



MUTHAYAMMAL ENGINEERING COLLEGE

(An Autonomous Institution)

(Approved by AICTE, New Delhi, Accredited by NAAC & Affiliated to Anna University)

Rasipuram - 637 408, Namakkal Dist., Tamil Nadu



Must Know Concepts (MKC)

BME

2021-2022

Subject		19BMC11 HOSPITAL MANAGEMENT / 19MDC11 HOSPITAL MANAGEMENT		
S. No.	Term	Notation (Symbol)	Concept/Definition/Meaning/Units/Equation/Expression	Units
1.	Hospital management		Hospital management is the field relating to leadership management, and administration of public health systems, health care system, and hospital networks in all primary, secondary and tertiary sectors.	
2.	Aspects of industrial relations		1.Promotion and development of healthy labour -management relations 2.maintenance of industrial peace and avoidance of industrial strife. 3.Development and growth of industrial democracy	
3.	Biggest challenges in healthcare sector		1.Burden of preventable medical errors 2.medical information explosion 3.The slow diffusion or medical knowledge 4.Good care costs less	
4.	Health challenges		High blood pressure, heart disease, Stroke, liver disease, and digestive problems, cancer, mental problems, social problems and alcoholism.	
5.	Hospital planning		Planning is the forecasting and organizing the activities required to achieve the desired goals.	
6.	Requirements of hospitals		Environment, occupancy, safety, security, ventilation, water supply, waste disposal, sanitation, maintenance, material specifications, fire protection.	
7.	Medical equipment planning		It involves equipment survey, budgeting, selection, technical specifications and procurement of medical equipment.	
8.	Functional planning		The main function of the hospital is to provide the population with complete health care it also functions as the centre for the training of health works.	

9.	Subjects in hospital management		<ol style="list-style-type: none"> 1.Principles of management 2.Marketing Management 3.Managerial communication 4.Organizational behavior 5.Health care economics 6.Health management 7.Fundamental of healthcare administration 8. Hospital planning. 	
10.	Strategic planning		<ol style="list-style-type: none"> 1.Goal setting 2.Gather and analyze information 3. Formulate a strategy 4. Implement your strategy 5. Evaluate and control 	
11.	Types of hospitals		<ol style="list-style-type: none"> 1.General 2.speciality 3.Government and University or Colleges 4. Medical centers. 	
12.	Planning process in hospital		<ol style="list-style-type: none"> 1. Identifying problems and oportunities 2.Inventorying and forecasting conditions 3.Formulating alternative plans 4.Evaluating alternative plans 5.Comparing alternative plans 6.slecting plan 	
13.	Organizing management		Organizing involving assigning tasks, graphing tasks into department, delegating authority,and allocating resources across the organization.	
14.	Examples of organizing management		Preparation of accounts, making sakes, record keeping, quality control, inventory control	
15.	Types of management		<ol style="list-style-type: none"> 1. Top level managers 2.middle level managers 3.First-line managers. 4.Team leaders 	
16.	Industrial relation advantage		<ol style="list-style-type: none"> 1. Increased productivity 2.Higher retention rates 3.Enhanced motivation 4.less absenteeism 5.Increased Revenue 	
17.	Telemedicine		Telemedicine refers to the provision of remote clinical services, via real -time two -way communication between the patient and the health care.	
18.	Telemedicine uses		Telemedicine makes it easier and more convenient for patients to stay healthy and engaged in their health care.	
19.	Examples of Telemedicine		Digital transmission of medical imaging	

