

# **SRM VALLIAMMAI ENGINEERING COLLEGE**

**(An Autonomous Institution)**

SRM Nagar, Kattankulathur – 603 203

**DEPARTMENT OF MEDICAL ELECTRONICS**

**QUESTION BANK**

**VI SEMESTER – MDE**

**MD3662 – HOSPITAL ADMINISTRATION AND MANAGEMENT**



**Academic Year: 2025 – 26 Even Semester**

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Subject: MD3662-HOSPITAL ADMINISTRATION AND MANAGEMENT

Semester/ Year: VI/ III

## UNIT I – OVERVIEW OF HOSPITAL ADMINISTRATION

Distinction between Hospital and Industry, Challenges in Hospital Administration –Hospital Planning – Equipment Planning- AMC – Functional Planning - Current Issues in Hospital Management - Telemedicine - Bio-Medical Waste Management

### PART-A

Q.No	Questions	COs	BT level	Competence
1.	Define hospital administration.	CO1	BTL 1	Remembering
2.	List any two differences between a hospital and an industry.	CO1	BTL 1	Remembering
3.	Name two components of hospital planning.	CO1	BTL 1	Remembering
4.	State the meaning of equipment planning.	CO1	BTL 1	Remembering
5.	Identify any two current issues in hospital management.	CO1	BTL 1	Remembering
6.	Mention any two uses of telemedicine.	CO1	BTL 1	Remembering
7.	Interpret the importance of hospital planning in healthcare delivery.	CO1	BTL 2	Understanding
8.	Classify the different types of hospital planning activities.	CO1	BTL 2	Understanding
9.	Compare hospital administration with industrial management.	CO1	BTL 2	Understanding
10.	Contrast functional planning and equipment planning.	CO1	BTL 2	Understanding
11.	Define biomedical waste.	CO1	BTL 1	Remembering
12.	Enumerate any two methods of biomedical waste disposal.	CO1	BTL 1	Remembering
13.	Recall any two objectives of functional planning.	CO1	BTL 1	Remembering
14.	Outline the purpose of AMC (Annual Maintenance Contract).	CO1	BTL 1	Remembering
15.	Define hospital administration.	CO1	BTL 1	Remembering
16.	List any two differences between a hospital and an industry.	CO1	BTL 2	Understanding
17.	Differentiate telemedicine from traditional consultation.	CO1	BTL 2	Understanding
18.	Identify the key challenges faced in modern hospital administration.	CO1	BTL 2	Understanding
19.	Outline the basic steps involved in biomedical waste management.	CO1	BTL 2	Understanding
20.	Interpret the role of AMC in hospital equipment maintenance.	CO1	BTL 2	Understanding
21.	Classify the categories of biomedical waste.	CO1	BTL 2	Understanding
22.	Compare inpatient and outpatient services in hospitals.	CO1	BTL 2	Understanding
23.	Contrast emergency care with elective care.	CO1	BTL 2	Understanding
24.	Identify major current issues affecting hospital operations.	CO1	BTL 1	Remembering

### PART-B

1.	Use the concept of Annual Maintenance Contracts (AMC) to propose a cost-saving strategy for hospital equipment.	(16)	CO1	BTL 3	Applying
2.	Analyze the key functions and organizational structure of a modern hospital.	(16)	CO1	BTL 4	Analyzing
3.	Apply the principles of hospital management to design a workflow for a 100-bed multi-specialty hospital.	(16)	CO1	BTL 3	Applying
4.	Explain the core areas of Hospital administration and industrial management.	(16)	CO1	BTL 4	Analyzing
5.	Describe the differences between hospital and industrial management in terms of workflow and operations.	(16)	CO1	BTL 3	Applying
6.	Explain how hospital planning can improve patient care and operational efficiency.	(16)	CO1	BTL 3	Applying
7.	Discuss the importance of equipment planning in minimizing downtime and reducing costs.	(16)	CO1	BTL 3	Applying
8.	Explain functional planning in an outpatient department to reduce patient waiting time.	(16)	CO1	BTL 3	Applying

