

## Marking scheme of healthcare of class 11th

Instructions) निर्देश - : (

1. All questions are compulsory. (सभी प्रश्न अनिवार्य हैं)
2. Question no **1 and 3** are long answer type questions carrying **five marks**.  
(प्रश्न 1 से 3 पांच नंबर के हैं)
3. Question no **4 to 9** are short answer type question carrying **three marks**.  
(प्रश्न 4 से 9 तीन नंबर के हैं)
4. Question no **10 to 15** are very short answer type question carrying **two marks**.  
(प्रश्न 10 से 15 दो नंबर के हैं)
5. Question no. **16 to 30** are MCQ/ One Word/ Fill in the Blank type's questions carrying **one marks** each. (प्रश्न 16 से 30 तक एक नंबर के हैं)

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Long Answer Types of Questions

**3 x 5 = 15 Marks**

**1. अस्पतालों द्वारा प्रदान की जाने वाली देखभाल के स्तर के अनुसार अस्पतालों का वर्णन करें**

**Describe Hospitals according to Level of care provided by them**

Answer - Levels of medical care Health care services are, generally, categorised at four levels, viz., primary, secondary, tertiary and quaternary. These levels represent different types of care, involving varied degrees of complexity.

Primary care level- Primary care providers may be doctors, nurses or physician assistants. It is the first level of contact with individuals, family and community, where primary health care (essential health care) is provided. Most of the health problems of people can be addressed at this level. It is at this level that health care will be the most effective. Primary health care is provided by Primary Health Centres (PHCs) and their sub-centres through multipurpose health workers, village health guides and trained health care workers

Secondary care level The next level is secondary (intermediate) health care. At this level, more complex problems are dealt with. In India, this kind of care is, generally, provided by district hospitals and community health care centres, which also serve as the first referral point. Secondary care means a patient will be taken care of by specialists. These specialists focus either on a specific body system/ part or a specific disease or condition. For example, if someone has a heart problem, the person needs to consult a cardiologist..

Tertiary care level - The tertiary level is more specialised than secondary care level. It requires specific facilities and attention of highly specialised health workers. It is provided by regional or central level institutions. For example, highly specialised equipment and expertise is required to treat coronary artery bypass surgery.

Quaternary care It is an extension of tertiary care, and is more specialised and highly unusual. All hospitals or medical centres cannot provide quaternary care. It includes experimental medicines and procedures.

Or

**एक वार्ड में रोगी के कैसे रिसीव किया जाता है, व्याख्या करें**

**Explain about reception of patient in a ward**

Answer - Introduce oneself and greet the patients and their relatives

Make efforts to establish a bond.

The GDA's behaviour has to be such that a patient gains confidence and cooperates in the medical procedures to be performed.

It is important that the patient and those who are with her/him receive attention and care in the outpatient department.

The personnel in the admission department must greet the patient and make her/him comfortable.

In emergency conditions, no time must be lost to initiate the treatment.

A critically ill patient must be put to bed immediately.

A patient, who is not very ill, can be taken for a round or two in the ward.

The GDA must introduce the patient to the nursing personnel working in the ward and make her/him aware of the facilities, including duty room, toilet and the unit prepared for her/him.

The GDA must explain the hospital policies, procedures and routine to her/him and her/his relatives.

Inform the patient about the time for meals, doctor visits, prayer service, if any, and other hospital routine.

The GDA needs to provide assistance to the patient's relatives in paying the hospital bills

The relatives may be permitted to stay in the hospital till the patient has been comfortably settled in the ward.

Diet pass or stay pass, if any, must be provided to the relatives and must be renewed timely.

The GDA must explain to patients about the type of the diet to be taken and the time when the food can be brought to the hospital.

## 2. तापमान और नाड़ी मापने की प्रक्रिया समझाइए

**Explain the procedure for measuring temperature and pulse.**

Answer - Taking body temperature

In case of fever, body temperature is measured using a thermometer

Step 1: Prepare Wash the tip of the digital thermometer with clean water and wipe it with a clean cloth. Wipe it with a tissue

paper after cleaning the surface. This will remove germs on the surface.

Step 2: Switch on Check the power button by switching on the digital thermometer to ensure that it is working. The LCD screen must read '0'. If the screen remains blank, replace the battery. Read the instructions given in the manual to replace the battery. Use the thermometer when the initial reading is correct.

Step 3: Position Place the thermometer in the mouth of the person by putting its tip at the centre at the back of the tongue before asking the patient to close the lips around it to hold it.