			Remote medical diagnosis and evaluation and video consultation.	
20.	Types of medical waste		<ol style="list-style-type: none"> 1.General 2.infectious 3.Hazardous 4. Radioactive 	
21.	Colour coding for medical waste		<ol style="list-style-type: none"> 1.Yelloew-Pathological waste 2. Red -Contaminated waste (recyclable) 3. White- sharp waste 4. Blue - Medical glassware waste 	
22.	Importance of waste management		Waste management involves the regular collection, transportation as well as processing and disposal or recycling and monitoring of different types of waste management.	
23.	Biomedical waste		Biomedical waste or hospital waste is any kind of waste containing infectious materials. Biomedical waste may be solid or liquid	
24.	Types of biomedical waste		<ol style="list-style-type: none"> 1.Human anatomical waste 2.Animal wastes 3.Microbiology and biotechnology wastes 4.sharp wastes 5.Discarded medicine and cytotoxic drugs 	
25.	Biomedical segretion		Segretion refers to the basic separation of different categories of waste generated at source and thereby reducing the risk as well as cost of handling and disposal.	
26.	Human resource department management		Human resource management is a strategic approach to the effective Management of people in a company or organization such that they help their business gain a competitive advantage.	
27.	Principle of HRM		<ol style="list-style-type: none"> 1.Deal with people as complete individuals 2.make people feel worth-while and related 3.Treat all employees with justice 4. Rewards should be earned ,not to be given 5. Supply employees with relevant information 6. Human resources management is not personal 	
28.	Functions of HRM		Job analysis, recruitment, hiring and selection, training and development, compensation and benefits, performance Management, managerial relations and	

			labor relations	
29.	HRD manager		Human resource managers all responsible for ensuring that the overall administration, coordination and evaluation of human resources plans and programs are realized.	
30.	Responsible for HRD Manager		Planning, organizing and controlling the activities and actions of the HR department.	
31.	Tools of HRD		<ol style="list-style-type: none"> 1.HRMS 2.Performance solutions 3.Recruiting software 4.Payroll service 5.Benefits management platform 6.Employee engagement tools 	
32.	Human resources inventory		Human resources inventory also known as the basic information on all the employees like their education, experience, skills, age, gender, salary related data, job preference and special achievements.	
33.	Areas of HR		<p>There are five main areas in HR management</p> <ol style="list-style-type: none"> 1. Staffing 2. Development 3.compensation 4.Safety and health 5.Employee and labor relations 	
34.	Manpower planning		Manpower planning is the process of estimating the optimum number of people required for completing a period task or a goal within time.	
35.	Objectives of manpower planning		The objectives of manpower planning is to forecasting staffing level needs and work with company managers to make sure each department is properly staffed.	
36.	Recruitment in HRM		Recruitment refers to the Process of identifying, attracting, interviewing, selecting, hiring and on-boarding employees.	
37.	Types of recruitment		<p>Two Types of recruitment</p> <ol style="list-style-type: none"> 1. Internal recruitment 2. External recruitment 	
38.	Selection		Selection is the process of choosing the most suitable candidates	
39.	Training in HRM		It is referred to as teaching specific skills and behavior to employees for effective performance of their task	
40.	Evaluation of training		Training evaluation refers to the Process of collecting the outcomes needed to	

			determine if training is effective.	
41.	Methods of training		<ul style="list-style-type: none"> • Technology based learning • Simulators • On-the-job-training • Coaching/mentoring • Instructor-led training • Role playing • Films and videos • Case studies 	
42.	Leadership in HRM		A key role of HR is ensuring that the organization has the right people performing well in leadership roles at all level.	
43.	Types of leadership		<ul style="list-style-type: none"> • Four types of leadership • Direct • Coach • Support • Delegate 	
44.	Promotion in HRM		The advancement an employee from one job position to another job position is called promotion.	
45.	Communication		Communication is used in human resources to relay information from directors to employees	
46.	Nature of HRM		<ul style="list-style-type: none"> • Pervasive function • Result oriented • Tactful approach • People centric • Integrative action • Continuous process 	
47.	Scope of HRM		<ul style="list-style-type: none"> • Employees hiring • Remuneration • Employee motivation • Employee maintenance • Industrial relations • 6. Prospects of employees 	
48.	Leadership Styles		<ul style="list-style-type: none"> • Human resource development • Competitive advantage • Approaches of HRM • Defining leadership • Autocratic leadership style • Bureaucratic leadership style • Charismatic leadership Style • Laissez-faire leadership style 	
49.	Barriers of HRM		<ul style="list-style-type: none"> • lack of support • Perception • Incompatibility of information • Approach confliction • Absence of operating manager's Co-ordination 	

