



PANIMALAR INSTITUTE OF TECHNOLOGY
OBM 752 HOSPITAL MANAGEMENT
QUESTION BANK
ACADEMIC YEAR 2023-2024

OBM752

HOSPITAL MANAGEMENT

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OBJECTIVES:

To understand the fundamentals of hospital administration and management.

To know the market related research process.

To explore various information management systems and relative supportive services.

To learn the quality and safety aspects in hospital.

UNIT I OVERVIEW OF HOSPITAL ADMINISTRATION 9

Distinction between Hospital and Industry, Challenges in Hospital Administration – Hospital Planning- Equipment Planning – Functional Planning

UNIT II HUMAN RESOURCE MANAGEMENT IN HOSPITAL 9

Principles of HRM – Functions of HRM – Profile of HRD Manager –Human Resource Inventory – Manpower Planning.

UNIT III RECRUITMENT AND TRAINING 9

Different Departments of Hospital, Recruitment, Selection, Training Guidelines – Methods of Training – Evaluation of Training – Leadership grooming and Training, Promotion – Transfer.

UNIT IV SUPPORTIVE SERVICES 9

Medical Records Department – Central Sterilization and Supply Department – Pharmacy – Food Services - Laundry Services.

UNIT V COMMUNICATION AND SAFETY ASPECTS IN HOSPITAL 9

Purposes – Planning of Communication, Modes of Communication – Telephone, ISDN, Public Address and Piped Music – CCTV.Security – Loss Prevention – Fire Safety – Alarm System – Safety Rules.

TOTAL: 45 PERIODS

OUTCOMES: At the end of the course, the student should be able to:

Explain the principles of Hospital administration.

Identify the importance of Human resource management.

List various marketing research techniques.

Identify Information management systems and its uses.

Understand safety procedures followed in hospitals.

UNIT 1

Overview of Hospital Administration

Q.1 List out the factors responsible for development of hospitals.

Ans. : The following factors played important role in the development of hospitals.

- Advances in Medical Sciences
- Development of Technological Sophistication and Specialization
- Development of Professional Nursing
- Advances in Medical Education
- Contribution by Industrialist
- Support by Health Insurance
- Role of Government

Q.2 Write the main functions of the hospital management system.

Ans. : The main functions of the hospital management system includes the following vital points.

- The hospital management system organizes the stable functioning of daily tasks and interactions.
- Hospital Management System is a special tool to support the smooth operating of the software components that are vital for the clinic administration.
- The hospital records management software keeps a track of all the operations, stores the users' data, performs its analysis and generates the reports.

Q.3 Elucidate the role of IT in Hospital Planning.

Ans. : Due to government incentives for a fully meaningful Electronic Medical Records system (EMR System), hospitals need to integrate IT throughout the entire facility. Preparation for this included coordinating an array of data closets, support spaces and infrastructure for the EMR upgrade that would integrate current and future medical planning of campus and hospital buildings.

Q.4 How does team work management pave way for successful hospital ?

Ans. : Facilitating teamwork and collaboration are essential for managing a successful hospital. Managers can influence innovative teamwork by : • Preparing, summarizing, and formatting information for staff consumption. • Serving as a mediator between goals, strategies, and day-to-day activities. • Promoting innovative operational approaches Healthcare managers oversee team initiatives, especially frontline employees. Such teams collaborate to resolve patient and work flow issues. Thus, managers bridge informational gaps that ensure innovation reaches the right outlets.

Q.5 Write down the importance of functional planning with strategic principle.

Ans. : Functional planning is the continual analysis, planning, and monitoring required to successfully meet goals and objectives. At typical strategic management process generally includes four components. 1. Analysis and assessment – analyze the current and internal environment assessment 2. Strategy formulation – develop the strategic plan 3. Strategy execution – translate the plan into tactical plans and actions 4. Evaluation – conduct ongoing evaluation of performance to strategy

Q.6 Write the Impact of Regulations on Hospital Planning and Designing.

Ans. : Patient safety is the reason for all of the regulations, codes, standards, etc., and to that end they do serve a good purpose. But most of the regulations, codes and standards are very prescriptive, meaning that they tell the designer what to do and in many cases how to do it. This method of prescriptive regulation can limit or eliminate the innovation in health care design. Additionally, there are so many regulations, rules, codes, and standards that once they are all found, read, understood, and applied, the design can be extremely complicated and costly. The designer needs a research team to vet out all the regulations before starting the project.

