

Course No: HSM3313
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 Management 2
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 Using Calculator (No)

University of Palestine



final Exam
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 Total Grade:

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 Using Dictionary (No)

First question:

(10 Marks)

Match the following terms on the left column with its meaning on the right column

1	Hospital Administration	is a large establishment where ill or injured people receive medical and surgical treatment.
2	Hospital Management	A facility, often associated with a hospital or medical school, that is devoted to the diagnosis and care of non-hospitalized patients.
3	Hospital	is the protection, promotion, and optimization of health and abilities, prevention of illness and alleviation of suffering through diagnosis and treatment of individuals, families, communities, and populations
4	Occupational Health	to make changes to a business, system, etc. in order to make it more efficient, especially by spending less money
5	System	is a medical treatment facility specializing in acute care of patients who present without prior appointment, either by their own means or by ambulance.
6	Rationalization	is a section specifically assigned to manage the hospital as a business
7	Leadership	has been described as the behavior of an individual when directing the activities of a group toward a shared goal.
8	An emergency department	refers to the identification and control of the risks arising from physical, chemical, and other workplace hazards in order to establish and maintain a safe and healthy working environment.
9	Nursing	A set of detailed methods, procedures, and routines created to carry out a specific activity, perform a duty, or solve a problem
10	Outpatient clinic	The set of activities or tasks associated with planning, organizing, directing, controlling, and use of available human and material resources to achieve the hospital objectives efficiently and effectively to provide the best quality service and reduce the cost

Second question:**(10 Marks)**

Answer the following question by using the mark (T) for the right statement and the mark (F) for the wrong statement.

1. Hospital public relations department responsibility is to connect the hospital with its community.
2. Occupational Health Guards the workers from work hazards, and keep their physical, mental, social health.
3. Outpatient Services are those services require overnight hospital stay.
4. The hospital pharmacy is responsible for providing medication for inpatients department, hospital employees, and oncology patients.
5. Due to the unplanned nature of patient attendance, the Emergency department must refused provide initial treatment for attending patients.
6. It is not important to consider type of disease when serving meals for in-patients in a hospital.
7. The Great Man theory assumed that some people are born to lead whereas others are born to be led.
8. Everyday” Leaders includes Parents, Teachers, Neighbors, Veterans, Team Coach.
9. Types of clients requiring EMS services include patients cannot take public or private transportation due to their medical and physical condition (fractures, CVA, ...etc.).
10. Organizations are open systems because they are not affected by their environment

Statement NO.	1	2	3	4	5	6	7	8	9	10
ANSWER										

Third question:**(20 Marks)**

The following are 20 MC questions, in each one, please check the only one correct answer

1. General Hospitals:

- a. Treat a wide variety of illnesses and ages.
- b. Offers only a particular type of care
- c. Works for specific community
- d. All of them

2. Outpatient services:

- a. Also called “Ambulatory care”
- b. They often provide diagnostic and treatment services.
- c. Provided to persons who are not hospitalized.
- d. All of them
- e. None of them

3. The governmental hospital are owned by:

- a. Group of physicians
- b. The Ministry of Health
- c. Military personnel
- d. b + c
- e. None of them

4. Organization includes the following components:

- a. Goal and mission
- b. Structure and environment
- c. Culture and resources
- d. a + c
- e. a +b + c

5. The following are main components make up a hospital's culture except :

- a. Values and Ethics
- b. Heroes
- c. Patients
- d. Social network
- e. Symbols & Slogans

6. Biological hazards may cause occupational disease for hospital workers are the following except:

- a. Tuberculosis (TB)
- b. low back pain
- c. Hepatitis B & C
- d. HIV
- e. Rubella

7. Hospital Curative function is:

- a. The secondary function of the hospital
- b. The primary function of the hospital and concerned with providing patient care
- c. Concerned with preventive patient care
- d. All of them
- e. None of them

8. Centralization:

- a. Ensures better decision making, coordination
- b. Not requires strong administrative skills and leadership.
- c. Delegation is major component
- d. Cost-effectiveness due to less skilled administrators.
- e. a + d

9. The main Function of the hospital is:

- a. Preventive function
- b. Curative function
- c. Training function
- d. Research function
- e. All of them

10. All the following are true about crowding in ED except:

- a. Decrease role of PHC
- b. ED close for 3 days before crowding occur
- c. Inefficient triage system
- d. Non-Urgent Visits
- e. absent of communication

11. All are roles and functions of the nurse except:

- a. Caregiver
- b. Rehabilitator
- c. Medication Prescriber
- d. Comforter
- e. Communicator

12. The objective of Occupational Health (OH) is to protect all hospital workers from work hazards through the following actions except:

- a. Apply the legislation and rules
- b. Develop and implement the OH programs.
- c. Negotiate salaries and benefits
- d. Minimize the OH diseases and accidents
- e. Keep safe work environment

13. Reasons for shifting the focus from inpatient (IP) to outpatient (OP) are:

- a. Rising cost of hospital care
- b. Shortage of hospital beds
- c. lack of appointment system
- d. a + b
- e. B + c

14. Patients visit the Out Patient clinics for various purposes, like:

- a. Investigation, referral, consultation
- b. Dialysis
- c. Daycare treatment and post discharge follow up
- d. a + c
- e. all of them

15. An emergency department (ED), also known as:

- a. Orthopedic Accident Department
- b. Casualty department
- c. Intensive Care Unit (ICU)
- d. Operation room
- e. All of them

16. Proposed strategies for rationalization at hospital are:

- a. Reduce inappropriate admission
- b. Reduce inappropriate days of service
- c. Standard services as in guidelines
- d. All of them
- e. None of them

17. Several reasons beyond the overuse of imaging request at the hospitals include:

- a. For more investigation
- b. According to patient request
- c. Private patients
- d. Nothing to do for the patient
- e. All of them

18. Unit Dose Drug Dispensing System (UDDDS) includes the following except:

- a. Is being implemented in hospital
- b. Also applied at primary healthcare centers
- c. Daily pharmaceutical monitoring of medical prescriptions
- d. The dose is enough for 24 hours only
- e. It is part of clinical pharmacology

19. Occupancy rate is an important indicator, which measure:

- a. Actual use of hospital's bed
- b. Number of patients seen by a physician
- c. Number of deaths at the hospital 48 hours after admission
- d. Time utilized by doctors for each patient
- e. b + d

20. Effects of Emergency Department crowding includes:

- a. Reduced Quality
- b. Treatment Delays
- c. Patient Mortality
- d. a + b
- e. All of them

Fourth question:

(20 Marks)

1. Explain your understanding for the term **Rationalization**, and discuss the reasons make it necessary especially for our case in health sector?
2. Patients and families evaluate hospitals not only for their level of clinical care, but also for the quality of Hospitals Hotel Services. Discuss this statement and give 4 suggestions for improvement?
3. The essence of leadership is the ability to influence others. To have influence, however, one also must have power. What kind of power that help leaders to influence others? Explain it briefly?
4. Hospital manager must have different types of skills to help him effectively manage a hospital. Enumerate these skills and briefly explain them?

Good luck