9.	Evaluate how administrative, clinical, and support services interact to ensure efficient hospital operations, optimal patient care, and resource utilization	(16)	CO1	BTL 4	Analyzing
10.	Evaluate the risks associated with hospital administration when facing high patient volumes.	(16)	CO1	BTL 3	Applying
11.	Examine challenges in hospital administration such as staff shortages and high patient load.	(16)	CO1	BTL 4	Analyzing
12.	Interpret how functional planning can improve coordination between diagnostic and surgical units.	(16)	CO1	BTL 4	Analyzing
13.	Evaluate the effectiveness of hospital planning strategies in optimizing patient care.	(16)	CO1	BTL 4	Analyzing
14.	Contrast strategies for managing sudden increases in patient inflow during epidemics.	(16)	CO1	BTL 4	Analyzing
15.	Interpret the significance of functional planning in emergency and intensive care units.	(16)	CO1	BTL 4	Analyzing
16.	Illustrate the application of telemedicine to improve rural healthcare access.	(16)	CO1	BTL 3	Applying
17.	Assess the benefits of integrated hospital planning in reducing operational risks and improving patient satisfaction.	(16)	CO1	BTL 4	Analyzing

### UNIT – II: HUMAN RESOURCE MANAGEMENT IN HOSPITAL

Principles of HRM – Functions of HRM – Profile of HRD Manager – Tools of HRD – Human Resource Inventory – Manpower Planning. 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	COs	BT Level	Competence
1.	List any two principles of HRM.	CO2	BTL 1	Remembering
2.	Name two functions of an HRD manager.	CO2	BTL 1	Remembering
3.	State the meaning of manpower planning.	CO2	BTL 1	Remembering
4.	Identify any two selection methods used in hospitals.	CO2	BTL 1	Remembering
5.	Mention any two types of training.	CO2	BTL 1	Remembering
6.	Interpret the role of HRM in hospital performance.	CO2	BTL 1	Remembering
7.	Classify various methods of employee training.	CO2	BTL 2	Understanding
8.	Compare internal and external recruitment sources.	CO2	BTL 2	Understanding
9.	Specify any two purposes of performance appraisal.	CO2	BTL 2	Understanding
10.	Define promotion. (Definition did not repeat previously)	CO2	BTL 1	Remembering
11.	Enumerate two tools of HRD.	CO2	BTL 1	Remembering
12.	Contrast promotion and transfer in HRM.	CO2	BTL 1	Remembering
13.	Differentiate job description from job specification.	CO2	BTL 2	Understanding
14.	Outline key functions of an HRD manager.	CO2	BTL 2	Understanding
15.	List the steps involved in manpower planning. (Replaced Summarize/Explain)	CO2	BTL 2	Understanding
16.	State any two steps in recruitment. (Replaced Recall)	CO2	BTL 2	Understanding
17.	Categorize types of leadership used in hospitals.	CO2	BTL 2	Understanding
18.	Distinguish on-the-job from off-the-job training methods.	CO2	BTL 2	Understanding
19.	Separate recruitment from selection.	CO2	BTL 2	Understanding
20.	Identify the importance of proper induction programs.	CO2	BTL 1	Remembering
21.	List any two principles of HRM.	CO2	BTL 2	Understanding
22.	Name two functions of an HRD manager.	CO2	BTL 2	Understanding
23.	State the meaning of manpower planning.	CO2	BTL 2	Understanding
24.	Identify any two selection methods used in hospitals.	CO2	BTL 2	Understanding

#### PART - B

1.	Explain the principles of Human Resource Management and their application in hospital administration.	(16)	CO2	BTL 3	Applying
2.	Describe the main functions of HRM in a multi-specialty hospital setting.	(16)	CO2	BTL 3	Applying
3.	Analyze the differences between HRM practices in hospitals and other industries in terms of staffing, training, and performance evaluation.	(16)	CO2	BTL 4	Analyzing
4.	Evaluate the effectiveness of manpower planning in ensuring optimal workforce utilization in hospital departments.	(16)	CO2	BTL 4	Analyzing
5.	Discuss the profile and key responsibilities of a Hospital HRD Manager.	(16)	CO2	BTL 3	Applying
6.	Compare different recruitment and selection strategies and determine which is most suitable for a high-volume hospital.	(16)	CO2	BTL 4	Analyzing
7.	Assess the impact of HRD tools on staff performance and patient care outcomes.	(16)	CO2	BTL 4	Analyzing
8.	Explain the various tools of Human Resource Development (HRD) and how they are used to improve staff performance.	(16)	CO2	BTL 3	Applying
9.	Describe different methods of training used in hospitals and their benefits.	(16)	CO2	BTL 3	Applying
10.	Discuss how HRM practices impact overall hospital efficiency and patient care.	(16)	CO2	BTL 3	Applying
11.	Examine the process of training evaluation and identify key areas for improvement.	(16)	CO2	BTL 4	Analyzing
12.	Analyze how a comprehensive Human Resource Inventory helps in identifying skill gaps and planning training programs.	(16)	CO2	BTL 4	Analyzing
13.	Examine the interplay between training, promotion, and staff retention in a hospital setting.	(16)	CO2	BTL 4	Analyzing
14.	Discuss how training evaluation can be conducted to measure staff performance improvement.	(16)	CO2	BTL 3	Applying
15.	Evaluate the effectiveness of HRD interventions in addressing skill shortages in critical hospital departments.	(16)	CO2	BTL 4	Analyzing
16.	Explain the role of leadership grooming and training in enhancing hospital administration.	(16)	CO2	BTL 3	Applying
17.	Discuss the importance of manpower planning in managing hospital workforce efficiently.	(16)	CO2	BTL 3	Applying

