

Enrollment No: \_\_\_\_\_ Exam Seat No: \_\_\_\_\_

# C.U.SHAH UNIVERSITY

## Winter Examination-2018

**Subject Name :** Hospital Operations Management - II

**Subject Code :** 5MS02HOM1

**Branch:** PGDHHCM

**Semester :** 2

**Date :** 20/10/2018

**Time :** 02:30 To 05:30

**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 the full forms of following: (07)**

- a. AERB
- b. ACLS
- c. COPD
- d. CABG
- e. HIV
- f. CPR
- g. BMW

**Q-2 Attempt all questions (14)**

- A What do you mean by Imaging Services in a Hospital? 7
- B What do you mean by Quality Assurance Program and Safety Programme in a Hospital? 7

**OR**

**Q-2 Attempt all questions (14)**

- A What do you mean by Laboratory Services in a Tertiary care Hospital? 7
- B What will be the Quality Assurance Program for Laboratory Services? 7

**Q-3 Attempt all questions (14)**

- A Describe the Emergency Services of a Tertiary Care Hospital 7
- B Describe Cardio-Pulmonary Resuscitation (CPR) 7

**OR**

**Q-3 A Describe a Blood Bank 7**

**B Describe the Hospital Pharmacy 7**



## SECTION – II

**Q-4 Write the full forms of following: (07)**

- a HCV
- b GSACS
- c NACO
- d WHO
- e UNICEF
- f CBC
- g CVA

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

- A Describe the importance of ‘counseling’ the patient and the relatives 7
- B Describe ‘Informed Consent’ 7

**OR**

- Q-5 A Describe Feedback and Redressal of complaints 7
- B Describe the importance of effective communication with patients and / or families 7

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

- A Describe the Hospital Infection Control Programme? 7
- B Describe the Surveillance activities to monitor Nosocomial Infections 7

**OR**

**Q-6 Attempt all Questions**

- A Describe the functions of CSSD 7
- B Describe how the Bio Medical Waste should be handled? 7

