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**Question Paper Code : 81067**

B.E./B.Tech. DEGREE EXAMINATIONS, APRIL/MAY 2024.

Seventh/Ninth Semester

Automobile Engineering

OBM 752 – HOSPITAL MANAGEMENT

(Common to : Computer Science and Engineering/Computer and Communication Engineering/Electronics and Communication Engineering/Electronics and Telecommunication Engineering/Industrial Engineering/Industrial Engineering and Management/Material Science and Engineering/Mechanical Engineering (Sandwich)/Mechatronics Engineering/Artificial Intelligence and Data Science/Bio Technology/Biotechnology and Biochemical Engineering/Computer Science and Business System/Food Technology/Information Technology/Pharmaceutical Technology)

(Regulations 2017)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. When is a healthcare system considered an 'industry'?
2. Recollect the challenges that are unique to hospital administration.
3. List the guiding principles of HRM.
4. What do you understand by the term 'human resource inventory'?
5. In the context of 'recruitment' how would one identify the departments in a hospital?
6. While developing guidelines for promotion in a hospital, what are the factors to be considered?
7. How are medical waste categorized in hospitals?
8. Identify the services provided by the food and nutrition department in a hospital.
9. Name the location in a hospital suitable for installing a public address system.
10. How would you ensure safety of movable assets in an hospital?

PART B — (5 × 13 = 65 marks)

11. (a) A modern hospital is never complete without biomedical equipments. Assume that you are in charge of setting up biomedical equipments for an upcoming orthopedic hospital. Describe the methods involved in planning for the purchase, installation and maintenance of the equipments.

Or

- (b) A well-established hospital is planning to open its rural centre in a remote village. The centre is expected to have good connectivity with the parent hospital and provide telemedicine facilities. Explain the various aspects involved in designing the rural centre.

12. (a) The critical aspect of HR management is planning for human resources. Describe the process of identifying staff requirements including absolute staffing and succession staffing.

Or

- (b) Identify and analyze the functions performed by a HR department in a hospital. How does it contribute to enhancing the quality of healthcare in the hospital?

13. (a) A hospital needs recruitment at various levels. Identify the protocols and procedures involved in recruitment of staff in a hospital. How are the guidelines revised according to changing needs of the society?

Or

- (b) Once a staff is recruited for a particular role in a hospital based on their academic credentials and past experience, what is the need to train them? How are the training methods arrived at? How are they evaluated?  
(4+4+5)

14. (a) Sterilization and supply department is the backbone of a hospital to maintain its standards. Identify the equipment used in sterilization and the guidelines for disinfecting various medical supplies.

Or

- (b) Bring out the merits of using digital records in hospitals. Discuss the functions provided by the medical records department. How could this department analyze the data and bring new insights into the hospital management?  
(4+4+5)

15. (a) While developing communication system for a hospital, both a normal and emergency situation has to be taken into account. Detail the various modes of communication and the suitability of them to the hospital environment.

Or

- (b) Explain the regulations and standards to be considered while designing fire safety alarms in hospitals. Why should it be considered during the developmental stage of the hospital? (8+5)

PART C — (1 × 15 = 15 marks)

16. (a) A popular medical centre is facing a shortage of staff for its outpatient services. This is likely due to non-availability of experienced personnel and a competition in recruitment faced from another hospital in neighborhood. Assume that you are in-charge of the management of the medical centre. Explain the steps you would take to improve the situation and to retain the staff.

Or

- (b) A medical college hospital has unique challenges when compared with a normal hospital. Identify the challenges in the perspective of hospital management. If the medical college hospital is run by the government, analyze the management structure and suggest guidelines for the smooth functioning of the hospital.