### UNIT – III: MARKETING RESEARCH & CONSUMER BEHAVIOUR

Marketing information systems - assessing information needs, developing & disseminating information - Market Research process - Other market research considerations - Consumer Markets & Consumer Buyer behaviour - Model of consumer behaviour - Types of buying decision behaviour - The buyer decision process - Model of business buyer behaviour - Major types of buying situations - global marketing in the medical sector - WTO and its implications.

#### PART -A

Q.No	Questions	COs	BT Level	Competence
1.	Define marketing research.	CO3	BTL 1	Remembering
2.	List any two sources of primary data.	CO3	BTL 1	Remembering
3.	Name two components of a marketing information system.	CO3	BTL 1	Remembering
4.	State the meaning of consumer behaviour.	CO3	BTL 1	Remembering
5.	Identify two types of buying decision behaviour.	CO3	BTL 1	Remembering
6.	Mention any two steps in the buyer decision process.	CO3	BTL 1	Remembering
7.	Interpret the significance of marketing research for hospitals.	CO3	BTL 2	Understanding
8.	Classify different types of consumer buying behaviour.	CO3	BTL 2	Understanding
9.	Compare primary and secondary data sources.	CO3	BTL 2	Understanding
10.	Contrast consumer markets and business markets.	CO3	BTL 2	Understanding

11.	Describe global marketing.		CO3	BTL 1	Remembering
12.	Enumerate any two functions of WTO.		CO3	BTL 1	Remembering
13.	Specify any two characteristics of business buyers.		CO3	BTL 1	Remembering
14.	Outline two advantages of market surveys.		CO3	BTL 1	Remembering
15.	What is the WTO, in brief, and how does it relate to marketing?		CO3	BTL 1	Remembering
16.	Differentiate the buyer decision process from the business buyer model.		CO3	BTL 2	Understanding
17.	Identify factors influencing patient decision-making.		CO3	BTL 2	Understanding
18.	Outline the steps in the marketing research process.		CO3	BTL 2	Understanding
19.	Illustrate the role of a marketing information system. (Replaced repeated		CO3	BTL 2	Understanding
20.	Categorize various buying situations in healthcare. (Replaced repeated		CO3	BTL 2	Understanding
21.	Distinguish local and global healthcare marketing approaches.		CO3	BTL 2	Understanding
22.	Examine routine response behaviour versus complex buying behaviour.		CO3	BTL 2	Understanding
23.	Intrepret WTO implications for the medical sector.		CO3	BTL 2	Understanding
24.	Differentiate the buyer decision process from the business buyer model.		CO3	BTL 2	Understanding