50.	Modes of communication in HRM		<p>There are three modes of communication in HRM</p> <ul style="list-style-type: none"> • 1. Interpersonal • 2. Interpretive • 3. Presentational 	
51.	Marketing		It is broader concept which is driven from customers demand.	
52.	Marketing Research		Marketing research is the process of designing, gathering, analyzing and reporting information.	
53.	Marketing information system(MIS)		MIS is a set of procedures and methods for the regular, planned collection, analysis and presentation of information for use in marketing decisions	
54.	Marketing Research Process		<ul style="list-style-type: none"> • Defining the problem and research objectives. • Developing the research plan for collecting information. • Implementing the research plan- collecting and analyzing the data. • Interpreting and reporting the findings. 	
55.	Components of MIS		<ul style="list-style-type: none"> • Internal records system • Marketing research system • Marketing intelligence system 	
56.	MIS supplies types		<p>3 types</p> <ul style="list-style-type: none"> • 1. Recurrent information • 2. Monitoring information • 3. Requested information 	
57.	Recurrent information		This is the data that an MIS supplies periodically about the market share of a specific product and customers awareness of company's brands.	
58.	Monitoring information		The data obtained from regular scanning of certain sources such as trade journals and other publication.	
59.	Requested information		This information is developed in response to some specific request by the marketing manager.	
60.	Need for Marketing information		Customer needed, marketing environment, competition.	
61.	Sources of MIS		Sales analysis, cost analysis, financial records.	
62.	Need for marketing research		<ul style="list-style-type: none"> • Change in technology • Change in consumers taste • Market demand 	
63.	Purpose of marketing research		<ul style="list-style-type: none"> • Gain a more detailed understanding of consumers needs. 	

			<ul style="list-style-type: none"> • Reduce the risk product/business failure • Forecast future needs. 	
64.	Consumer buying behavior		Buying behavior of individuals and households that buy product for personal consumption.	
65.	Consumer Market		All individuals and households who buy products for personal consumption.	
66.	Types of buyer		<ul style="list-style-type: none"> • Customer • Consumer • Institutional buyer • 4. Ultimate buyer 	
67.	Buyer decision process		<ul style="list-style-type: none"> • Five stages • Need recognition • Information search • Evaluation of alternatives • Purchase decision • 5. Post purchase behavior 	
68.	Types of buying decision behavior		<ul style="list-style-type: none"> • Complex buying behavior • Variety-seeking behavior • Dissonance-reducing buying behavior • 4. Habitual buying behavior 	
69.	Characteristics affecting consumer behavior		<ul style="list-style-type: none"> • Cultural • Social • Personal • Psychological 	
70.	Types of buying situations		<ul style="list-style-type: none"> • New task • Modified re-buy • Straight re-buy 	
71.	WTO		World trade organization	
72.	Definition of WTO		It is only global international organization dealing with the rules of trade between nations.	
73.	Functions of WTO		<ul style="list-style-type: none"> • Administering trade agreement. • Reviewing national trade policies. • Settling trade disputes. 	
74.	The WTO main activities		<ul style="list-style-type: none"> • Negotiating the reduction. • Monitoring and administering the applications of the WTO. • Monitoring and reviewing the trade policies 	
75.	Basic principles of WTO		<ul style="list-style-type: none"> • Non discrimination • Transparency • Binding and enforceable commitments • 4. Reciprocity 	
76.	Management		<ul style="list-style-type: none"> • It is the co-ordination and administration of the tasks to 	

