

SRM VALLIAMMAI ENGINEERING COLLEGE

(An Autonomous Institution)

SRM Nagar, Kattankulathur – 603 203

DEPARTMENT OF MEDICAL ELECTRONICS

QUESTION BANK



V SEMESTER

1915006 –HOSPITAL MANAGEMENT

Regulation – 2019

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Prepared by

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SUBJECT : 1915006 –HOSPITAL MANAGEMENT

SEM / YEAR: V/ III

UNIT I OVERVIEW OF HOSPITAL ADMINISTRATION

Distinction between Hospital and Industry, Challenges in Hospital Administration – Hospital Planning- Equipment Planning – Functional Planning.

PART – A

Q.No	Questions	BT Level	Competence
1.	List the four C's that helps to build self-esteem and promote optimism.	BTL 1	Remembering
2.	Summarize the data collection needed for the hospital planning.	BTL 2	Understanding
3.	Write any four current issues in hospital management.	BTL 1	Remembering
4.	Define hospital management.	BTL 1	Remembering
5.	Name the four main functions of hospital.	BTL 1	Remembering
6.	What are the qualifications required for hospital administrators?	BTL 1	Remembering
7.	Distinguish between hospital and industry.	BTL 2	Understanding
8.	Mention the significance hospital administration.	BTL 3	Applying
9.	Discuss some of the challenges in hospital administration.	BTL 2	Understanding
10.	Outline the do's and don'ts in the hospital.	BTL 2	Understanding
11.	Analyze the importance of counseling as a tool in hospital administration.	BTL 4	Analyzing
12.	Point out the ten classifications of hospitals.	BTL 4	Analyzing
13.	Identify the factors to be considered for Equipment planning?	BTL 3	Applying
14.	Examine the term shake down period of the hospital.	BTL 4	Analyzing
15.	Classify the hospital based on therapy system.	BTL 2	Understanding
16.	Distinguish between management and administration.	BTL 4	Analyzing
17.	What are the four components of typical strategic management process?	BTL 1	Remembering
18.	Construct the block diagram of hospital functions.	BTL 3	Applying
19.	Demonstrate the types of hospital as per WHO.	BTL 2	Understanding
20.	Prepare the brief hospital constructional plan to be given to the architect.	BTL 3	Applying
21.	Sketch the outline of components of Hospital planning.	BTL 3	Applying
22.	How does team work management pave way for successful hospital?	BTL 1	Remembering
23.	Generalize the importance of functional planning with strategic principle.	BTL 2	Understanding

24.	Enlist the steps for designing the hospital planning.		BTL 4	Analyzing
PART – B				
1.	(i) Define the term hospital. (3) (ii) Sketch the outline of Components of functions of Hospital administration and explain in detail. (10)		BTL 1	Remembering
2.	Describe in detail about the special features of the hospital. (13)		BTL 1	Remembering
3.	Write a brief note on historical perspective of hospitals in India. (13)		BTL 1	Remembering
4.	What are the challenges in hospital administration and explain it in detail. (13)		BTL 1	Remembering
5.	Summarize the factors responsible for development of hospitals. (13)		BTL 2	Understanding
6.	Illustrate the managerial functions in the hospital. (13)		BTL 3	Applying
7.	Discuss in detail about the operational functions in hospital management system. (13)		BTL 4	Analyzing
8.	Briefly explain about equipment planning in hospital. (13)		BTL 3	Applying
9.	How the hospital administrator improve the hospital administration using counseling as a tool. (13)		BTL 3	Applying
10.	Describe the conditions to which the distinction between hospital and industry can be attributed. (13)		BTL 2	Understanding
11.	(i) Enumerate steps involved in planning the hospital. (8) (ii) Illustrate the components of hospital planning. (5)		BTL 4	Analyzing
12.	Classify the main functions of hospital and explain. (13)		BTL 4	Analyzing
13.	Categorize the seven steps involved in IPO success. (13)		BTL 4	Analyzing
14.	Outline briefly about the succession planning in detail. (13)		BTL 4	Analyzing
15.	List the seven steps to functional planning via strategic planning and explain. (13)		BTL 1	Remembering
16.	Briefly explain the steps involved in equipment planning process. (13)		BTL 3	Applying
17.	Interpret the important guiding principles for hospital planning. (13)		BTL 3	Applying
PART – C				
1.	Describe in detail about the furnishing and equipping the hospital. (15)		BTL 2	Understanding
2.	Prioritize the managerial tips for hospital administrators. (15)		BTL 4	Analyzing
3.	Discuss about the guidelines for purchasing hospital equipment. (15)		BTL 3	Applying
4.	(i) Elaborate the approach of CEO's vision to improve the hospital? (8) (ii) Analyze the essential qualities needed for the CEO in corporate Leadership. (7)		BTL 4	Analyzing
5.	Illustrate the ten classifications of Hospital and explain it in detail. (15)		BTL 3	Applying

UNIT II HUMAN RESOURCE MANAGEMENT IN HOSPITAL

Principles of HRM – Functions of HRM – Profile of HRD Manager -Human Resource Inventory – Manpower Planning.

