

# C.U.SHAH UNIVERSITY

## Summer Examination-2018

Subject Name : Hospital Operations Management-II

Subject Code : 5MS02HOM1

Branch: PGDHHCM

Semester : 2

Date : 23/04/2018

Time : 10:30 To 01:30

Marks : 70

### Instructions:

- (1) Use of Programmable calculator and any other electronic instrument is prohibited.
  - (2) Instructions written on main answer book are strictly to be obeyed.
  - (3) Draw neat diagrams and figures (if necessary) at right places.
  - (4) Assume suitable data if needed.
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### SECTION – I

Q-1 Write full form for following abbreviations: (07)

- a. ACLS
- b. COPD
- c. CAPD
- d. CABG
- e. AERB
- f. BMI
- g. AIDS

Q-2 Attempt all questions (14)

- A Describe the Imaging Services provided in a Multi Specialty Tertiary care Hospital with respect to- Types of facility, Legal Requirements, Infrastructure, Manpower, Functioning, Documentation and Reporting. 7
- B Describe the Quality Assurance Program and Safety Programme, you will ensure to be in place for Imaging Services. 7

OR

Q-2 Attempt all questions (14)

- A Describe the Laboratory Services provided in a Multi Specialty Tertiary care Hospital with respect to- Types of facility, Legal Requirements, Infrastructure, Manpower, Functioning, Documentation and Reporting. 7
- B Describe the Quality Assurance Program and Safety Programme, you will ensure to be in place for Laboratory Services. 7

Q-3 Attempt all questions (14)

- A What are the documented Policies, Procedures, applicable Laws and regulations that guide the Emergency Services of a Tertiary Care Hospital? 7
- B Describe Cardio-Pulmonary Resuscitation, and what the documented policies and 7



procedures will guide the care of patients requiring it?

OR

- Q-3 A Describe a Blood Bank with respect to Importance, Legal Requirements, Infrastructure, Manpower, Functioning, Documentation and Reporting. 7  
B Describe the Hospital Pharmacy with respect to Legal Requirements, Storage facility requirements, Hospital Formulary, Manpower requirements, Documented policies and procedures to ensure safe dispensing of medications. 7

**SECTION – II**

Q-4 **Write full form for following abbreviations:** (07)

- a AERB  
b GPCB  
c GSACS  
d NACO  
e UNICEF  
f CPPV  
g CVA

Q-5 **Attempt all questions** (14)

- A Describe how the patient and family rights support individual beliefs, values and involve the patient and family in decision making process 7  
B What is 'Informed Consent'? What documented procedure should be there for obtaining patient's and/or family's consent for informed decision making about their care? 7

OR

- Q-5 A Describe how you can take patient's Feedback and do redressal of his/her complaints? 7  
B Describe the system that will ensure effective communication with patients and / or families? 7

Q-6 **Attempt all questions** (14)

- A Describe the Hospital Infection Control Programme with regards to the design, policies and procedures. 7  
B Describe the Surveillance activities to monitor infection prevention and control? 7

OR

Q-6 **Attempt all Questions**

- A Describe the policies and procedures for Sterilization Activities in the Hospital? 7  
B Describe how the Bio Medical Waste should be handled in an appropriate and safe manner in the Hospital 7