			achieve a goal.	
77.	Decision		<ul style="list-style-type: none"> • Being able to decide clearly. • Process of diagnosis or treatment plane is formulated. 	
78.	Information system		<ul style="list-style-type: none"> • It provide a common source of information about a patient health history. 	
79.	Types of information system		<ul style="list-style-type: none"> • Transaction processing system, • decision support system, • knowledge management system, • learning management system, • database management system, • Office information system. 	
80.	clinical information system		It is an information system designed especially for use in the critical care environment like ICU, etc...,	
81.	Components of clinical information system		<ul style="list-style-type: none"> • EHRs. • CPOE system. • Digital source of medical evidence. • Decision support tools. 	
82.	Administrative information		It support the process of client care by managing non clinical, client \related information.	
83.	Support service		The functions within the hospital which carry out much of the ground work.	
84.	Technical information		Information technology presents numerous opportunities for important and transforming health care which include, reducing the human error.	
85.	Medical transcription		A person who transcript medical reports dictated by a physician concerning a patient's health care.	
86.	Medical report		It serves as the central repository for planning patients care and documenting communication.	
87.	Medical reports contains		It consist patients identification information, the patients health history & Medical examination fielding.	
88.	Sterilization		It is a process of making something free from bacteria or other living micro organisms.	
89.	Types of sterilization		<ul style="list-style-type: none"> • Plasma gas sterilizer. • Autoclave. • Vaporize hydrogen peroxide sterilizer. 	
90.	Plasma gas sterilization		Plasma sterilized by a process called oxidation .The plasma produces a chemical reaction in which all micro organisms are deactivated.	
91.	Autoclave		It a machine that provides a physical	

			method of sterilization by killing bacteria, virus, etc ...,	
92.	Vaporize hydrogen peroxide sterilization		It is a low temperature sterilization process commonly used to sterilize heat-sensitive devices.	
93.	Method of sterilization		It can be achieved by a combination of heat, chemicals, irradiation high pressure & filtration.	
94.	Central sterilized supply department (CSSD)		CSSD is a service responsible for receiving, storing, processing, distributing & controlling the professional supplies & equipments for all users unit of hospital.	
95.	CSSD areas		Decontamination, assembly and processing, sterilizing, sterile storage & distribution.	
96.	Pharmacy		It is a health care service which comprises the preparing, storing and dispensing medicines and medical devices, advising health care professional & patients on their safe effective and efficient use.	
97.	Types of pharmacy		<ul style="list-style-type: none"> • Pharmaceutics, • clinical pharmacy, • pharmaceutical chemistry, • analytical chemistry, • organic chemistry, • pharmacognosy, • microbiology, • biochemistry & • Pharmacology. 	
98.	Food service		Health care food service that provides for the nutritional needs of inpatients .E.g. those needing special diets, preparing meals Etc...,	
99.	Laundry service		Hospital laundry receives all the linen materials from different areas like ward, OT, OPD & office area where they undergo process of sorting, washing, extracting, drying, ironing, folding mending & delivery.	
100.	Hospital information system (HIS)		HIS is an element of health informatics that focused on the administrative needs of hospitals.	
101.	Quality		It providing the care the patient needs when the patient needs it.	
102.	Quality System		A set of policies, process & procedure required for planning & execution.	
103.	Management		Management is the co-ordination & administration of tasks to achieve a goal.	

104.	Documentation		A term relating to a patient care or medical record.	
105.	Quality auditing		It is the process of systematic examination of quality system carried out by an internal or external quality auditor or an audit team.	
106.	ISO (Abbreviation)		<ul style="list-style-type: none"> • International Organization for Standardization. 	
107.	ISO		ISO stands for provide tools to assess & evaluate conformity, affording a solid technical base for health legislation.	
108.	ISO 9000		A set of international standards on quality management & quality assurance.	
109.	ISO 9001		As the international standard that specifies requirement for quality system.	
110.	ISO 9002		Model for quality assurance in production & installation.	
111.	ISO 9003		Model for services quality assurance in final inspection & test.	
112.	Features of ISO		<ul style="list-style-type: none"> • Increased efficiency. • Reduced cost. • Improve customer satisfaction. • More engaged employees. • Reduced risks. 	
113.	Environmental management		To designed & implemented in a system local hospital in an effort to control organization landfill waste & improve environmental performance.	
114.	NABA		National Air Barrier Association.	
115.	JCI		<ul style="list-style-type: none"> • Joint Commission International. 	
116.	NABL		National Accreditation Board for testing and calibration laboratories. To provide third party assessment to ensure excellent quality & technical competence of testing & calibration laboratories.	
117.	Security		Protect patients & hospital staffs to make sure they are safe.	
118.	Prevention		Action taken to decrease the change of getting a disease or condition.	
119.	Fire safety		Set of practices intended to reduce the destruction caused by fire.	
120.	Alarm system		It designed to signal the presence of a hazard requiring urgent attention.	
121.	Medical safety		It refers to the safety regarding the medical devices, diseases & health care of the diseased patients.	
122.	Health insurance		It coverage typically pays for medical surgical & prescription drug.	
123.	Health care		It defined as the prevention & treatment	

