

Course No:HSM2309  
Course Title: Health Management 1  
Date: 28/05/2014  
No. of Questions: (4)  
Time: 2hours  
Using Calculator (No)

University of Palestine



Final Exam  
2013/2014  
Total Grade:

Instructor Name: Dr. R. Baroud  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: \_\_\_\_\_  
Dep. / Specialist: \_\_\_\_\_  
Using Dictionary (No)

**Question One:**

**(10 marks)**

**Answer the following by using correct ( T ) for the correct statement and ( F ) for the wrong statement:**

1. The Palestinian healthcare system is financed by donor contributions, governmental health insurance, and taxes.
2. Most of hospitals in Palestine are general hospital, there are some special hospitals for example pediatric and ophthalmic hospitals.
3. Nowadays, there is shifting of the focus from Inpatient to Outpatient because rising cost of hospital care
4. Nursing as profession is the diagnosis and treatment of human response to actual and potential health problems.
5. The selection of the best and the most suitable applicants for employment in the health organization is the pharmacists function.
6. Proper management of human resources is not related to providing a high quality of health care.
7. Organizations are closed systems, they affect and are affected by their environment.
8. Organization internal environment includes all the elements outside the organization's boundaries.
9. Suppliers are peoples and organizations who provide raw materials the organization uses to produce its output.
10. In Emergency department patients are seen in order of illness severity, not in order of attendance.

10	9	8	7	6	5	4	3	2	1	question
										الإجابة الصحيحة

Course No:HSM2309  
 Course Title: Health Management 1  
 Date: 28/05/2014  
 No. of Questions: (4)  
 Time: 2hours  
 Using Calculator (No)

University of Palestine



Final Exam  
 2013/2014  
 Total Grade:

Instructor Name: Dr. R. Baroud  
 Student No.: \_\_\_\_\_  
 Student Name: \_\_\_\_\_  
 College Name: \_\_\_\_\_  
 Dep. / Specialist: \_\_\_\_\_  
 Using Dictionary (No)

**Question Two:**

**(10 Marks)**

**Second question:**

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

1	<b>Healthcare System</b>		A facility, often associated with a hospital or medical school, that is devoted to the diagnosis outpatients.
2	<b>Outpatient clinic</b>		Science that deals with maintaining the safety and human health, and providing safe working environments free from Causes of accidents or injuries or occupational diseases.
3	<b>Competitors</b>		People engaged in actions whose primary intent is to enhance health
4	<b>Emergency department</b>		includes all the activities whose primary purpose is to promote, restore or maintain health
5	<b>Indicators</b>		are other organizations in the same industry or type of business providing goods and services to the same set of customers
6	<b>Information system</b>		a person, usually a woman or man trained to care for the sick
7	<b>Organization</b>		is a medical treatment facility specializing in acute care of patients who present without prior appointment, either by their own means or by ambulance.
8	<b>Occupational Health</b>		variables which measure change
9	<b>Nurses</b>		is a social entity that has a collective goal and is linked to an external environment
10	<b>Human resources for health</b>		Information System is a chain of operations incorporating data collection and analysis, data storage and analysis, and interpretation.

Course No:HSM2309  
Course Title: Health Management 1  
Date: 28/05/2014  
No. of Questions: (4)  
Time: 2hours  
Using Calculator (No)

University of Palestine



Final Exam  
2013/2014  
Total Grade:

Instructor Name: Dr. R. Baroud  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: \_\_\_\_\_  
Dep. / Specialist: \_\_\_\_\_  
Using Dictionary (No)

**Question Three: (20 Marks)**

- a) Enumerate the common problems facing the work in hospitals outpatients clinics?
- b) Mention the main roles and functions of the nurse in healthcare setting?
- c) Enumerate the general problems facing Nurses and briefly discuss 2 of them?
- d) Who are the frequent users of ED? How can we decrease crowding in ED?

**Question Four: (20 Marks)**

Attached 20 MCQ questions, please select the only one correct answer from them and circle it.

1. The increasing demand for health services due to:
  - a. the high population growth rate
  - b. frequent wars and political instability
  - c. Ageing and chronic diseases
  - d. a + b + c
  - e. a + c
2. MOH ( Ministry of Health) is:
  - a. Main provider
  - b. Provide primary, secondary, and tertiary services
  - c. Purchase the unavailable health services from domestic and abroad providers
  - d. All of them
  - e. None of them
3. Health system functions are except:
  - a. Stewardship
  - b. Financing
  - c. Treat patients only
  - d. Creating resources
  - e. Delivering services
4. Outpatient Service:
  - a. Those that do not require overnight hospital stay.
  - b. A medical establishment run by several specialists

Course No: HSM2309  
Course Title: Health Management 1  
Date: 28/05/2014  
No. of Questions: (4)  
Time: 2 hours  
Using Calculator (No)

University of Palestine



Final Exam  
2013/2014  
Total Grade:

Instructor Name: Dr. R. Baroud  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: \_\_\_\_\_  
Dep. / Specialist: \_\_\_\_\_  
Using Dictionary (No)

- c. Require overnight hospital stay
- d. a + b
- e. a + c

**5. Patients visit the Outpatient clinics for various purposes, like:**

- a. Consultation and investigation
- b. Referral and admission
- c. Day care treatment and post discharge follow up
- d. All of them
- e. None of them

**6. The following are the reasons for shifting of focus from Inpatients to Outpatients except:**

- a. Rising cost of hospital care
- b. no need for Inpatients
- c. Shortage of hospital beds
- d. Shortage of hospital staff
- e. Economic importance .

