

National Board of Examinations

Question Paper Name : DNB Hospital Administration Paper4
Subject Name : DNB Hospital Administration Paper4
Duration : 180
Total Marks : 100
Display Marks: No

Maximum Instruction Time : 0

Question Number : 1 Question Id : 32718732804 Consider As Subjective : Yes

Please write your answers in the answer booklet within the allotted pages as follows:-

Question Number	Answer to be attempted within	Question Number	Answer to be attempted within
Q. 1	Page 1-5	Q. 6	Page 26-30
Q. 2	Page 6-10	Q. 7	Page 31-35
Q. 3	Page 11-15	Q. 8	Page 36-40
Q. 4	Page 16-20	Q. 9	Page 41-45
Q. 5	Page 21-25	Q. 10	Page 46-50

1. a) Enumerate 3 specific challenges which are commonly encountered in managing operations of accident and emergency services in hospitals. [3]
b) Discuss various measures to prevent/mitigate these challenges. Describe how the suggested measure/s will help. [7]

Question Number : 2 Question Id : 32718732805 Consider As Subjective : Yes

Pharmacy services is a significant revenue center in any corporate hospital. This is also a major cause of dissatisfaction for the patient and their families. What are the various measures you will undertake to plan this department so that it is not only a revenue center but also makes patients and their family happy? [10]

Question Number : 3 Question Id : 32718732806 Consider As Subjective : Yes

- a) Significance of intramural and extramural transportation services in any hospital. [3]
b) What all will you consider at the planning stage to have smooth operations in the hospital even when you have to expand the building in future? [7]

Question Number : 4 Question Id : 32718732807 Consider As Subjective : Yes

- a) Significance of maintaining medical records in a hospital. [2]
b) What do you understand by EMR? How will you switch over to EMR in a running hospital? Discuss the challenges likely to be encountered and step you will take to ensure smooth roll out. [8]

Question Number : 5 Question Id : 32718732808 Consider As Subjective : Yes

What do you understand by 'Value Added Services' in a hospital? Identify 2 such activities which you feel are required in government hospitals but are not provided. In case, you are asked to provide these services, how will you plan and roll out these services? [10]

Question Number : 6 Question Id : 32718732809 Consider As Subjective : Yes

Government hospitals are often blamed for poor housekeeping and sanitation services. Explain root cause analysis of this problem and identify key problem areas. Suggest practical measures which needs to be taken to address these problems. [10]

Question Number : 7 Question Id : 32718732810 Consider As Subjective : Yes

- a) Mortuary services. [5]
- b) CSSD. [5]

Question Number : 8 Question Id : 32718732811 Consider As Subjective : Yes

Dirty and torn linen supply is a major dissatisfier in most of the hospitals. You have in-house laundry services. What are the various measures you will undertake to ensure that linen which is supplied to various hospital areas is clean and not torn? [10]

Question Number : 9 Question Id : 32718732812 Consider As Subjective : Yes

What is PACS? What all is required to have this system in the hospital? Discuss various advantages of this system. [10]

Question Number : 10 Question Id : 32718732813 Consider As Subjective : Yes

In the COVID pandemic, availability of oxygen emerged as a major challenge. How will you plan oxygen storage and supply system in a hospital? Describe various measures you will have in place to take care of any redundancy or sudden surge in demand for oxygen. [10]