			of disease through medical professional services.	
124.	Medical audit		It is a process used by health professional to assess, evaluate & improve care of patients in a systematic way.	
125.	Hazards		It is a potential source of harm or adverse health effort on a person or persons.	
126.			<p>Planning a new hospital starts with setting goals for the hospital, without which the organization cannot have a definite direction or focus. Which of the following areas is not considered by an organization while studying existing hospital facilities in an area?</p> <p>(a) Bed ratio (b) Hospital occupancy (c) Physical condition of facilities (d) Volume of services provided (e) Perception of patients</p>	
127.			<p>Centralization principle of management science has brought the existence of central sterile services department (CSSD) in large hospitals. The significance of CSSD is:</p> <p>(a) To bring advancement in medical science to provide betterment of humanity (b) To help the doctors to develop leadership qualities and human relationship abilities (c) To bring efficiency and economy in the centralization of sterilization of syringes activity in one location for use all over the hospital (d) To help nonmedical staff to learn administrative skills (e) To help medical professionals to develop management attitudes.</p>	
128.			<p>There are various operational research models used in the areas of hospital and healthcare management. Which of the following models is used in the capital rationing of resources like budget allocation, transfer pricing, etc.?</p> <p>(a) Assignment model (b) Transportation model (c) Dynamic programming model (d) Sequencing model (e) Linear programming model.</p>	
129.			All drugs are classified individually on the basis of A-B-C, X-Y-Z, H-M-L, V-	

			<p>E-D, F-M-S and G-O-F analysis. The set of these six classifications, to which every item belongs, is then defined as a new category in the multiple basis approach to selective inventory control (MBASIC) system called classification-combination. Apart from this classification combination, If nonmoving drugs (N) along with the drugs classified on the basis of value, unit price, consumption pattern and sources of supply are considered, the total number of possible classification combinations that can emerge is:</p> <p>(a) 27 (b) 81 (c) 243 (d) 729 (e) 810.</p>	
130.			<p>A medical audit committee comprises professionals from different departments of a hospital. Which of the following may act only as an observer in committee meetings?</p> <p>(a) Heads of medical departments (b) Nursing superintendents (c) Head of pathology (d) Director of medical services (e) Administrator.</p>	
131.			<p>A hospital is a vital organization and stands unique and incomparable to any other organization. Which of the following is considered an important part of a new hospital plan, not only for aesthetics and access, but also to utilize the potential to capture or avoid natural energy?</p> <p>(a) Provision for disasters (b) Functional requirements (c) Future expansion (d) Environmental impact analysis (e) Citing and orientation.</p>	
132.			<p>Which of the following is determined by calculating deaths after 24 hours of hospital admission?</p> <p>(a) Gross death rate (b) Random death rate (c) On-the-spot death rate (d) Net death rate (e) Chronic death rate.</p>	
133.			<p>Harrison suggested different methods of monitoring of medical audit. Which of the following methods of monitoring</p>	