Step 4: Take temperature Press the button to make the appliance read the temperature. This can take few minutes. Remove the thermometer from the person's mouth and read the temperature.

Step 5: Store After you have finished using the thermometer, switch it off and clean the tip with water and wipe it with a tissue paper or dry cloth. Keep the thermometer in its protective case and store it at a safe place, away from the reach of children.

While taking the pulse, the following steps must be followed: • Press firmly but gently on the arteries using the first and second fingertips until you feel the pulse. • Count the pulse for 60 seconds (or for 15 seconds, and then, multiply by four to calculate the beats per minute). • While counting, concentrate on the beats of the pulse rather than the time.

Or

सुरक्षित कार्य वातावरण को बढ़ावा देने के लिए क्या कदम हैं

### **What are the steps to promote safe working environment?**

Answer - To promote a safe working environment, the following measures must be adopted: • A person must be aware of her/his organisation's health, safety and security procedures, and follow them at work. • Before you begin work, always: ☐ ensure risk assessments, if any. ☐ examine the workplace and see if all equipment that you use are safe and meet your organisation's health and safety policies in order to rule out risks, if any. ☐ try to eliminate anything that might pose a health and safety hazard. • Ensure that patients' needs and choices are fulfilled. Take into account all measures that protect your own safety and that of patients, staff and others while at work. • Work within the limits of your own role and responsibilities in relation to health and safety. • Take the help of your supervisors to sort out health and safety problems wherever and whenever necessary. • Report health and safety issues to superiors in line with the law and your organisation's policies.

### **3. हरित अर्थव्यवस्था में सरकारी और निजी एजेंसियों की भूमिका को उदाहरण सहित समझाइए Explain with examples the role of government and private agencies in a green economy**

Answer - Governments and local authorities make and implement sustainable development laws, policies, strategies, standards, programs, agreements with other countries and actions

The success of green economy depends on the active participation of both — public and the private sectors. Companies need to follow responsible business practices and protect the environment.

Example: Multiple stakeholders come together for implementation of a solar lighting project On a daily basis, more than 15 crore people face darkness, or at best, the dim glow of candle-lights or kerosene lamps, whose smoke is poisonous. Scientists, social workers and NGOs have come together to empower rural women and youth to make simple solar lights. A project called 'Liter of Light' is bringing light to places that need it most, by recycling plastic bottles to make lamps

Making bottle lamps Plastic bottles are filled with water and bleach (to prevent growth of algae). The bottles are then installed onto roofs of houses and begin working as a mirror on the roof, becoming a natural light bulb during the day. However, these bulbs can work only during the day.

**Or**

### **जीडीए के आवश्यक कर्तव्यों और जिम्मेदारियों की व्याख्या करें Explain essential duties and responsibilities of a GDA**

Answer — Essential duties and responsibilities

The essential duties of a GDA include the following:

1. Assist professional health care staff in performing physical examinations and related procedures, which include measuring and recording vital signs, and physiological input and output assessment
  - Patient data, such as vital signs and measurement of water intake and urination, etc., are taken and recorded according to the policies and procedures of a hospital.
  - Changes and abnormal findings in a patient's data are communicated timely to the registered nurse and other team members.
  - The patient is assisted with personal hygiene.
  - S/he is given assistance with ADLs (Activities of Daily Living), exercise and ambulation as directed by therapists and health care staff.
  - Personal care and patient-related services are provided in the patient's home or hospital as needed.

2. Help in maintaining the safety of patients
  - The patient's environment, including her/his room, examination room or treatment area is kept neat and clean. • Meal preparation and slight housekeeping duties may be necessary in the home setting to maintain a safe environment. • Equipment maintenance and safety checks are completed according to the policies and procedures followed by a hospital. • Events and incidents are reported promptly to those concerned using the health system's reporting process, which includes computer and various software.
3. Perform administrative support functions
  - Medical record duties, including file maintenance and record-keeping, are completed when necessary. • Orders related to purchases and supply of inventory are completed according to the hospital guidelines.
  - Duties, including scheduling diagnostic procedures, meeting and greeting patients, or delivering specific supplies and pharmaceuticals, are performed efficiently.
4. Master necessary skills and competencies
  - Competency in the use of new equipment (i.e., lifting and moving patients) is achieved and maintained. • Opportunities for professional development are identified and goals for self-improvement are set. • The education and development of others is fostered by sharing information learned through individual professional development. • A positive environment for the professional development of co-workers is encouraged. • Annual mandatory training activities and regulatory in-service hour requirements are completed within set timeframes.