#### PART-B

1.	Analyze the role of a marketing information system in improving hospital decision-making and service delivery.	(16)	CO3	BTL 4	Analyzing
2.	Apply the concept of marketing information systems to assess information needs in a hospital setting.	(16)	CO3	BTL 3	Applying
3.	Use methods to develop and disseminate marketing information effectively to hospital stakeholders.	(16)	CO3	BTL 3	Applying
4.	Evaluate the effectiveness of the hospital market research process in launching a new healthcare service.	(16)	CO3	BTL 4	Analyzing
5.	Explain how a marketing information system can be used to assess information needs in a hospital	(16)	CO3	BTL 3	Applying
6.	Discuss the steps involved in the market research process for introducing a new healthcare service.	(16)	CO3	BTL 3	Applying
7.	Compare different approaches to assessing information needs in hospital departments.	(16)	CO3	BTL 4	Analyzing
8.	Assess other market research considerations, such as cost, accuracy, and timeliness, in healthcare settings	(16)	CO3	BTL 4	Analyzing
9.	Explain other considerations in market research, such as cost, time, and reliability.	(16)	CO3	BTL 3	Applying
10.	Describe the model of consumer behaviour and how it influences patient choices.	(16)	CO3	BTL 3	Applying
11.	Examine the types of buying decision behaviour and their impact on hospital service adoption.	(16)	CO3	BTL 4	Analyzing
12.	Interpret the implications of WTO regulations on hospital procurement and international healthcare trade.	(16)	CO3	BTL 4	Analyzing
13.	Analyze the use of consumer and business buyer behaviour insights to develop a hospital marketing plan for a new diagnostic service.	(16)	CO3	BTL 4	Analyzing
14.	Explain how consumer and business buyer behaviour can guide a hospital's marketing plan for a new diagnostic service	(16)	CO3	BTL 3	Applying
15.	Discuss how marketing information system tools can improve communication with patients in telemedicine services.	(16)	CO3	BTL 3	Applying
16.	Assess global marketing strategies and their applicability to the medical sector.	(16)	CO3	BTL 4	Analyzing
17.	Evaluate strategies for introducing a new health insurance product in the global healthcare market.	(16)	CO3	BTL 4	Analyzing

#### UNIT – IV: HOSPITAL INFORMATION SYSTEMS & SUPPORTIVE SERVICES

Management Decisions and Related Information Requirement - Clinical Information Systems - Administrative Information Systems - Support Service Technical Information Systems – Medical Transcription, Medical Records Department – Central Sterilization and Supply Department – Pharmacy– Food Services - Laundry Services

#### PART-A

Q.No	Questions	COs	BT Level	Competence	
1.	Define management decision-making in healthcare.	CO4	BTL 1	Remembering	
2.	Name any two types of decisions made by hospital management.	CO4	BTL 1	Remembering	
3.	What is meant by “information requirement” for management?	CO4	BTL 1	Remembering	
4.	Give an example of information required for strategic decisions in hospitals	CO4	BTL 1	Remembering	
5.	Identify one hospital system used for administrative purposes.	CO4	BTL 1	Remembering	
6.	State the main function of CSSD in hospitals.	CO4	BTL 1	Remembering	
7.	Summarize the advantages of electronic medical records	CO4	BTL 2	Understanding	
8.	Interpret how hospital scheduling systems improve efficiency.	CO4	BTL 2	Understanding	
9.	Outline the workflow of administrative information management.	CO4	BTL 2	Understanding	
10.	Compare the central sterilization department with the pharmacy in terms of service support.	CO4	BTL 2	Understanding	
11.	What is a Clinical Information System (CIS)?	CO4	BTL 1	Remembering	
12.	Mention two key functions of a CIS.	CO4	BTL 1	Remembering	
13.	Name an example of a software used as a clinical information system.	CO4	BTL 1	Remembering	
14.	Mention two types of meals provided in hospitals.	CO4	BTL 1	Remembering	
15.	Name two items commonly handled in hospital laundry.	CO4	BTL 1	Remembering	
16.	Identify the types of information required for hospital management decisions.	CO4	BTL 2	Understanding	
17.	Outline the responsibilities of the food services department.	CO4	BTL 2	Understanding	
18.	Compare local and global healthcare marketing information approaches.	CO4	BTL 2	Understanding	
19.	Classify support service information systems in hospitals.	CO4	BTL 2	Understanding	
20.	Interpret how patient data affects strategic management decisions.	CO4	BTL 2	Understanding	
21.	Compare traditional and computerized administrative processes.	CO4	BTL 2	Understanding	
22.	Outline the steps in the management decision-making process.	CO4	BTL 2	Understanding	
23.	Classify types of administrative information used in decision-making.	CO4	BTL 2	Understanding	
24.	Summarize how information systems influence decision-making.	CO4	BTL 2	Understanding	
<b>PART-B</b>					
1.	Analyze the integration of clinical, administrative, and support service information systems in a hospital and evaluate how this integration influences decision-making and patient care outcomes.	(16)	CO4	BTL 4	Analyzing
2.	Evaluate the effectiveness of Medical Transcription, Medical Records, and Central Sterilization & Supply Departments in improving hospital workflow. Suggest improvements based on best practices.	(16)	CO4	BTL 4	Analyzing
3.	Compare the performance of support services such as pharmacy, food services, and laundry services in a hospital. Analyze how information systems can enhance their efficiency.	(16)	CO4	BTL 4	Analyzing
4.	Assess the role of technical information systems in generating management reports and dashboards. Determine how these reports can be used to make strategic and operational decisions.	(16)	CO4	BTL 4	Analyzing
5.	Examine the patient journey from admission to discharge, analyzing how clinical, administrative, and support service systems interact. Identify bottlenecks and propose solutions.	(16)	CO4	BTL 4	Analyzing
6.	Explain how clinical information systems can be used to support patient care and streamline clinical workflows.	(16)	CO4	BTL 3	Applying
7.	Describe the role of administrative information systems in managing hospital operations efficiently.	(16)	CO4	BTL 3	Applying
8.	Describe the workflow of support service departments such as Central Sterilization and Supply Department (CSSD), food	(16)	CO4	BTL 3	Applying

