

School of Business

MBA
ETE - May 2023

Time : 3 Hours

Marks : 50

Sem IV - MBHC6009 - Patient Care services

Your answer should be specific to the question asked

Draw neat labeled diagrams wherever necessary

1. Define the term patient care. K2 CO1 (2)
2. Define ICU? K2 CO2 (2)
3. Define the term day care center with example K4 CO3 (2)
4. Contrast the difference between ICU and OT infrastructure K4 CO4 (2)
5. Enlist Types of OPD? K4 CO5 (2)
6. Distinguish between inpatient and outpatient department? K4 CO1 (5)
7. Taking in to consideration of any hospital kindly draw a structure of ICU as well as of OT K4 CO2 (5)
8. Support the statement "Quality performance indicator play a vital role in OPD management". If yes, explain why. K5 CO3 (6)
9. Enumerate managerial role and responsibilities in admission, discharge and MLC cases ? K5 CO4 (8)
10. Discuss the concepts of waiting time and total time? K5 CO5 (8)
11. Considering yourself as a Hospital manager discuss about various steps you will take to check the proper system of management in hospital in regard to patient care services? Discuss with suitable example? K6 CO1 (8)