PART – A

Q.No	Questions	BT Level	Competence
1.	What are the functions of Human Resource Management?	BTL 1	Remembering
2.	Define Human Resource Management.	BTL 1	Remembering
3.	Name the four objectives of Human Resource Management in hospitals.	BTL 1	Remembering
4.	State the objectives of manpower planning.	BTL 1	Remembering
5.	List out the main tasks of HRM.	BTL 1	Remembering
6.	Outline the fundamental principles of HRM.	BTL 2	Understanding
7.	Summarize the characteristics of manpower planning.	BTL 3	Applying
8.	Illustrate Human Resource Management with example.	BTL 2	Understanding
9.	Write a brief note about human resource inventory.	BTL 2	Understanding
10.	Label the four managerial functions of HRM.	BTL 1	Remembering
11.	Describe the job analysis program and its uses.	BTL 2	Understanding
12.	Categorize the factors affecting manpower planning.	BTL 3	Applying
13.	Identify roles of HR Manager.	BTL 3	Applying
14.	Examine the first step in human resource planning process.	BTL 4	Analyzing
15.	Classify the functions of human resource management.	BTL 4	Analyzing
16.	Confer the importance of manpower planning.	BTL 4	Analyzing
17.	Write the five basic functions of HRM.	BTL 3	Applying
18.	Prioritize all the parameter surrounding the hospital employee.	BTL 4	Analyzing
19.	How can the behavioral skills of its employees be enhanced?	BTL 1	Creating
20.	Interpret some of the important factors which results in employee quitting their job.	BTL 2	Understanding
21.	Sketch the various aspects of training for hospital employees.	BTL 3	Applying
22.	What does the training program include?	BTL 1	Remembering
23.	List out the HRM practices and policies.	BTL 2	Understanding
24.	Illustrate some of the benefits of Human Resource Development.	BTL 4	Analyzing
PART – B			
1.	Write a brief note on the manpower planning in the hospital administration. (13)	BTL 1	Remembering
2.	What are all principles of Human resource management? (13)	BTL 1	Remembering

3.	In detail explain the functions of Human resource management. (13)	BTL 4	Analyzing
4.	Describe the ways to develop HRD training Programs in Hospitals. (13)	BTL 1	Remembering
5.	Summarize the manpower planning steps in detail. (13)	BTL 2	Understanding
6.	Illustrate the latest strategies in Human resource management in hospital. (13)	BTL 2	Understanding
7.	Mention the characteristics of Human resource management and explain it in detail. (13)	BTL 4	Analyzing
8.	Outline the different strategies followed by the HR manager to retain their employee. (13)	BTL 2	Understanding
9.	Organize the (i) Fundamental principles of Human resource management. (6) (ii) Steps taken to improve the use of human resources. (7)	BTL 3	Applying
10.	(i) Summarize the importance of Human resource management (5) (ii) Explain the operative functions in detail. (8)	BTL 3	Applying
11.	Categorize the role of Human resource manager in hospitals. (13)	BTL 4	Analyzing
12.	Describe the objectives functions and need of HRM in hospitals. (13)	BTL 1	Remembering
13.	Analyze the operative function of Human resource management. (13)	BTL 4	Analyzing
14.	Explain the managerial function of Human resource management. (13)	BTL 4	Analyzing
15.	Interpret the role of HRM in hospital. (13)	BTL 3	Applying
16.	Discuss briefly in detail about Human Resource Inventory. (13)	BTL 2	Understanding
17.	Write short notes on (i) Various aspects of training for hospital employees (7) (ii) Components of HRM in health care (8)	BTL 1	Remembering
PART – C			
1.	Explain the following i) Outsourcing in Human Resource management. (8) ii) Some causes for poor Human Resource Management. (7)	BTL 4	Analyzing
2.	(i) Analyze the steps to improve the Human resource utilization. (8) (ii) Discuss the assumptions of human resource management in hospitals. (7)	BTL 4	Analyzing
3.	Interpret the six retention tools used by the HRM to retain top performers. (15)	BTL 3	Applying
4.	Outline the importance and the elements of staffing and discuss in detail. (15)	BTL 4	Analyzing
5.	Explain briefly the following (i) Nine human resource areas identified by American Society for Training and development. (8) (ii) HRM practices and policies. (7)	BTL 3	Applying

UNIT III
RECRUITMENT AND TRAINING

Different Departments of Hospital, Recruitment, Selection, Training Guidelines – Methods of Training – Evaluation of Training – Leadership grooming and Training, Promotion – Transfer.

