

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

Term – 2nd Year - 4th Term Examinations

Course & Code	: Planning for Digital Transformation-HIT 710	Reg. No.	:
Term & Batch	: IV, 2022-24	Date	: October 03, 2023
Duration	: 3 Hrs.	Max. Marks	: 70

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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***** Total Questions should not exceed 20. Below is the example for the question allotment.**

***** No choice of questions in Part A. In Part B & C, choice can be given.**

Part A: Q. 1 to Q.10 (10 questions*1 marks = 10 marks).

Multiple Choice Questions

Q.1 The key activities of Server and System Maintenance

- A) Performing routine maintenance tasks, including updates and patches.
- B) Monitoring health and performance.
- C) Troubleshooting issues as they arise.
- D) All of the above.

Q.2 What are the benefits of Digital Transformation for Patients in healthcare are

- a) Personalized Medical Care Services
- b) Simple Access to Individual Health Records
- c) Easy appointment scheduling
- d) Excellent Communication with Doctors Online
- e) All of the Above

Contd...2..

Q.3 The future of healthcare depends on the accuracy and use of virtual healthcare management solutions and telehealth.

- a) True
- b) False

Q.4 Why Digitization Happens Slowly in Healthcare?

- a) Resistance from individuals.
- b) Lack of Investment in technology
- c) Cybersecurity
- d) None of the above

Q.5 Connected ambulances help healthcare providers with the following

- A. It helps in providing real-time care.
- B. It offers transformative technology.
- C. It is always connected to the hospital.
- D. It transports doctors virtually to the ambulance.
- E. All of the above.

Q.6 IT services can help any medical facility

- a) operate with fewer errors
- b) comply with current & applicable regulations
- c) Recover quickly from unexpected disasters
- d) All of the above

Q.7 Electronic health records (EHR) systems can help and assure staff reliably record crucial patient health data and seamlessly share that data with other healthcare providers.

- a) True
- b) False

Q.8 Role of Preventive and Scheduled maintenance in Healthcare IT infrastructure is

- a) To reduce the risks of Disaster management
- b) To improve the quality of healthcare delivery
- c) To act as an indicator of IT performance
- d) All the above

Q.9 Which of the following are the important considerations of Planning the implementation?

- A. Develop a detailed implementation plan that includes timelines, milestones, resource allocation, and responsibilities.
- B. Anticipate potential roadblocks and develop strategies to mitigate them.
- C. Implement the new process on a small scale or in a controlled environment to test its functionality and identify any issues.
- D. None of the above.

1. A and B

2. B and C

3. A and C

4. D

Q.10 Which approach is best to address the personal problems or reasons that impact the work.

- a) Maintain a compassionate and supportive approach when employees are facing personal issues.
- b) Offer resources such as Employee Assistance Programs (EAPs) to provide counseling and support.
- c) Collaborate with employees to develop reasonable accommodation when necessary.
- d) All of the above.

Part B: Q.11 to Q.15 (4 questions *5 Marks =20 Marks) Attempt any four.

Q.11 Explain the advantages of SAN, NAS, and Cloud Solutions?

Q.12 What is IT Steering committee and explain the composition & importance of the IT Steering committee?

Q.13 Elaborate the Data centre operations and challenges involved?

Q.14 Explain RFP and RFQ and how these are different from each other?

Q.15 Explain the standardization considered in Healthcare IT Infrastructure?

Part C: Q.16 to Q.20 (4 questions *10 Marks =40 Marks) Attempt any four.

Q.16 Explain the key principles and steps involved in change management?

Q.17 What are the steps involved in Planning the IT infrastructure?

Q.18 Explain the steps involved in Evaluating the HIMs?

Q.19 Explain the primary responsibilities of IT Manager in Healthcare IT project implementation?

Q.20 Explain the key components and considerations related to clinical transformation?