standard:** 60 articles per bed per week at 0.39 kilogram per article.
- **Indian Standard:** the rule of thumb is three to five kilograms per bed per day.

### **14. What is autoclaving?**

Sterilization of instruments, operating packs, trays, etc. is performed by heating them with pressurized steam or by gas sterilization.

Steam sterilization is called autoclaving.

### **15. How the gas sterilization is performed?**

Some items such as rubber, plastic and delicate instruments cannot be autoclaved and so have to be sterilized by using ethylene oxide or similar gases.

Ethylene oxide (EO) is a chemical agent that kills microorganisms, including spores, by interfering with the normal metabolism of protein and reproductive processes, (alkylation) resulting in death of cells.

Used in the gaseous state, EO gas must have direct contact with microorganisms on or in items to be sterilized.

Gas sterilization requires certain safety precautions such as aeration prior to use and special exhaust ventilation.

### **16. What is TSSU?**

In the decentralized system, the sterilization facility is located near the area where the sterilized items are used.

This is called Theatre Sterile Supply Unit (TSSU).

The advantage of this system is that it allow for direct communication, the number of instruments in small and transportation is more or less eliminated.

### **17. What are the objectives of CSSD?**

1. Process and sterilize equipments and materials under controlled conditions by trained and experienced personnel thereby contributing to total environment control in the hospital.
2. Effect greater economy by keeping and operating the expensive processing equipments in one central area.
3. Achieve greater uniformity by standardizing techniques of operations.
4. Gain a higher level of efficiency in the operations by training personnel in correct processing procedures.

### **18. What is cafeteria?**

The hospital cafeteria works like a fast food business operation – cash down.

The customers buy coupons at the counter, pick up food items in exchange for them, carry their trays to the tables and eat.

Alternatively, they pick up their food items in a tray and pay the cashier who will be seated at the far end of the food counter.

The hospital cafeteria should be designed for this kind of operation.

### **19. What is the size of active laundry inventory?**

In planning and maintaining linen stock, a stratified inventory system is generally used.

This means that for every piece of linen in use, there are four others either being processed or held in store.

Therefore, the active inventory consists of items used daily multiplied by five.

### **20. What is terminal digital filing?**

The filing is based on the last two digits of the medical record number.

The entire file is divided into hundred sections from 00 to 99 and the records are stored in these sections according to their last two digits.

For example, all records ending with 14 are filed together.

### **21. How the computerization is helping with the maintenance of medical records?**

In registration, computers are used to maintain information and patient's personal data (demographics), for assigning patient numbers, making appointments and assigning to physicians, creating records, etc.

In medical records, computers can be used for patient records and medical records administration.

### **22. What is clinical pharmacy?**

This includes activities like taking medication history, monitoring drug use, drug selection, patient counselling and surveillance of adverse reaction of drugs.

In other words, they are becoming involved in determining what to order, thus becoming a part of the team effort in determining treatment.

### **23. What is Unit Dose Dispensing System?**

In the unit dose system, the doses are premeasured by the pharmacy so that the nurse has only to administer the medication.

The system uses a cassette mechanism that designates one drawer for each patient in the medication cart or cabinet.

The nurse rolls the unit dose cart to each individual patient room, removes the dose of medication to be given from the respective patient drawer in the cart, and administers it to the patient.

In the emergency cart maintained in the nursing units, certain drugs are kept in single-dose packages that are ready and convenient to administer.

### **24. What is I.V Additive System?**

In the additive system, the medications and the IV solutions are mixed in the pharmacy itself.

The pre-mixed bottles are then sent to the nursing unit and the nurse merely administers the solution.

As in the case of the unit dose system, this saves the nurses time and prevents wastage and medication errors.



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**QUESTION BANK**

**BRANCH:** CSE

**YEAR/SEM:** IV/VII

**SUB CODE/NAME:** OBM752 HOSPITAL MANAGEMENT

**BATCH:** 2018 - 2022

**UNIT V**  
**PART-A**

1. What are the various modes of communication?
2. State the fire safety management in hospitals.
3. List the function of CCTV.
4. What are the essential steps in the planning of communication?
5. Define loss prevention.
6. How the fires are classified in general?
7. Classify the various alarms in a hospital.
8. List out any two hospitals safety rules.
9. Construct the steps to do in case of fire.
10. List out the purpose of communication systems.
11. What is ISDN?
12. List out the hospital loss factors.
13. What is Code Red?
14. What is Code Blue Alarm?

**PART – B**

1. Explain in detail about Communication Systems in hospitals.
2. What are the various modes of communication? Explain in detail.
3. Explain the need of Security System in hospitals.
4. Explain about the fire safety in hospitals.
5. Explain about the Security and Loss Prevention Programme.
6. Explain about
  - (i) Purpose and Planning of communication in hospital
  - (ii) Telephone System
7. Explain in detail about
  - i) Telephone system
  - ii) ISDN
  - iii) Public Address and Piped Music.
  - iv) CCTV
8. Explain about safety rules and security measures in hospitals.
9. Explain in detail about the Alarm Systems in hospitals.
10. i) What is Internal Control? Explain the Methods of Internal Control.  
ii) What are the points to remember in case of Fire?



11. Explain in detail about
  - i) Medical Gas Alarm System
  - ii) Blood Bank Alarm System
  - iii) Code Blue Alarm System
12. Discuss how the hospital suffer loss and explain the two basic methods of exercising internal control to prevent loss.
13. i) Compose the actions to be done when there is a fire in your area.
  - ii) Elaborate the basic responsibilities of every hospital employee in case of fire safety.