	services, and laundry services, and explain how efficient management of these departments impacts overall hospital operations.				
9.	Explain the use of technical information systems to generate management reports and dashboards that assist senior hospital management in strategic and operational decision-making.	(16)	CO4	BTL 3	Applying
10.	Discuss the challenges and solutions in managing information requirements across multiple hospital departments to ensure effective decision-making and improved patient outcomes.	(16)	CO4	BTL 3	Applying
11.	Interpret hospital data from multiple departments to optimize resource allocation, staffing, and operational efficiency. Evaluate the impact on patient satisfaction and hospital performance.	(16)	CO4	BTL 4	Analyzing
12.	Critique current hospital information management practices and suggest measures to improve coordination between departments and enhance decision-making accuracy.	(16)	CO4	BTL 4	Analyzing
13.	Analyze the challenges of managing information requirements across multiple hospital departments and evaluate strategies to overcome them while maintaining quality care and efficiency.	(16)	CO4	BTL 4	Analyzing
14.	Discuss the workflow and interdependence of Medical Transcription, Medical Records, and Central Sterilization & Supply Departments.	(16)	CO4	BTL 3	Applying
15.	Explain the role of information systems in resource allocation and staffing decisions in a hospital. Provide an example of how data from multiple departments supports effective planning.	(16)	CO4	BTL 3	Applying
16.	Describe how pharmacy, food services, and laundry services contribute to hospital operations, and explain strategies to optimize their performance using information systems.	(16)	CO4	BTL 3	Applying
17.	Discuss the challenges faced in managing information requirements across hospital departments and describe methods to overcome these challenges to support decision-making and operational efficiency.	(16)	CO4	BTL 3	Applying

#### UNIT – V: QUALITY AND SAFETY ASPECTS

Quality system – Elements, implementation of quality system, Documentation, Quality auditing, International Standards ISO 9000 – 9004 – Features of ISO 9001 – ISO 14000 – ISO 13485, Environment Management Systems. NABA, JCI, NABL, NABH. Security – Loss Prevention – Fire Safety – Alarm System – Safety Rules. Health Insurance & Managing Health Care - Medical Audit – Hazard and Safety in a hospital Setup.

#### PART-A

Q.No	Questions	COs	BT Level	Competence
1.	Define a quality system in healthcare.	CO5	BTL 1	Remembering
2.	List the essential elements of a quality system.	CO5	BTL 1	Remembering
3.	State the purpose of documentation in quality management.	CO5	BTL 1	Remembering
4.	Name any two international quality standards.	CO5	BTL 1	Remembering
5.	Identify the main features of ISO 9001.	CO5	BTL 1	Remembering
6.	State the purpose of NABL accreditation.	CO5	BTL 1	Remembering
7.	Distinguish between ISO 9000 and ISO 9004.	CO5	BTL 2	Understanding
8.	Interpret the significance of ISO 13485 for medical devices.	CO5	BTL 2	Understanding
9.	Compare ISO 9001 and ISO 14000 in terms of focus areas.	CO5	BTL 2	Understanding
10.	Outline the steps in implementing a quality system.	CO5	BTL 2	Understanding
11.	Mention the components of an environment management system.	CO5	BTL 1	Remembering
12.	Outline the differences between ISO 9000 and ISO 9004.	CO5	BTL 1	Remembering
13.	What is a quality audit?	CO5	BTL 1	Remembering
14.	Interpret the benefits of NABA for healthcare quality improvement.	CO5	BTL 2	Understanding

