



# AJEENKYA

## D Y PATIL UNIVERSITY

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### End Term Examinations (December 2018)

School : SOM ICRI

Program: MBA Healthcare and Hospital Management

Course: Hospital Operations Management

Course Code: MGT666

Semester: Third

Max Marks: 50

Duration (mins): 120mins

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- Note :
1. Figures to the right indicates full marks.
  2. Internal choices are provided.
  3. All questions are compulsory.

- Q1. What do you mean by CSSD department? What is the role of CSSD department in hospital? Explain methods of sterilization used and the indicators applicable to sterilization method. (7)
- Q2. Give a detail on hospital emergency services with respect to its location, importance, staffing, working, machines, triaging with example. What are the mandatory documents during any emergency services? (8)
- Q3. Explain the stores department with respect to its location, importance, staffing, purchase policy, store policy, documentation and its coordination with other department namely accounts & nursing station. (10)
- Q4. Explain the hospital hierarchy via organogram and explain the roles and responsibilities of hospital administrator, quality manager, HR manager , casualty medical officer in detail.? (10)
- Q5. Explain what project management is and how Gantt chart is useful for it?

OR

- What is the role of housekeeping department in hospital infection control and patient satisfaction? What are its functions and staff involved in this department? (7)
- Q6. Explain in detail the steps involved in building a new hospital, explain each step from idea to completion covering the important points. (8)