PART – A

Q.No	Questions	BT Level	Competence
1.	Name few departments found in hospital.	BTL 1	Remembering
2.	What is CSSD?	BTL 1	Remembering
3.	Recognize the sources of recruitment.	BTL 1	Remembering
4.	Write about the inpatient service.	BTL 1	Remembering
5.	Define selection.	BTL 1	Remembering
6.	State the functions of laundry department.	BTL 1	Remembering
7.	Classify different methods of training in the hospital industry.	BTL 2	Understanding
8.	Compare seniority and merit-based promotion.	BTL 2	Understanding
9.	Outline the functions of Medical Record Department.	BTL 2	Understanding
10.	Describe the task carried out under selection process.	BTL 2	Understanding
11.	Identify the sources of training and recruitment process.	BTL 3	Applying
12.	Integrate the scope of outpatient department.	BTL 3	Applying
13.	Construct different types of employee training.	BTL 3	Applying
14.	Examine the problems encountered in hospital staff training programs.	BTL 4	Analyzing
15.	Point out the four methods of on-the-job training.	BTL 4	Analyzing
16.	Categorize the steps involved in effective recruitment process.	BTL 4	Analyzing
17.	Interpret the process of psychometric tests in recruitment process.	BTL 3	Applying
18.	Predict the benefits of training to the hospital employee.	BTL 2	Understanding
19.	Outline the purpose of training evaluation.	BTL 4	Analyzing
20.	List the services that are included in the psychiatry.	BTL 4	Analyzing
21.	Identify the problems encountered in hospital staff training programs.	BTL 3	Applying
22.	Why the evaluation of training becomes necessary?	BTL 1	Remembering
23.	What will be the impact of promotion?	BTL 1	Remembering
24.	Interpret the functions of personal department.	BTL 2	Understanding

PART – B			
1.	Discuss detailed account on evaluating effectiveness of training. (13)	BTL 1	Remembering
2.	Describe in detail about the following (i) Purpose of training evaluation. (7) (ii) Types of evaluation (6)	BTL 1	Remembering
3.	Write short notes on any six department of the hospital. (13)	BTL 1	Remembering
4.	(i) Write short notes on promotion? (7) (ii) Describe in detail about promotion policy. (10)	BTL 1	Remembering
5.	(i) Discuss the advantages of transfer policy. (7) (ii) Determine the reasons for the transfer. (6)	BTL 2	Understanding
6.	Summarize the essentials of good training and list its benefits. (13)	BTL 2	Understanding
7.	Outline the responsibilities of human resource manager and department head in interviewing functions of hospital. (13)	BTL 2	Understanding
8.	Construct with flowchart the Human Resource Recruitment model. (13)	BTL 3	Applying
9.	Identify and explain the types of transfer in detail. (13)	BTL 3	Applying
10.	List and explain the sources of recruitment and selection of employees in a hospital. (13)	BTL 4	Analyzing
11.	Explain in detail about different departments of hospital. (13)	BTL 4	Analyzing
12.	(i) Analyze the purpose and uses of Job analysis. (7) (ii) Outline the process of job analysis. (6)	BTL 4	Analyzing
13.	Illustrate the types of interview in selection process. (13)	BTL 2	Understanding
14.	Compare on-the-job and off-the-job training methods. (13)	BTL 4	Analyzing
15.	Discuss in detail about the laboratories that are usually found in the pathology department. (13)	BTL 3	Applying
16.	(i) What are the several department of the hospital and name them. (7) (ii) Write short notes on medical record department. (6)	BTL 1	Remembering
17.	Describe in detail about the Nonprofessional services provided by the hospital. (13)	BTL 4	Analyzing
PART – C			
1.	Describe in detail about the following (i) Training guidelines (5) (ii) Purpose of training (5) (iii) Advantages of training (5)	BTL 3	Applying
2.	Illustrate the management development methods. (15)	BTL 3	Applying
3.	Categorize the steps involved in the selection process. (15)	BTL 4	Analyzing
4.	Analyze the strategies to groom the leadership skills. (15)	BTL 4	Analyzing
5.	Explain in detail about the HR Management cycle. (15)	BTL 4	Analyzing

UNIT IV**SUPPORTIVE SERVICES**

Medical Records Department – Central Sterilization and Supply Department – Pharmacy – Food Services - Laundry Services.