Q.7 Enlist the Steps for designing the Hospital Planning.

- Need Assessment
- Feasibility Report
- Architects brief
- Request for Proposal
- Appointment of Consultant

Q.8 Write the Principles of Hospital Planning.

- Protection from unwanted and unnecessary disturbances to help speedy recovery
- Separation of dissimilar activities
- Control the nurse's station should be positioned strategically to enable proper monitoring of visitors entering and leaving the ward, infants, and children should be protected from theft and infection, etc.
- Circulation all the departments, yet keep the mall together; separate types of traffic, yet save steps for everybody; that is all there is to hospital planning

Q.9 Explain classification of hospitals based on ownership(NOV/DEC 2022)

Ans. : The ownership based classification includes the sub types namely

- Public Hospital (Government hospital) These hospitals are owned and managed by government and/or autonomous bodies e.g. Civil Hospital, Sargodha, Pakistan Institute of Medical Sciences, National Institute of Child Health etc.
- Private Hospital (Non- Government hospital) Owned by private people or entrepreneur, can be further classified into. a) Commercial b) Non-profit

Q10. Write the Challenges in Hospital Administration. (NOV/DEC 2022)

1. Business and professional leaders who were initiated into the hospital scene as trustees of voluntary hospitals;
2. The large number of physicians who are especially worry about the facilities and services available for the care of their patients;
3. Professional organizations which prescribe various standards of hospital operation while granting approval to the hospitals;
4. Academicians who are concerned about matching what they teach with the requirements of the patients and hospital administration;
5. Labour demanding standards of employment and working conditions.

Part - B

Q.1 Explain in detail about the classification of hospitals.

Q.2 Explain about the hospital management system functions.

Q.3 Write down the Seven Steps of Functional Planning via Strategic Planning.

Q.4 Briefly explain the components of the functions of Hospital Administration.

Q.5 Write down the challenges faced in Hospital Administration.

Q.6 What is hospital planning ? Explain its principle involved in it along with its components. (NOV/DEC 2022)

Q.7 Explain how hospital is different from industry (NOV/DEC 2022)

UNIT 2

Human Resource Management in Hospital

Part A

Q.1 Define HRM.

Ans. : • Human Resource Management (HRM) is concerned with employees both as individuals and as a group in attaining goals.

- It is also concerned with the behavior, emotional and social aspects of personnel. It is concerned with the development of human resources i.e., knowledge, capability, skill, potentialities, and attaining and attending employee goals, including job satisfaction.
- Human resource management is pervasive in nature and it is concerned with the management of human resources of an organization consisting of all individuals engaged in any of the organizations activities at any level.
- HRM covers all levels i.e. low, middle and top and categories of employees such as unskilled, semiskilled, skilled, technical, professional, clerical, managerial and non-managerial. It covers both organized and unorganized employees.

Q.2 List the objectives of human resource management.

- Obtaining and developing the right personnel,
- Providing effective motivation and leadership.

- Paying attractive remuneration and treating them like brothers and sisters,
- Effective utilization of human resources in the achievement of organizational goals.

Q.3 Write down the HRM roles.

Ans. : HRM roles include the following

- To apply quality and productivity principles to improve HRM function.
- To make consistent, clear, complementary and synergistic policies
- To facilitate implementation of quality and productivity interventions

Q.4 What are the benefits of Human Resource Development ?

Ans. : Some of the benefits of Human Resource Development are as follows :

- Systematic planning to support the organizational mission. Increased capacity to achieve the organization's goals
- Clear definition of each employee's work responsibilities and link to organization mission
- Greater equity between compensation and level of responsibility
- Defined levels of supervision and management support
- Increased level of performance and efficient utilization of employee's skills and knowledge
- Cost savings through improved efficiency and productivity
- Increased ability to manage change

Q.5 How can the behavioral skills of its employees be enhanced ?

Ans. : • To enhance the behavioral skills of its employees, hospitals should initiate leadership programmes for its doctors and also the staff.

- The environment in which health care professionals practice is one in which conflict and the need for negotiation abounds.

- In order to develop as managers and senior leaders, individuals must know how their peers, subordinates, and supervisors perceive them.

Q.6 What does the training program include ?