15.	Outline the main differences between national and international accreditation bodies.		CO5	BTL 2	Understanding
16.	Illustrate how an alarm system protects hospital assets.		CO5	BTL 2	Understanding
17.	Compare safety measures in different hospital departments.		CO5	BTL 2	Understanding
18.	State two hazards commonly found in hospitals.		CO5	BTL 1	Remembering
19.	Classify different types of quality audits conducted in hospitals.		CO5	BTL 2	Understanding
20.	Outline the role of pharmacy information systems in ensuring medication safety.		CO5	BTL 2	Understanding
21.	Illustrate the process of hazard reporting in a hospital environment.		CO5	BTL 2	Understanding
22.	Interpret how environment management systems reduce hospital operational risks.		CO5	BTL 2	Understanding
23.	Name the main safety measures in hospital operations.		CO5	BTL 1	Remembering
24.	List the key objectives of a medical audit.		CO5	BTL 1	Remembering
<b>PART- B</b>					
1.	Explain how a hospital can implement a quality management system, covering elements such as documentation, quality auditing, and compliance with ISO standards (ISO 9001, ISO 14000, ISO 13485), to improve patient care and operational efficiency.	(16)	CO5	BTL 3	Applying
2.	Discuss the role of international and national accreditation bodies such as NABH, NABL, JCI, and NABA in maintaining hospital quality standards. Provide examples of how hospitals can achieve and maintain compliance.	(16)	CO5	BTL 3	Applying
3.	Describe the features of ISO 9001, ISO 14000, and ISO 13485, and explain how these standards can be applied to hospital operations, including environmental and clinical safety management.	(16)	CO5	BTL 3	Applying
4.	Explain how a hospital can integrate healthcare management systems with health insurance processes to streamline patient care and reduce administrative errors.	(16)	CO5	BTL 3	Applying
5.	Analyze the effectiveness of a hospital quality system by evaluating its elements, documentation, and quality auditing processes. Suggest improvements to enhance patient care and operational efficiency.	(16)	CO5	BTL 4	Analyzing
6.	Evaluate the impact of international and national accreditation standards (JCI, NABH, NABL, NABA) on hospital performance. Compare their roles in improving clinical and administrative quality.	(16)	CO5	BTL 4	Analyzing
7.	Discuss the role of quality auditing in identifying gaps in hospital procedures. Explain how audit findings can be applied to improve service delivery and patient safety.	(16)	CO5	BTL 3	Applying
8.	Describe a hospital's hazard and safety management setup, including fire safety, alarm systems, loss prevention, and safety rules, and explain strategies for ensuring compliance.	(16)	CO5	BTL 3	Applying
9.	Explain how environmental management systems (EMS) can be applied in hospitals to reduce waste, enhance sustainability, and comply with regulatory requirements.	(16)	CO5	BTL 3	Applying
10.	Discuss how a medical audit can be conducted to evaluate clinical performance and operational efficiency. Explain how the findings can be applied to improve hospital practices.	(16)	CO5	BTL 3	Applying
11.	Compare ISO standards (ISO 9001, ISO 14000, ISO 13485) and assess how their implementation influences hospital operations, patient safety, and environmental management.	(16)	CO5	BTL 4	Analyzing
12.	Assess the effectiveness of hazard and safety management	(16)	CO5	BTL 4	Analyzing

	systems in a hospital, including fire safety, alarm systems, and loss prevention. Identify potential risks and propose mitigation strategies.				
13.	Interpret the outcomes of implementing an environmental management system (EMS) in a hospital. Evaluate its impact on waste reduction, sustainability, and compliance with regulations.	(16)	CO5	BTL 4	Analyzing
14.	Examine the role of medical audits in improving clinical performance and operational efficiency. Evaluate how audit findings can drive policy and procedural changes.	(16)	CO5	BTL 4	Analyzing
15.	Describe the steps to implement a comprehensive quality system in a hospital, covering staff training, documentation, and monitoring for continuous improvement.	(16)	CO5	BTL 3	Applying
16.	Analyze how health insurance integration with hospital management systems affects patient care, billing efficiency, and operational decision-making.	(16)	CO5	BTL 4	Analyzing
17.	Analyze the challenges and benefits of integrating multiple standards (ISO, accreditation, EMS) in hospital operations. Propose a framework to ensure effective implementation.	(16)	CO5	BTL 4	Analyzing



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