PART A

Q.No	Questions	BT Level	Competence
1.	Name some of the supportive services needed for the hospital.	BTL 1	Remembering
2.	State the different methods of sterilization.	BTL 1	Remembering
3.	What are medical records?	BTL 1	Remembering
4.	Where is the pharmacy located in the hospital?	BTL 1	Remembering
5.	How to obtain medical health records?	BTL 1	Remembering
6.	Illustrate the functions of medical records in a hospital.	BTL 2	Understanding
7.	Why CSSD is needed in the hospital?	BTL 1	Remembering
8.	Write about support services in a hospital.	BTL 2	Understanding
9.	Summarize the responsibilities for a dietician in hospital food services.	BTL 2	Understanding
10.	Classify the types of laundry services.	BTL 2	Understanding
11.	Draw the flowchart of medical records on discharging the patient.	BTL 3	Applying
12.	Show the hierarchical chart for staff organization in food services.	BTL 3	Applying
13.	Identify the objectives of hospital formulary.	BTL 3	Applying
14.	Analyze the purpose of medical record maintenance.	BTL 4	Analyzing
15.	Elucidate SWOT analysis.	BTL 4	Analyzing
16.	List the factors considered in determining the most suitable location for the pharmacy department.	BTL 4	Analyzing
17.	Prioritize the responsibilities of hospital catering manager.	BTL 4	Analyzing
18.	Interpret the advantages and disadvantages of Medical Records keeping.	BTL 3	Applying
19.	Outline the functions of laundry management in hospital.	BTL 4	Analyzing
20.	Categorize the role of Medical record committee.	BTL 4	Analyzing
21.	Write the advantages of CSSD.	BTL 3	Applying
22.	Define sterilization process.	BTL 1	Remembering
23.	Sketch food chain.	BTL 3	Applying
24.	Classify the four types of hospital laundry system.	BTL 2	Understanding

PART B

1.	(i) How to prepare the medical records for the court? (5) (ii) Discuss about the retention policy of Medical Record Department.(8)	BTL 1	Remembering
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2.	What are the quality indicators of the medical record department and elaborate in detail? (13)	BTL 1	Remembering
3.	(i) Name the files and register maintained by Laundry services. (5) (ii) State the importance of laundry and linen? (8)	BTL 1	Remembering
4.	Describe about the quality management of service in CSSD. (13)	BTL 1	Remembering
5.	Write short notes on (i)WWHAM protocol in pharmacy. (7) (ii) Food services in hospital. (6)	BTL 2	Understanding
6.	Construct the process of Central Sterilization Supply Department. (13)	BTL 3	Applying
7.	In detail explain how the medical records are maintained in the hospital. (13)	BTL 4	Analyzing
8.	(i) Outline the importance of medical record. (6) (ii) Summarize the staff organization in food services. (7)	BTL 2	Understanding
9.	Develop the functions of food services department. (13)	BTL 3	Applying
10.	Organize how the staffing pattern followed in laundry services. (13)	BTL 3	Applying
11.	Illustrate the functions of Central Sterilization Supply Department. (13)	BTL 2	Understanding
12.	Analyze the SWOT analysis in detail with neat diagram. (13)	BTL 4	Analyzing
13.	Evaluate the importance of medical record maintenance in the hospital. (13)	BTL 5	Evaluating
14.	Elaborate in detail the strategies involved in the Central Sterilization Supply Department and discuss its advantages. (13)	BTL 6	Creating
15.	Outline the five major factors to avoid obstacles in food services and explain in detail. (13)	BTL 4	Analyzing
16.	Discuss in detail about the role of clinical pharmacist. (13)	BTL 2	Understanding
17.	List and explain the steps involved in the decontamination process in CSSD. (13)	BTL 1	Remembering

PART C

1.	Write short note on the following hospital services. (i) Line service (5) (ii) Support services (5) (iii) Auxiliary services (5)	BTL 3	Applying
2.	Illustrate the role of dieticians in food services provided by the hospital. (15)	BTL 3	Applying
3.	Examine the functions of medical record department. (15)	BTL 4	Analyzing
4.	Categorize the roles and responsibilities of Medical record officer. (15)	BTL 4	Analyzing
5.	Explain about the Characteristics and component of good medical record. (15)	BTL 2	Understanding

UNIT V COMMUNICATION AND SAFETY ASPECTS IN HOSPITAL

Purposes – Planning of Communication, Modes of Communication – Telephone, ISDN, Public Address and Piped Music – CCTV Security – Loss Prevention – Fire Safety – Alarm System – Safety Rules.