Ans. : A hospital generates medical wastes which may be harmful if not properly disposed. As a result their training program include :

- How to handle bio-hazard, used syringes and other medical wastes.
- Separation of waste into recyclable and non-recyclable components.
- learning how to operate hospital oriented cleaning machines.
- Maintain a log of cleaning activities done.

Q.7 List out the HRM practices and policies.

Ans. : HRM plays a significant role in global healthcare systems. Human resource management refers to the practices and policies needed to carry out the personnel aspects of management.

These include : a. Analyzing jobs

b. Planning manpower needs and recruiting competent people

c. Selecting best people

d. Appraising performance and potential on ongoing basis

e. Socializing, training and developing people

f. Managing compensation

g. Communicating

h. Building employee commitment.

Q.8 List out the managerial functions in HRM.

- Planning
- Organising

- Directing
- Controlling

Q9.Describe the steps in job analysis.

The steps in conducting job analysis are as follows:

1. The analysis should commence with a fairly brief statement of initial requirements.
2. A description of the responsibilities under broad headings such as physical effort, mental effort and responsibilities.
3. Environment and conditions of service are to be considered and analyzed.
4. The constraints, difficulties and pressure of the job should also be brought out.

Q10.What are the steps involved in Manpower Planning. (NOV/DEC 2022)

Manpower planning involves the following steps:

- i. Scrutiny of the present personnel strength
- ii. Anticipation of manpower needs
- iii. Investigation of turnover of personnel
- iv. Planning job requirements and job descriptions.

Q11. What is exit-interview? (NOV/DEC 2022)

The exit-interview is a useful tool to study labour turnover. When an employee is leaving, he is generally willing to be candid and may share his bitter experiences. The organization's weak spots are revealed, which can ultimately help reduce turnover and in building the morale of the remaining employees in the hospital.

Part – B

Q.1 Explain the managerial and operative functions in HRM ?

Q.2 Explain about Manpower Planning and its significance.

Q.3 Explain in detail about the profile and role of HR manager ?

Q.4 Write few ways to develop HRD Programs in Hospitals Training Programs.

Q.5 Write down about Human Resource Inventory (HRI) in detail.

Q.6 Write the factors influencing Human Resource Planning.

Q.7 Explain in detail about the Planning of Job Requirements and Job Descriptions. (NOV/DEC 2022)

Q.8 What is Human Resource Management? List out the principles of HRM. (NOV/DEC 2022)

UNIT 3

Recruitment and Training

Q.1 List out few departments found in hospitals.

Ans. :

- i. Outpatient Department (OPD)
- ii. Inpatient Service (IP)
- iii. Medical Department
- iv. Nursing Department
- v. Paramedical Department
- vi. Physical Medicine and Rehabilitation Department vii. Operation Theatre Complex (OT)
- viii. Pharmacy Department, Radiology Department (X-ray).

Q.2 Write about Inpatient Service (IP).

Ans. : If OPD is the show window of the hospital, the IP is the heart of the hospital. The IP service provides lodging, diet and medical care. Conveniently, it can be divided into:

- Wards and rooms
- Nurses station

- Dietary services
- Sanitary facilities and other requirements
- The Ward can be Intensive Care Wards (ICU), Intermediate Care Wards and Isolation Wards.

Q.3 What is CSSD ?

Ans. : Central Sterile Supply Department (CSSD) is important department which supplies sterile articles throughout the hospital. CSSD handles contaminated, clean and sterile articles.

Work flow in CSSD :

Receiving, Washing, Drying, Accounting, Sorting, Packing, Sterilization, Sterile storage, Issue. The articles should move in one direction from receipt to issue. The location should be such that the wards and departments can have easy access.

Q.4 What are the functions of personnel department ?

Ans. : The personnel department has the following functions, directed to the welfare of the personnel.

- Recruitment of personnel
- Interviewing prospective employees
- Promotion and transfer of employees
- Termination of employment
- In service training programme
- Remuneration and incentives
- Safety
- Health programme
- Recreation

Q.5 What will be the impact of promotion ?

Ans. : The implementation of promotion has the capacity to :

- Improve employee retention.

- Reduce overhead and costs associated with unnecessary searches.
- Improve morale.
- Broaden opportunities for qualified candidates.
- Break down barriers to internal promotions.

Q.6 List out the two methods of training ?

Ans. :

- On-the-job training
- Off-the-job training

Q.7 Why is evaluation of training becomes necessary ?