**7. Nursing practice involves the following areas except:**

- a. Prescribe medication
- b. Promoting health and wellness.
- c. Preventing illness.
- d. Restoring health.
- e. Care of the dying

**8. Human Resources for healthcare include the following except:**

- a. Patients
- b. Physicians and nurses
- c. Dentists
- d. Community health workers

**9. Public Health is:**

- a. Clinical Medicine (Diagnosis and treatment)
- b. Population-focused and mainly disease prevention and health promotion
- c. Patient-focused
- d. All of them
- e. a + c

**10. Goals of Healthcare Delivery System include:**

- a. Funding of public health programs
- b. Provision of care for special populations

Course No: HSM2309  
Course Title: Health Management 1  
Date: 28/05/2014  
No. of Questions: (4)  
Time: 2 hours  
Using Calculator (No)

University of Palestine



Final Exam  
2013/2014  
Total Grade:

Instructor Name: Dr. R. Baroud  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: \_\_\_\_\_  
Dep. / Specialist: \_\_\_\_\_  
Using Dictionary (No)

- c. Coordination of government and NGOs agencies
- d. All of them
- e. b + c

**11. The macro factors of organization external environment, include:**

- a. Political and Legal
- b. Economic and Socio-cultural
- c. Technological
- d. All of them
- e. None of them

**12. Effects of emergency department crowding are the following except:**

- a. Patient Mortality
- b. Hospital closure
- c. Treatment Delays
- d. Ambulance Diversion

**13. An emergency department, also known as:**

- a. Accident & emergency
- b. Emergency room
- c. Casualty department
- d. All of them
- e. b + c

**14. The Emergency Department is equipped to immediately treat patients with:**

- a. A life threatening illness e.g: heart attack and Major injury e.g: car accidents
- b. Cold cases
- c. Vaccinations
- d. All of them

**15. Micro factors those affect the organization directly involve the following except:**

- a. Technology
- b. Customers
- c. Competitors
- d. Suppliers and
- e. Public Labour

**16. The principle reasons given by patients for using the emergency department included:**

- a. quick service
- b. ability to receive free care
- c. Easy to make lab and Radiology Investigation
- d. No time during the day (Busy)

Course No:HSM2309  
Course Title: Health Management 1  
Date: 28/05/2014  
No. of Questions: (4)  
Time: 2hours  
Using Calculator (No)

University of Palestine



Final Exam  
2013/2014  
Total Grade:

Instructor Name: Dr. R. Baroud  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: \_\_\_\_\_  
Dep. / Specialist: \_\_\_\_\_  
Using Dictionary (No)

e. All of them

**17. Redesign of Emergency Department help in decrease crowding through:**

- a. Triage system
- b. One way patient flow
- c. Training of the staff
- d. a + b + c
- e. a + b

**18. Health Indicator is:**

- a. a variable, susceptible to direct measurement
- b. reflects the state of health of persons in a community
- c. a + b
- d. None of them

**19. Characteristics of Indicators are:**

- a. Valid, Reliable, Sensitive, Specific, Feasible, Relevant
- b. Valid, Reliable, Sensitive, Specific, Feasible
- c. Valid, Sensitive, Specific, Feasible, Relevant
- d. Valid, Reliable, Sensitive, Specific, affordable, Relevant

**20. Palestinian Health Information System components includes:**

- a. HIS resources and Indicators
- b. Data sources and Data management
- c. Information products and Dissemination and use
- d. All of them

**Course No: HSM2309**  
**Course Title: Health Management 1**  
**Date: 28/05/2014**  
**No. of Questions: (4)**  
**Time: 2 hours**  
**Using Calculator (No)**

**University of Palestine**



**Final Exam**  
**2013/2014**  
**Total Grade:**

**Instructor Name: Dr. R. Baroud**  
**Student No.:** \_\_\_\_\_  
**Student Name:** \_\_\_\_\_  
**College Name:** \_\_\_\_\_  
**Dep. / Specialist:** \_\_\_\_\_  
**Using Dictionary (No)**

**Course No: HSM2309**  
**Course Title: Health Management 1**  
**Date: 28/05/2014**  
**No. of Questions: (4)**  
**Time: 2 hours**  
**Using Calculator (No)**

**University of Palestine**



**Final Exam**  
**2013/2014**  
**Total Grade:**

**Instructor Name: Dr. R. Baroud**  
**Student No.:** \_\_\_\_\_  
**Student Name:** \_\_\_\_\_  
**College Name:** \_\_\_\_\_  
**Dep. / Specialist:** \_\_\_\_\_  
**Using Dictionary (No)**

End of Questions  
*Good Luck*