			<p>is based on the primary idea of learning from mistakes?</p> <p>(a) Peer review</p> <p>(b) Sentinel cases</p> <p>(c) Criterion-based audit</p> <p>(d) Surveys</p> <p>(e) Comparison of the small groups in the same field.</p>	
134.			<p>Laboratory and diagnostic services are of paramount importance in a hospital because</p> <p>(a) The relationship formed at this stage go a long way in building overall image of the hospital</p> <p>(b) This stage forms the initial contact point between patient and the hospital</p> <p>(c) Any amount of effort expended at this stage is less, unless one can delight the patient</p> <p>(d) They properly receive the patients and brief them about the investigations</p> <p>(e) Their indirect interaction also has a definite bearing on the final outcome of the patients satisfaction</p>	
135.			<p>A hospital requires checking and understanding the applicability of the standard clauses for the institution. In India, all the hospitals have been certified for</p> <p>(a) ISO 9000</p> <p>(b) ISO 9001</p> <p>(c) ISO 9002</p> <p>(d) ISO 9003</p> <p>(e) ISO 9004</p>	
136.			<p>According to Gordon's classification of prevention of disease includes all except one:</p> <p>A. Primary prevention</p> <p>B. Universal prevention</p> <p>C. Selective prevention</p> <p>D. Indicated prevention</p> <p>Ans: A</p>	
137.			<p>Prevent complications is included in which level of prevention ?</p> <p>A. Primary</p> <p>B. Primordial</p> <p>C. Secondary</p> <p>D. Tertiary</p> <p>Ans: C</p>	
138.				
139.			<p>Epidemiology does not include which study?</p>	

			<ul style="list-style-type: none"> A. Frequency B. Distribution C. Description D. Determination <p>Ans: C</p>	
140.			<p>New cases in population during a fixed period is determined by :</p> <ul style="list-style-type: none"> A. Incidences Rates B. Prevalence Ratio C. Attack Rate D. Disability Rates <p>Ans: A</p>	
141.			<p>Which is the skeleton of organisation?</p> <ul style="list-style-type: none"> A. Organisational Function B. Organisational Structure C. Decentralisation D. Co-ordination <p>Ans: B</p>	
142.			<p>Which services are not a part of the hospital services:</p> <ul style="list-style-type: none"> A. Essential Services B. Additional Services C. Utility Services D. Administrative Services <p>Ans: B</p>	
143.			<p>Which is not the basis of classification of hospital:</p> <ul style="list-style-type: none"> A. Specialty B. Functional C. Size D. Shape <p>Ans: C</p>	
144.			<p>Which of the following is not a functional division of hospital:</p> <ul style="list-style-type: none"> A. Primary B. Secondary C. Tertiary D. Quaternary <p>Ans: C</p>	
145.			<p>Care provided by the hospital on day care basis includes all except:</p> <ul style="list-style-type: none"> A. MPT B. Cataract Operation C. Sterilisation D. Caesarian Section <p>Ans: C</p>	
146.			<p>Health promotive services not includes:</p> <ul style="list-style-type: none"> A. Growth monitoring B. Health screening C. Mental counseling D. Treatment of ARI <p>Ans: C</p>	
147.			<p>The COPP had concluded that an OPD</p>	

			<p>doctor examines :</p> <p>A. 10-20 Patients per Day B. 25-40 Patients per Day C. 50-75 Patients per Day D. 75-90 Patients per Day</p> <p>Ans: B</p>	
148.			<p>"Shopping Window" of a hospital is :</p> <p>A. Operation Theatre B. ICU C. OPD D. Cafeteria Services</p> <p>Ans: C</p>	
149.			<p>For Electro conduction of OT floors?</p> <p>A. Conduction should be sufficient to dispense with static electricity B. Super conductive process should occur C. Conduction should be for alternative current D. Lag time conduction should occur</p> <p>Ans: A</p>	
150.			<p>Air change required per hour in an operation theater is :</p> <p>A. 10-12 B. 16-18 C. 28-30 D. 58-60</p> <p>Ans: B</p>	
<p>Faculty Team Prepared Dr. G. Sudha, Prof/ BME.</p>			<p>Signature:</p>	

Subject Expert

HOD

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