

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

School of Business

Master of Business Administration MBA Dual Specialization
Mid Term Examination - Mar 2024

Duration : 90 Minutes
Max Marks : 50

Sem IV - MBHC6009 - Patient Care Services

General Instructions

Answer to the specific question asked

Draw neat, labelled diagrams wherever necessary

Approved data hand books are allowed subject to verification by the Invigilator

- 1) Determine the reasons for transitioning of the hospital's focus from In-Patient Department (IPD) to Out-Patient Department (OPD). K5 (5)
- 2) Mrs Sharma is a middle-aged woman experiencing persistent abdominal pain. As she enters the OPD of Shivalik Hospital, Noida she is greeted by OPD Coordinators and the registration executives. Analyze the essential roles and functions performed by the OPD of Shivalik Hospital. K3 (6)
- 3) Ivory Hospital, located in Greater Noida, is a leading healthcare facility serving a large population of sector 36. However, like many hospitals, it faces challenges in efficiently managing its OPD processes. In response to increasing patient volumes and concerns over long wait times and overcrowding in the OPD, Ivory Hospital initiated a project to streamline its OPD processes. The aim was to optimize patient flow, reduce waiting times, enhance staff productivity, and ultimately improve the overall quality of care provided to patients. K4 (8)

Questions :

 - a) What specific factors contribute to the long wait times and overcrowding in the OPD at Ivory Hospital? (4)
 - b) Can you examine the potential impacts of long wait times and overcrowding on patient satisfaction and overall quality of care delivery? (4)
- 4) Mahananda Hospital, a multi-specialty hospital with a capacity of 100 beds, is facing a significant increase in patient traffic during their evening OPD hours. The current OPD setup is not able to cope with the high volume of patients, leading to overcrowding and confusion. As a consultant for the hospital, you have been tasked with redesigning the OPD layout to tackle this recent challenge. K3 (9)

Questions :

 - a) Analyze the current layout and propose modifications to enhance patient movement and infection control measures. (3)
 - b) Examine the potential impact of your proposed changes on patient waiting times, staff coordination, and overall satisfaction with the OPD services. (3)
 - c) What potential obstacles or challenges do you foresee in implementing the new OPD layout, and how would you troubleshoot them? (3)

- 5) Kalinga Institute of Medical Sciences (KIMS) is situated in a bustling urban area of capital city of Odisha, Bhubaneswar. This super-specialty hospital caters to a diverse patient population from the city centre and the surrounding area. Understanding the sources of origin of outpatients is crucial for effective resource allocation, service planning, and healthcare delivery. Let's delve into the different sources of outpatients for this hospital.
- Patient Sources:**
- Local Residents:** A significant portion of outpatients originates from the hospital's local vicinity, comprising residents of nearby neighborhoods and communities. These individuals seek routine medical care, consultations, and follow-up visits at the hospital's outpatient department (OPD).
 - Rural Areas:** Many outpatients travel from rural areas like Kesura, Rokat to access specialized healthcare services unavailable in their localities. These patients often face challenges such as long travel distances, lack of transportation infrastructure, and financial constraints but prioritize seeking medical care at the urban hospital.
 - Referrals from Primary Health Centers (PHCs):** Patients referred from primary health centers constitute a considerable portion of the hospital's outpatient population. PHCs serve as the first point of contact for healthcare in rural and semi-urban areas, referring patients to secondary or tertiary care facilities like the urban hospital for advanced diagnostics and specialized treatments.
 - Corporate Tie-Ups and Health Insurance:** The hospital has corporate tie-ups and collaborations with various organizations, resulting in employees and their families accessing healthcare services through company-sponsored health insurance schemes. These outpatients primarily seek preventive health check-ups, screenings, and treatment for work-related injuries or illnesses.

Questions:

- Assess the impact of geographical disparities on healthcare access and utilization patterns among outpatients originating from rural areas versus urban locales. (5)
- What strategies can the hospital implement to address these disparities and ensure equitable healthcare delivery? (5)

- 6) In a busy OPD of Kailsh Hospital, Greater Noida, Ms. Patel, a 55-year-old woman with a history of diabetes and hypertension, presents with complaints of chest pain and shortness of breath. She appears anxious and is accompanied by her daughter. The OPD is crowded, and there is a sense of urgency in attending to patients.

Questions:

- Create a protocol outlining the procedures for managing medical emergencies, including cardiac arrests or anaphylactic reactions, within the OPD setting. (6)
- Outline roles and responsibilities for healthcare providers, establish clear communication channels and the importance of mock drills for managing medical emergencies in OPD's effectively. (6)