Ans. :

- Training evaluation basically helps with the discovery of training gaps and opportunities in training employees.
- Training evaluation collects information that can help determine improvements on training programs and help trainers decide if certain programs should be discontinued.
- The training evaluation process is essential to assess training effectiveness, help improve overall work quality, and boost employee morale and motivation by engaging them in the development of training programs.
- Training evaluation is a systematic process to analyze if training programs and initiatives are effective and efficient.

Q.8 Explain the term “Training Effectiveness” ?

Ans. : Training effectiveness is the degree to which trainees are able to learn and apply the knowledge and skills acquired during the programme. It is influenced by the attitudes, interests, values and expectations of the trainees and the training environment. A training programme is likely to be more effective when the trainees want to learn, are involved in their jobs and have career plans. Contents of training programme, and the ability of trainers also determine training effectiveness to a certain extent. Some of the criteria to measure training effectiveness are the trainees’ reactions, their extent of learning, improvement in job behaviour, and the results at the job.

Q.9 Write down the Problems encountered in hospital staff training programs ?

Ans. : Problems encountered in hospital staff training programs are as follows :

1. Lack of rational and systematic assessments of the needs for training at all levels.
2. Fragmentation and low accountability of responsible agencies in organizing training programs.
3. Low concern for associated costs by management, as they think training courses need a lot of money for mid- and high-level hospital employees.

Q.10 Define Selection. (NOV/DEC 2022)

Selection is the process of choosing from among the pool of the prospective job candidates developed at the stage of recruitment. Even in case of highly specialised jobs where the choice space is very narrow, the rigour of the selection process serves two important purposes :

- It ensures that the organization gets the best among the available, and
- It enhances the self-esteem and prestige of those selected and conveys to them the seriousness with which the things are done in the organisation.

Q11. What are the types of transfer? (NOV/DEC 2022)

- Production transfers
- Replacement transfers
- Versatility transfers
- Shift transfers

Part – B

Q.1 Explain in detail about recruitment and selection.

Q.2 List out and explain the various departments in hospital.

Q.3 Explain about the steps in human resource planning and the role of human resources manager in health sector.

Q.4 Write down the skills for healthcare management.

Q.5 Briefly explain about the training and development of hospital employees.

Q.6 Explain the two methods of training in detail. (NOV/DEC 2022)

Q.7 Explain in detail about the process of Promotion. (NOV/DEC 2022)

UNIT 4

Supportive Services

Q.1 Write the advantages of CSSD.

- Need for fewer supervisory staff.
- Greater care in overcoming staff deployment problems in case of absenteeism.
- Optimum equipment utilization.
- Smaller capital and power costs.
- Greater flexibility in production planning.
- Overall economy.

Q.2 Explain the objectives of Central Sterile Services Department (CSSD).

Ans. : The objectives of central service include the following : • To provide inventoried supplies and equipment to customer areas.

- To promote better patient care by providing prompt and accurate service.
- To provide supplies of sterile linen packs, basins, instruments, and other sterile items.
- To maintain an accurate record of the effectiveness of the cleaning, disinfecting, and sterilizing processes.

Q.3 What is Decontamination Process ?

Ans. : Decontamination is the physical or chemical process that renders an inanimate object that may be contaminated with harmful microbial life safe for further handling. The objective of decontamination is to protect the preparation and package workers who come in contact with medical devices after the decontamination process from contracting diseases caused by microorganisms on those devices.

Q.4 List the various types of Packaging.

- Textiles
- Nonwovens
- Pouch packaging
- Rigid container systems

Q.5 Define Mechanical Indicators.

Ans. : Sterilizers have gauges, thermometers, timers, recorders, and/or other devices that monitor their functions. Most sterilizers have automatic controls and locking devices. Some have alarm systems that are activated if the sterilizer fails to operate correctly. Records are maintained and review for each cycle. Test packs (Bowie-Dick test) are run at least daily to monitor functions of each sterilizer, as appropriate. These can identify process errors in packing or loading.

Q.6 Define Sterilization Process.

Ans. : Bacterial spores are the most resistant of all living organisms because of their capacity to withstand external destructive agents. Although the physical or chemical process by which all pathogenic and nonpathogenic microorganisms, including spores, are destroyed is not absolute, supplies and equipment are considered sterile when necessary conditions have been met during a sterilization process.

Q.7 List any 4 characteristics of good medical record.

