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B.Tech. DEGREE EXAMINATION, DECEMBER 2023
Sixth Semester

18BME367T – HOSPITAL MANAGEMENT SYSTEM
(For the candidates admitted from the academic year 2020-2021 to 2021-2022)

Note:

- (i) **Part - A** should be answered in OMR sheet within first 40 minutes and OMR sheet should be handed over to hall invigilator at the end of 40th minute.
- (ii) **Part - B & Part - C** should be answered in answer booklet.

Time: 3 hours

Max. Marks: 100

PART – A (20 × 1 = 20 Marks)

Answer **ALL** Questions

	Marks	BL	CO	PO
1. Predict the customer need that help in keeping a company in the market from the following (A) Excess needs (B) Excellent needs (C) Basic needs (D) Performance needs	1	1	1	1
2. Identify the operational definition of goals (A) Objectives (B) Action plan (C) Target (D) Plans	1	1	1	1
3. Aligning and evaluating employees performance with company's set goals is called (A) Appraisal management (B) Performance management (C) Attainment management (D) Design management	1	1	1	1
4. Performance management is always (A) Goal oriented (B) Performance oriented (C) Sales oriented (D) Result oriented	1	1	1	1
5. When in the process of trying to identify the critical X-es for an LSS project a belt creates. (A) FMEA (B) X-Y diagram (C) NP chart (D) Pareto chart	1	1	2	12
6. Who is considered to be father of six sigma? (A) Bill Smith (B) Walter Schwarz (C) Jack Wetch (D) Robert Nich	1	1	2	12
7. The concept of six sigma was developed by (A) General electric (B) Motorola (C) Honey well (D) Dupont	1	1	2	12

8. DPMO stands for 1 1 2 1
 (A) Defects for meter opportunities (B) Defects per million opportunities
 (C) Defects per month of opportunities (D) Defects per millimeter of opportunities
9. Identify the percentage accuracy in the six sigma process 1 1 3 1
 (A) 99.8% (B) 99.1%
 (C) 99.05% (D) 99.99966%
10. Six sigma process not applicable to 1 1 3 1
 (A) Health care (B) Business administration
 (C) Selecting best employees of the year (D) Supply chain
11. The decision to request an increase of resources for a project is the responsibility of the 1 1 3 1
 (A) Functional manager (B) Project manager
 (C) Director (D) Customer
12. In which of the following project phases is the project schedule development? 1 1 3 1
 (A) Conceptual (B) Planning
 (C) Implementation (D) Design
13. Which of the following is not project management goal? 1 1 4 1
 (A) Keeping overall costs within budget (B) Delivering at the agreed time
 (C) Maintaining a happy team (D) Avoiding customer complaints
14. Identify the following which is not considered as a risk in project management 1 1 4 1
 (A) Specific delays (B) Product competition
 (C) Testing (D) Staff turn over
15. The process each manager follows during the life of a project is known as 1 1 4 1
 (A) Project management (B) Manager life cycle
 (C) Project management life cycle (D) Customer life cycle
16. A 66% risk in healthcare is considered as 1 1 4 1
 (A) Very low (B) Low
 (C) Moderate (D) High
17. Which federal legislation enacted the medicare and medicated program? 1 1 5 12
 (A) Public law 89-97 of 1912 (B) Public law 89-97 of 1965
 (C) Public law 89-97 of 1920 (D) Public law 89-97 of 1985
18. In as given population the number of deaths due to cancer per 100 total deaths is called as 1 1 5 12
 (A) Case fatality rate (B) Proportional mortality ratio
 (C) Crude death rate (D) Survival rate

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|------------------------------------------------------------------------------------------|---|---|---|---|
| 19. The sample registration scheme (SRS) is the main source of information on | 1 | 1 | 5 | 1 |
| (A) Morbidity rate | | | | |
| (B) Fertility rate | | | | |
| (C) Mortality rate | | | | |
| (D) Birth rate and death rate | | | | |
| 20. Telemedicine is the use of medical information exchange from one site to another via | 1 | 1 | 5 | 1 |
| (A) Written communication | | | | |
| (B) Electronic communication | | | | |
| (C) Print communication | | | | |
| (D) Verbal communication | | | | |

PART – B (5 × 4 = 20 Marks)

Answer **ANY FIVE** Questions

- | | Marks | BL | CO | PO |
|------------------------------------------------------------------------------------------------------------------------|-------|----|----|----|
| 21. List the principles of quality management. | 4 | 1 | 1 | 1 |
| 22. Indicate the core components of quality management. | 4 | 1 | 1 | 1 |
| 23. Compare six sigma and lean. | 4 | 2 | 2 | 12 |
| 24. Justify with your answer that process modeling is a visual flow chart of ordered activities in a discrete process. | 4 | 3 | 2 | 1 |
| 25. Write the process of physician office charting. | 4 | 3 | 3 | 1 |
| 26. Write some examples of clinical and administrative data. | 4 | 3 | 4 | 1 |
| 27. Sketch the three dimensional classification of information management activities. | 4 | 2 | 5 | 1 |

PART – C (5 × 12 = 60 Marks)

Answer **ALL** Questions

- | | Marks | BL | CO | PO |
|-----------------------------------------------------------------------------------------------------|-------|----|----|----|
| 28. a. Explain the strategic planning process. | 12 | 1 | 1 | 1 |
| (OR) | | | | |
| b. Describe the generic questions or benchmarking visit. | 12 | 2 | 1 | 1 |
| 29. a. Discuss the six sigma process flow chart. | 12 | 1 | 2 | 12 |
| (OR) | | | | |
| b. Summarize the cause and effect diagram. | 12 | 1 | 2 | 12 |
| 30. a. Write in detail about the information that should be captured as part of process assessment. | 12 | 3 | 3 | 1 |
| (OR) | | | | |
| b. Explain the sample gap analysis template for an identified process. | 12 | 1 | 3 | 1 |
| 31. a. Describe the general relationship among provider information applications. | 12 | 2 | 4 | 1 |

(OR)

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|---------------------------------------------------------------------------------------------------------------------------------------------|----|---|---|---|
| b. Discuss the virtual representation of population health cycle. | 12 | 1 | 4 | 1 |
| 32. a. Summarize the relationship among planning directing and monitoring during strategic tactical and operational information management. | 12 | 1 | 5 | 1 |
| (OR) | | | | |
| b. Write about the organizational structures for information management in a hospital. | 12 | 3 | 5 | 1 |

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