

[This question paper contains 2 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 3657 L

Unique Paper Code : 6322472403

Name of the Paper : Hospital Policies (DSC-12)

Name of the Course : **B.Voc. (Healthcare Management)**

Semester : IV

Duration : 3 Hour Maximum Marks : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. **All** questions carry equal marks.
3. Attempt **Five** out of the **seven** questions.

1. (a) Explain CARE Protocol?
(b) Discuss Patient Restraint Policy types, guidelines, and legal considerations? (9,9=18)

P.T.O.

3657

2

2. Describe the Patient Feedback system and Complaint Management Process with examples in healthcare settings? (18)
3. Write a detailed note on Patient & Family Education? Explain the significance of patient identification policy in a healthcare setting. (9,9)
4. (a) What are Adverse Events?
(b) A visitor is found carrying a knife in the hospital waiting area. Explain step-by step actions that hospital staff should take in this situation? (9,9=18)
5. Discuss in detail the policies under Access , Assessment and Continuity of Care (AAC) in hospitals? (18)
6. Describe the NABH standards for care of patients with reference to COP1, COP2, COP3, COP18 & COP20. (18)
7. Describe the process of Incidence Investigation and Analysis. Explain the benefits of conducting thorough investigations and the importance of Root Cause Analysis (RCA). (18)

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