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School of Business

Master of Business Administration MBA Dual Specialization
Semester End Examination - May 2024

Duration : 180 Minutes
Max Marks : 100

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) You have been appointed as a hospital consultant for Saroj Trauma care Hospital, Agra to renovate their emergency department. How will you plan and outline the essential physical facilities required for an Emergency Department within the hospital? K3 (6)

- 2) The Emergency Department in the government Hospital in Kochi, Kerala experiences a sudden surge in patient admissions due to the contagious illness., Nipah Virus. K4 (8)
Questions :
 - a) As an Emergency Medical Officer, critically Examine the situation to manage patient flow. (4)
 - b) How can you prioritize care, and reduce disease transmission risks amongst the other patients. (4)

- 3) In IRIS Hospital, Kolkata, the Hospital Administrator is tasked with planning the setup of a Catheterization Laboratory (Cathlab) to enhance cardiac care services and accommodate the growing demand for interventional procedures. The Cathlab will be a specialized facility equipped with state-of-the-art imaging technology and equipment to perform diagnostic and therapeutic procedures for various cardiovascular conditions. The Hospital Administrator collaborates with cardiologists, radiologists, nurses, and biomedical engineers to ensure the efficient and effective design and implementation of the Cathlab. K4 (8)
Questions :
 - a) What are the key factors influencing the need for a Catheterization Laboratory (Cathlab) in IRIS Hospital? (4)
 - b) What are the essential equipment and resources needed for the Cathlab, and how should they be prioritized during the planning phase?(4)

- 4) Examine the role of staff nurse during the admission of the patients in the general ward. K4 (4)
- 5) AMRI Hospital, located in Salt Lake, Kolkata, is a prominent healthcare facility known for its advanced medical services. However, like any hospital, it faces challenges related to Hospital-Acquired Infections (HAIs), which can pose significant risks to patients and staff. On a busy evening in the emergency department of AMRI Hospital, a patient arrives with symptoms suggestive of a Hospital-Acquired Infection (HAI). The patient presents with a high fever, severe abdominal pain, and diarrhea, raising concerns about infections like *Clostridium difficile* (C. diff) or other multidrug-resistant pathogens. K3 (9)
- Questions:
- a) How would you analyze the potential causes of hospital-acquired infections (HAIs) in the emergency department of AMRI Hospital? (3)
 - b) What steps would you implement to isolate and manage the patient suspected of having a Hospital-Acquired Infection effectively? (3)
 - c) Can you describe how healthcare professionals would carry out proper hand hygiene techniques and use personal protective equipment (PPE) when treating the patient with suspected HAIs? (3)
- 6) In NIMHANS (National Institute of Mental Health and Neurosciences), Bangalore, ensuring the safety of patients, staff, and visitors is paramount. As part of its disaster management program, the institute regularly conducts mock drills for fire safety to prepare everyone for emergency situations. During one such drill, the scenario involves a simulated fire breaking out in one of the hospital wings due to an electrical malfunction. The alarm blares, and staff members spring into action, following the established emergency protocols. Throughout the mock drill, observers assess the effectiveness of the response, identifying areas for improvement and providing feedback to further enhance the hospital's emergency preparedness. Amidst the controlled chaos of the drill, participants gain valuable hands-on experience, honing their skills and fostering a culture of safety and preparedness within the institution. Questions: a) What criteria should observers use to evaluate the effectiveness of the mock drill?(5) b) How did the mock drill contribute to fostering a culture of safety and preparedness within NIMHANS? (5) K5 (10)

- 7) In Sunrise Hospital, Kanpur, a patient undergoes an Open Reduction Internal Fixation (ORIF) surgery following a severe orthopedic injury. The surgery is successful, and the patient begins the recovery process in the inpatient department (IPD) of the hospital. However, upon receiving the bill for the surgery and subsequent hospital stay, the patient and their attendants notice discrepancies in the billing details. Upon investigations, it was found that the patient has been incorrectly billed for additional services and procedures that were not performed during their hospitalization. These erroneous charges significantly inflate the total bill amount, causing distress and financial burden to the patient and their attendants. As the patient and their attendants confront the hospital administration regarding the incorrect billing, tensions escalate, and a heated confrontation ensues. The patient and their attendants feel deceived and outraged by the hospital's billing practices, leading to a breakdown in trust between the hospital and the patient's family.

