

**Post Graduate Diploma in Management (Hospital & Health Management)  
PGDM – 2022-24 Batch**

**Term – 2<sup>nd</sup> Year - 4<sup>th</sup> Term Examinations**

<b>Course &amp; Code</b> :	<b>Organization &amp; Management of Clinical Services- HOM 702</b>	<b>Reg. No.</b> :	
<b>Term &amp; Batch</b> :	<b>IV, 2022-24</b>	<b>Date</b> :	<b>September 20, 2023</b>
<b>Duration</b> :	<b>3 Hrs.</b>	<b>Max. Marks</b> :	<b>70</b>

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**Instructions:**

- Budget your time as per the marks given for each question and write your answer accordingly.
  - Don't write anything on the Question Paper except writing your Registration No.
  - Mobile Phones are not allowed even for computations.
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**A. Multiple Choice Questions (all are compulsory)**

(Total 10 marks/1 mark each)

1. Clinical services in a hospital comprise all except

- (a) Outpatient department
- (b) Operation theater
- (c) Medical oxygen pipeline system
- (d) Intensive care unit

2. The following quality tools and techniques are applied for quality management in clinical services of hospital except

- (a) Driver diagram
- (b) Run chart
- (c) Scatter diagram
- (d) Job description

3. Resuscitation team in accident and emergency department comprise all except

- (a) Doctor
- (b) Patient attendant
- (c) Resuscitation nurse
- (d) Monitoring nurse

4. The symbol for “inspection” in an operational flow processes activity chart in mapping workflows of accident and emergency department is:

- (a) 
- (b) 
- (c) 
- (d) 

5. The norms followed for nurse staffing in India are

- (a) WHO norms
- (b) UNICEF norms
- (c) Staff inspection unit norms
- (d) Mukherjee committee norms

6. Medical records is a chronological assembly of notes, forms, reports, summaries and contains all except

- (a) Medical Certificate requisition for
- (b) Nurse graphical charts
- (c) Diet charts
- (d) Case sheet

7. Surgical scrub differs from hand wash in that

- (a) Wash is done up to elbows
- (b) Bomb to palm with fingers interfaced
- (c) Rotational rubbing of thumbs
- (d) Rotational rubbing of palm with fingers

8. Hospital acquired infection program in a hospital should have the following except

- (a) Anti hypertensive drug policy
- (b) Surveillance policy
- (c) Disinfection policy
- (d) Antibiotic policy

9. FMEA for quality control and management stands for

- (a) Failure major environment assessment
- (b) Failure mode effect analysis
- (c) Failure mode environment analysis
- (d) Failure mode excellence analysis

10. Critical care indicators in an intensive care unit include all except

- (a) Incidence of near miss
- (b) Decubitus ulcer incidence
- (c) Turned around time for OPD consultation
- (d) Turn around time for radiology

**B. Write Short notes (any four)**

(Total – 20 marks/ 5 marks each)

1. Ambulatory care
2. Progressive patient care
3. Hospital Utilisation Indices
4. Classification of Intensive Care Unit
5. Spaulding classification
6. Documentation in operation theatre

**C. Long Questions (any four)**

(Total – 40 marks/ 10 marks each)

1. What is Hospital Acquired Infection. Describe the protocols for prevention of hospital acquired infection in an intensive care unit.
2. Surgical operation is the culmination of multiple processes. What are the patient care processes in an operation theatre. Describe in detail the surgical safety checklist.
3. How are Accident and Emergency services organized? Describe the flow of emergency patients in an Accident and Emergency department through a flow process map.
4. What are the key operational issues in an outpatient department. Describe scheduling issues in an outpatient department and the tools applied to schedule services in an OPD.
5. What are the elements of plan of care for inpatient. Describe in detail any one element of the plan of care?
6. Describe the Nurse Care Delivery System. What are the advantages and disadvantages of each type.