- Accurate : Medical record should be accurate. Otherwise, there is no meaning of keeping medical records. To justify the purpose medical record should be accurate.
- Complete : It must contain sufficient data written in sequential order of events to justify the diagnosis and warrant the treatment.
- Adequate : Medical records should contain all the necessary information and complete progress not written by the attending doctor.
- Comprehensive : Medical records should contain comprehensive and adequate information to point and easily understood.

Q.8 Write down the objectives of the Medical Record Department.

Ans. : The objective is to evaluate the existing medical record keeping system and evaluate the effectiveness of the current medical record system. The objectives include :

1. To evaluate the existing medical record keeping system.
2. To assess and evaluate the effectiveness of the current medical record system.
3. To assess the logical and legal aspects of the current medical record keeping system.
4. To identify the shortcomings if any & provide suitable recommendation to improve the existing Medical Recording system.

Q.9 List few Auxiliary Services.

Ans. : Auxiliary services in hospital activities which are directly related to neither care, nor support care, but contribute to facilitate the service. The Auxiliary service include

- Registration and Indoor case records
- Stores
- Transport
- Mortuary
- Dietary Services
- Engineering and Maintenance services
- Hospital Security

Q10.What is Pharmacy?

The pharmacy is one of the most extensively used therapeutic facilities of the hospital. A good pharmacy is a blend of several things: - qualified personnel, - modern facilities, - efficient organization and operation, - sound budgeting, - the support and cooperation of the medical, nursing and administrative staff of the hospital.

Q11.What is autoclaving? (NOV/DEC 2022)

Sterilization of instruments, operating packs, trays, etc. is performed by heating them with pressurized steam or by gas sterilization. Steam sterilization is called autoclaving.

Q12. What is the size of active laundry inventory? (NOV/DEC 2022)

In planning and maintaining linen stock, a stratified inventory system is generally used. This means that for every piece of linen in use, there are four others either being processed or held in store. Therefore, the active inventory consists of items used daily multiplied by five.

Part - B

Q.1 Explain in detail about food chain and obstacle to avoid in food service.

Q.2 Explain in detail about laundry services.

Q.3 Brief about the responsibility of pharmacist in Hospital Pharmacy.

Q.4 Explain about Decontamination Process ?

Q.5 Write down about the need, advantages, functions and objectives of CSSD ?

Q.6 Explain about the levels and components of medical care ?

Q.7 i) List and explain the functions of Medical Record Department.

ii) Explain about objectives and functions of CSSD. (NOV/DEC 2022)

Q.8 Explain briefly about various types of hospital services. (NOV/DEC 2022)

UNIT 5

Communication and Safety Aspects in Hospital

Q.1 List the widely used communication technologies in hospitals.

Ans. :

- Electronic Dashboards
- Mobile Computing
- Electronic Health Records(EHR)
- Digital Voice Communication
- Hospital Intranet and Emails

- Handheld Wireless Devices
- Digital Radiography

Q.2 Explicate the healthcare surveillance risks.

Ans. :

- Reliance - CCTV cameras are a very important aspect and tool for hospitals but it's crucial for hospitals to maintain a good level of physical security personnel on staff.
- Privacy concerns - Patient privacy is important and should be considered when installing security cameras. Do not install cameras in those areas considered private or in those areas where their privacy may be captured on video.
- Camera tampering - Tampering can be an issue especially when cameras are installed on low-level ceilings or hallways. A tampered with a camera can be damaged or can interrupt video from recording. We suggest you consider other security measures if you notice and interrupted signal or misaligned camera.

Q.3 Write down the general recommendations for fire safety in hospitals.

1. Hospitals of high rise buildings are found to be utilizing the cellars for generators and transformers, which is strictly prohibited.
2. Canteens, OP blocks, dormitories and pathological labs are not allowed in cellars.
3. Regular refresher training courses for the fire brigade personnel.
4. Recommendation for creating Rural Fire Services in areas which are not at present under any full time Fire Service cover.

Q.4 Write the purpose of robust communication system in every hospital/healthcare zone.

Ans. : The following establishments are made to fulfill the purpose of the robust communication system in every hospital.

- i) Appoint/ designate a public information spokesperson to coordinate hospital communication with the public, the media and the health authorities.
- ii) Establish an information desk to provide the requisite information at regular intervals and to serve as a hub for volunteer mobilization and management. The list of casualties along with their status shall be displayed at a prominent place outside the casualty / emergency ward, in both english and the local language, which shall be periodically updated.