K5 (10)

Questions :

- a) Appraise the hospital's billing procedures and identify potential weaknesses or gaps that could lead to billing errors. (5)
- b) Determine the steps the hospital administration should take to address the billing dispute and restore trust with the patient and their attendants. (5)

- 8) SSKM Hospital is a premier healthcare institution in Kolkata, catering to a large population and handling a significant number of trauma cases. Efficient triaging is essential to prioritize patient care based on the severity of their condition, ensuring timely interventions and optimizing resource allocation. The primary objective of the Triage Area in SSKM Hospital's ED is to rapidly assess, categorize, and prioritize patients according to the severity of their injuries or illnesses, thereby facilitating timely treatment and improving patient outcomes. But the triage area is facing the problems like SSKM Hospital experiences a high influx of patients, including trauma cases, leading to overcrowding and increased pressure on the Triage Area. Despite being a large hospital, resource constraints, including shortage of staff, equipment, and beds, pose challenges in effectively managing the Triage Area. The Triage Area must be prepared to handle mass casualty incidents, natural disasters, and other emergencies, requiring robust disaster management protocols.

K5 (15)

Questions :

- a) Assess the potential strategies to improve efficiency in the Triage Area considering the challenges faced by SSKM Hospital. (5)
- b) Evaluate the strategies to address the over crowding in the Triage area. (5)
- c) Recommend the triage protocols for Emergency department of SSKM hospital. (5)

- 9) Promhex multi-speciality hospital has a strong presence in Greater Noida. The hospital is having the best team of doctors and staff, who believes in providing best healthcare services at affordable cost. In the Emergency Department of the hospital, the staff encounters a challenging medico-legal case involving a 20-year-old male who attempted suicide due to anxiety and depression.

K6 (18)

Case Description:

A 20-year-old male, Mr. Amit, was brought to the Emergency Department of Promhex Hospital by his family members after attempting suicide by consuming a large quantity of prescription medication like antidepressants. Mr. Amit has a history of anxiety and depression, for which he was receiving treatment from a psychiatrist. However, he recently experienced a worsening of symptoms, including severe anxiety attacks and feelings of hopelessness, leading to his suicide attempt.

Upon arrival at the hospital, Mr. Amit was found to be unconscious and in critical condition. The medical team immediately initiated life-saving interventions, including gastric lavage, administration of antidotes, and respiratory support. Despite the prompt medical intervention, Mr. Amit remained unconscious and was admitted to the Intensive Care Unit (ICU) for further monitoring and treatment.

As the hospital administrator, Ms. Bisakha, was notified of the situation, she immediately initiated the hospital's protocol for handling medico-legal cases involving attempted suicide. Ms. Bisakha coordinated with the hospital's legal team to ensure compliance with all legal and ethical obligations while providing medical care to Mr. Amit.

Questions:

- a) What information would Ms. Bisakha compile to ensure that the hospital's protocol for handling medico-legal cases involving attempted suicide is thorough and addresses all legal considerations? (6)
- b) Discuss the ethical dilemmas and challenges faced by healthcare providers when caring for patients who have attempted suicide. (6)
- c) Create a protocol for hospital staff to follow when managing suicide attempts as medico-legal cases, to ensure comprehensive care and follow-up support for patients and their families. (6)

- 10) ESIC Hospital, Jhilmil is a leading healthcare facility in New Delhi, serving a diverse patient population from various socio-economic backgrounds. The hospital offers comprehensive medical services, including consultations, diagnostic tests, surgeries, and post-operative care. However, the hospital recognizes the importance of patient counseling in ensuring informed decision-making, promoting treatment adherence, and enhancing patient satisfaction. The Medical Superintendent aims to establish a standardized patient counseling process and documentation system to facilitate effective communication, empower patients with relevant information, and improve overall healthcare outcomes.

K6 (12)

Questions:

- a) Design a documentation system to track and record patient counselling interactions effectively at ESIC Hospital. Outline key components of the documentation process, including informed consent documentation, treatment plans, and follow-up notes. (6)
- b) Design a comprehensive patient counseling protocol tailored to the diverse needs of the patient population at ESIC Hospital. (6)