

**2023**

**BBA(HM) 4th Semester Examination**

**BBA (Hospital Management)**

**Hospital Operations Management**

PAPER — CC — 8

Full Marks : 60

Time : 3 hours

*The figures in the right-hand margin indicate marks.*

*Candidates are required to give their answers  
in their own words as far as practicable.*

*Illustrate the answers wherever necessary.*

Answer **all** questions.

1. Answer **any ten** of the following questions :  
2×10=20

*(a)* State the definition of Voluntary Agency  
with a suitable example.

( 2 )

- ~~(b)~~ What are the scopes of operations management?
- ~~(c)~~ Write down any two functions of Gantt Chart.
- ~~(d)~~ What do you understand by Professional Management?
- ~~(e)~~ State any two guiding principles of hospital planning.
- ~~(f)~~ What are the roles of Quality Control Committee?
- (g) Describe HDU of a hospital.
- ~~(h)~~ What do you understand by AYUSH?
- ~~(i)~~ Write down the members of Disaster Management Committee.
- (j) Describe CCU of a hospital.
- ~~(k)~~ State the role of Bottom Level Management.
- ~~(l)~~ State about facility planning.
- (m) Write down any two challenges of professional management.
- (n) What do you understand by counselling service?
- ~~(o)~~ Write down the differentiation between Public and Private hospitals.

( 3 )

2. Answer *any four* of the following questions :

5×4=20

(a) Briefly discuss about the Governing Body. 5

~~(b)~~ Explain about the Quality Control Committee. 5

~~(c)~~ Write down the importance of professional management in Indian hospitals. 5

(d) Describe about the classification of hospital. 5

(e) Explain about hospital financial planning. 5

~~(f)~~ State the differentiation between clinical and non-clinical units of a hospital. 5

3. Answer *any two* of the following questions :

10×2=20

~~(a)~~ Define CEO. State the qualities of a CEO. What are the responsibilities of CEO?

1+3+6=10

(b) Briefly describe the guiding principles of hospital planning. State about facility planning. 7+3=10

( 4 )

~~(c)~~ Explain about the management structure of a proposed hospital. 10

(d) What are the challenges faced by a hospital in professional management? Describe the strategies to overcome these challenges.

5+5=10

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