- iii) Develop a robust communication protocol, including streamlined mechanisms for information exchange between hospital administration, department heads and facility staff.
- iv) Brief hospital staff about their roles and responsibilities during crisis situations.

Q.5 Elucidate effective and ineffective communication.

Ans. : The use of effective communication among patients and healthcare professionals is critical for achieving a patient's optimal health outcome. Communication with regards to patient safety can be classified into two categories :

- Prevention of adverse events and
- Responding to adverse events. Use of effective communication can aid in the prevention of adverse events, whereas ineffective communication can contribute to these incidences. If ineffective communication contributes to an adverse event, then better and more effective communication skills must be applied in response to achieve optimal outcomes for the patient's safety.

Q.6 What are all the challenges faced by Internal Communication(IC) ?

Ans. : Risks in Patient Safety due to

- Gaps in timely availability of patient information.
- Real-time difficulties in contacting medical staff immediately.
- Unclear verbal commands.
- Misinterpretations in executing physician's instructions.
- Overlooking changes in health status.
- Absence of collaboration between hospital staff including physicians, nurses, technicians.

Q.7 List few healthcare and NHS audio applications.

Ans. : Typical healthcare and NHS audio applications

- Traditional and IP Public Address (IP PA) / Tannoy
- Next Patient / Call for Patient
- Audio over IP (AoIP) Applications

Q.8 Write down the advantages of Hospital Security Camera.

- Safety & security - Security cameras installed throughout a hospital prevent crime, medical insurance claims, break-ins, and allow security operators to monitor the property for patients in trouble or unauthorized visitors in restricted areas.
- Employee productivity – CCTV cameras present throughout the property helps to improve employee communication between departments or buildings, therefore heightening productivity.
- Employee disputes - When you have clear, detailed proof of video employee disputes can easily be resolved. Incidents in question can solve disputes quickly when using surveillance cameras.
- 24hr real-time monitoring - Hospital cameras can be monitored or viewed from various different platforms such as PC, Mac, iPhone and Android. Cameras no longer have to be monitored and view from one single location.

Q.9 Write the points to be remembered while setting cameras in hospitals.

Ans. :

- Install security cameras so they may monitor and record all exit and entries of the hospital building its imperative to capture detailed video of those leaving and entering the premises.
- Hallways should monitor and recorded as well. All activity from employees, visitors and patients can be visually monitored by guards and staff.
- Cameras should be installed at all fire escapes and in elevators.
- Parking garages and lots should also be monitored. This includes all loading areas.
- Restricted areas should have cameras installed to maintain that only authorized users are granted access.
- Both the exterior and interior of the hospital should have cameras installed.

Q.10 List the hospital engineering service provision for fire protection according to NABH.

1. Fire-fighting installation approval must be obtained.
2. Location of control room should be easily accessible.
3. Control panel & manned, PA equipment should be connected with detection system or fire alarm system.

4. Pumps and pump room.
5. Two separate pumps i.e. electric and diesel pump should be available.
6. Provision of forced ventilation should be there.
7. Arrangement of filling Fire tenders.
8. Four way fire inlet must be present in case of emergency.

Q11. Classify the various alarms in a hospital. (NOV/DEC 2022)

- 1) Fire alarm
- 2) Medical Gas Alarm
- 3) Blood Bank Alarm
- 4) Narcotics Alarm
- 5) Cold Room and Walk-in Cooler Alarm
- 6) Voltage Fluctuation Alarm
- 7) Elevator Alarm
- 8) Security Alarm
- 9) Patient Emergency Alarm
- 10) Code Blue Alarm

Part – B

Q.1 Explain Fire security in hospitals.

Q.2 Write the Surveillance risks, advantages of CCTV camera.

Q.3 Explain about communication and decision making.

Q.4 Explain how nurse communication skills leads to success and its benefits.

Q.5 Explain the Internal Communication(IC) technologies used in hospitals and the challenges faced in it.

Q.6 Write down the purpose and importance of communication in hospitals.

Q.7 Explain in detail about i) Telephone system ii) ISDN iii) Public Address and Piped Music. iv) CCTV(NOV/DEC 2022)

Q.8 i) Compose the actions to be done when there is a fire in your area. ii) Elaborate the basic responsibilities of every hospital employee in case of fire safety (NOV/DEC 2022)