PART – A

1.	List the function of CCTV.	BTL 1	Remembering
2.	Define loss prevention.	BTL 1	Remembering
3.	State the fire safety management in the hospital.	BTL 1	Remembering
4.	How the fires are classified in general?	BTL 1	Remembering
5.	Name any two hospital safety rules.	BTL 1	Remembering
6.	What are the steps involved in loss prevention?	BTL 1	Remembering
7.	Illustrate the importance of safety rules in the hospital administration.	BTL 2	Understanding
8.	Summarize the purposes in planning of communication.	BTL 2	Understanding
9.	Classify the alarms in a hospital.	BTL 2	Understanding
10.	Outline the different types of fire extinguishers.	BTL 2	Understanding
11.	Identify the modes of communication.	BTL 3	Applying
12.	Point out the purpose of fire triangle?	BTL 3	Applying
13.	Concept the steps to do in case of fire.	BTL 3	Applying
14.	Examine the use the fire extinguisher by means of PASS.	BTL 4	Analyzing
15.	Analyze the fire suppression systems.	BTL 4	Analyzing
16.	Discern the special features of Telephone equipment.	BTL 4	Analyzing
17.	Interpret the contents of communication plan?	BTL 3	Applying
18.	Enumerate the goal of ISDN.	BTL 1	Remembering
19.	Prioritize the steps involved in building a communication plan.	BTL 4	Analyzing
20.	Write down the advantages of Hospital Security Camera	BTL 3	Applying
21.	Elucidate effective and ineffective communication.	BTL 4	Analyzing
22.	Identify the risk associated in healthcare surveillance.	BTL 3	Applying
23.	Categorize the certain factors that should be considered when deciding to install video surveillance cameras in a hospital or healthcare facility.	BTL 4	Analyzing
24.	List the widely used communication technologies in hospitals.	BTL 1	Remembering

PART – B

1.	What are the different modes of communication and explain the essentials of effective communication? (13)	BTL 1	Remembering
2.	List the general recommendations for fire safety in hospitals. (13)	BTL 1	Remembering
3.	How does a public address system work? Explain briefly about PA system. (13)	BTL 1	Remembering

4.	Show in detail about the voltage fluctuation alarm and the patient emergency alarm used in hospitals. (13)	BTL 1	Remembering
5.	Write short notes on (i) Closed Television and Closed-Circuit Television. (8) (ii) Elevator and security Alarm system in hospital. (5)	BTL 3	Applying
6.	Illustrate the (i) Purpose of communication in hospitals. (7) (ii) Fire safety in hospitals. (6)	BTL 2	Understanding
7.	Summarize the essentials of effective communication and two types of communication. (13)	BTL 2	Understanding
8.	Organize the safety in patient care followed by the hospital. (13)	BTL 3	Applying
9.	Construct the safety rules followed in the hospital to protect people from back injury. (13)	BTL 3	Applying
10.	Analyze the need of security systems in hospital. (13)	BTL 4	Analyzing
11.	Examine the following modes of Communication, i) Telephone. (7) ii) ISDN. (6)	BTL 4	Analyzing
12.	Explain the key factors that are to be addressed pertaining to alarm management infrastructure to improve efficacy and efficiency. (13)	BTL 2	Understanding
13.	Analyze and discuss the safety rules in Traffic and safety against Trips and falls followed in hospitals. (13)	BTL 4	Analyzing
14.	Describe in detail about the fire alarm systems used in hospital. (13)	BTL 2	Understanding
15.	Discuss in detail about the hospital engineering service provision for fire protection according to NABH. (13)	BTL 2	Understanding
16.	Outline in detail about the following (i) Loss prevention (7) (ii) Benefits of hospital security camera (6)	BTL 4	Analyzing
17.	Explain how nurse communication skills leads to success and its benefits. (13)	BTL 2	Understanding
PART – C			
1.	Explain in detail about (i) Medical gas Alarm system (5) (ii) Blood bank Alarm system (5) (iii) Code Blue Alarm system (5)	BTL 2	Understanding
2.	Illustrate the different types of CCTV camera and their uses. (15)	BTL 2	Understanding
3.	Outline the internal communication technologies used in hospital. (15)	BTL 3	Applying
4.	(i) Integrate different actions to be done when there is a fire in your area. (8) (ii) Categorize the basic responsibilities of every hospital employee in case of fire safety. (7)	BTL 4	Analyzing
5.	Interpret the challenges faced by internal communication and ways to enhance them in hospitals. (15)	BTL 4	Analyzing