**UNIT V**  
**TWO MARK ANSWERS**

**1. What are the various modes of communication?**

- i) Notice Boards
- ii) House Magazine
- iii) Suggestion Scheme
- iv) Meetings and Conferences
- v) Hospital and Departmental Letters
- vi) E-mail
- vii) Personnel Policy Manuals

**2. State the fire safety management in hospitals.**

1. There should be an effective fire safety programme for the hospital.
2. There should be written policies as well as a procedure manual covering all contingencies arising from fire.
3. Every department should have a departmental fire plan and a fire procedure manual outlining every employee's role in the plan.
4. There should be a pre-appointed standing Doctor Red Alert Team to direct all fire-fighting operations.
5. There should be written procedures to evacuate patients in case the fire becomes widespread.

**3. List the function of CCTV.**

CCTV is used in the operating room to transmit information to consulting doctors for advice and to residents and students for teaching purposes.

It is also used in cardiac catheterization procedures for displaying an X-ray image of the catheter position.

In advanced countries, CCTV is used by the nurses to view children in isolation, and for visitor-patient two-way viewing.

CCTV is widely used in hospitals for surveillance operation.

**4. What are the essential steps in the planning of communication?**

1. Know your objective.
2. Identify your audience.
3. Determine your medium.
4. Tailor the communication.
5. Establish mutual interest.
6. Watch your timing.
7. Measure results.

**5. Define loss prevention.**

Healthcare Loss Prevention is any action taken to reduce the amount of theft, breakage or wastage in a hospital, clinic or physician practice.

Loss Prevention may also include:

- Risk Management
- Worker's Comp
- Patient Safety
- Employee safety
- Crisis mitigation
- Hazardous events and more

## **6. How the fires are classified in general?**

- Fires can be classified into 3 general types. Let we call them Class A, B and C.
- Class A fire occurs in ordinary combustible materials such as wood, paper, cloth, etc.
- Class B fire occurs in flammable liquids and greases like oil, petrol, alcohol, etc.
- Class C fire occurs in electrical equipment such as motor, wiring, switches, panels, etc.

## **7. Classify the various alarms in a hospital.**

- 1) Fire alarm
- 2) Medical Gas Alarm
- 3) Blood Bank Alarm
- 4) Narcotics Alarm
- 5) Cold Room and Walk-in Cooler Alarm
- 6) Voltage Fluctuation Alarm
- 7) Elevator Alarm
- 8) Security Alarm
- 9) Patient Emergency Alarm
- 10) Code Blue Alarm

## **8. List out any two hospitals safety rules.**

1. The only correct way to do a job in the hospital is the safe way. Urgency is not a justifiable excuse for neglecting safety.
2. Know your job thoroughly. When in doubt, do not indulge in guess work; ask your supervisor.
3. Do not handle or observe machinery, tools and equipment without authorization.

## **9. Construct the steps to do in case of fire.**

- Use code: Doctor Red or Code Red.
- Evacuate
- Sound alarm
- Dial telephone operator
- Shut off Ventilating Fans, etc.
- Prevent Smoke or Fire Gases from Spreading to Other Floors
- Avoid Using the Elevators
- Establish a Control Centre

## **10. List out the purpose of communication systems.**

1. Information and understanding necessary for group work.
2. The attitudes necessary for motivation, co-operation, and job satisfaction.
3. Work satisfaction.
4. Assistance in decision-making because taking decision needs information.

## **11. What is ISDN?**

The Integrated Service Digital Network (ISDN), which is poised to take the communication world by storm, will revolutionize our communication systems and with them our lives.

Digital switching system, which is an advanced computer by itself, will be able to handle voice, data, text and image transmission – all on the same telephone line.

In other words, telephone, computer, printer, fax and almost anything else that is electronic can be plugged into a single telephone line to provide an integrated communications system.

**12. List out the hospital loss factors.**

1. Embezzlement
2. Pilferage
3. Kickbacks and collusion
4. Equipment theft
5. Personal property theft
6. Payroll fraud and theft including fraud in purchasing the time clock.
7. Cash theft involving main cashier, subsidiary cashier(s), cafeteria cashier, etc.
8. Fraudulent practices in purchasing, receiving and storing
9. Fraud in registers, records, and billing
10. Computer fraud

**13. What is Code Red?**

Code Red is used to define a possible fire in the hospital.

Many code red hospital procedures involve the RACE system to remind personnel of the order of priorities in a Code Red Hospital emergency. That is

- Rescue – Help people in immediate danger. This may involve moving critical patients who need life-sustaining equipment or someone who has been injured by the fire when it's safe to do so.
- Alarm – Pull it to alert the hospital.
- Confine – Close any doors you can easily access to reduce the speed with which fire spreads.
- Extinguish – Grab the fire extinguisher to try to stop the fire as reasonable to do so while you wait for Fire-Fighters to arrive.

**14. What is Code Blue Alarm?**

Code blue is a term used in hospitals to announce or signal an emergency of a serious nature such as a cardiac arrest.

In some hospitals, in all patient rooms and other strategic location, there are independent buttons – not a part of the nurse call system – named Code Blue which when activated emit distinguishable emergency alarm signals both at nurse's station and at the telephone operator's room.

While the nurse attends to the patient instantly, the telephone operator goes on the public address instantly, the telephone operator goes on the public address system announcing Code Blue three times giving the location of the emergency.