### **Short Answer Types Questions**

**6 x 3 = 18 Marks**

4. मृत शरीर की देखभाल के लिए किन वस्तुओं की आवश्यकता होती है  
**What are the articles required for caring for a dead body?**

Answer - The articles required for caring for a dead body are: • articles for bed bath and hair care • a clean bed sheet • adhesive tape (one roll) and scissors • mouth gag or tongue depressors • perineal pads or diaper • patient's clothes • cotton pads and bandage • big body size double layered polythene bag • personal protective equipment

5. पल्स देखते हुए किन चरणों का पालन अवश्य करना चाहिए  
**What steps must be followed while taking the pulse?**

Answer – The average pulse for a healthy adult ranges from 60 to 80 beats per minute. The pulse rate may also fluctuate and increase with exercise, illness, injury and emotions. The flow of blood through arteries can be felt by firmly pressing on the arteries, which are located close to the surface of the skin in certain body parts. The pulse can be felt on the side of the lower neck, inside of the elbow, or at the wrist. It is the easiest to take the pulse at the wrist. While taking pulse at lower neck, a GDA lowers the neck of the patient and ensures it is not pressed hard as it blocks blood flow to the brain.

While taking the pulse, the following steps must be followed: • Press firmly but gently on the arteries using the first and second fingertips until you feel the pulse. • Count the pulse for 60 seconds (or for 15 seconds, and then, multiply by four to calculate the beats per minute). • While counting, concentrate on the beats of the pulse rather than the time.

6. हाथ धोने के चरण लिखिए और हाथ धोने के संबंध में स्वास्थ्य देखभाल कर्मचारियों और रोगियों को क्या सलाह दी जानी चाहिए।

**Write steps of hand washing and what advice should be given to health care staff and patients regarding hand washing.**

Answer - (i) Wet your hands with water (v) Palm-to-palm with fingers interfaced (ix) Wash the hands with water (ii) Apply soap to cover the palm surface (vi) Backs of fingers to opposing palms with the fingers interlocked (x) Dry it with a towel (iii) Rub palm-to-palm (vii) Rotational rubbing of the left thumb clasped in the right palm and vice versa (xi) Use the towel to turn off the faucet (iv) Right palm over the left dorsum with interfaced fingers and vice versa (viii) Rotational rubbing, backward and forward with clasped fingers of the right hand in the left palm and vice versa (xii)...and your hands are clean

Advice to health care staff and patients All health care staff must wash hands with soap or use alcohol gel: • before and after direct patient contact. • after attending to the toilet needs of a patient. • after carrying out medical procedures. • before wearing and after removing gloves.

7. अस्पताल में जीडीए के लिए आचार संहिता के बारे में बताएं

**Explain about the Code of conduct for GDA in a Hospital**

Answer - Informed consent The GDA must tell the truth to a patient and ensure her/his understandability while obtaining her/his consent to carry out a procedure or treatment

Confidentiality The GDA must keep the medical details of patients confidential. Except for professional reasons, the details must not be discussed with others or in public.

Communication Clear communication between the GDA and a patient is essential for successful treatment. Any doubt that the patient has must be dealt with care and resolved at once in a language that s/he understands.

Cultural concerns The GDA must respect the cultural practices of a patient in any circumstance, e.g., allowing the practice of rituals before procedures.

Communication with patient's family The GDA must understand the anxiety of the relatives of a patient and inform them from time-to-time about her/his medical conditions.

Business related issues Health care providers must not entertain unethical practices in hospital. Informing about illness, medication and side effects of medicines.

Telling the truth implies respect for autonomy. Providing the correct information to a patient enables her/him to make reasoned and informed choice(s).

Follow hospital guidelines The GDA must follow the guidelines for hygiene, patient care, etc. This helps in preventing patients and staff working in a hospital from catching hospital-induced infections and allergies.

Accountability As a professional, the GDA will be accountable for actions and omissions in his/her professional practice and justify the decisions.

8. रोगियों के उपचार और परिवहन के दौरान अपनाई जाने वाली ट्राइएज प्रणाली के बारे में बताएं

## **Explain about the Triage system followed during treatment and transportation of patients.**

Answer –The hospital transportation system for patients is internal, external and various methods of triage. Internal transportation includes the use of trolleys, stretchers, lifts, escalators, etc., for transporting patients, equipment and other supplies, whereas, external transportation includes ambulances, relief vans, trains, or manual labourers, etc. Transportation is done to ensure that a victim reaches the hospital without deterioration in her/his condition. A severely injured or ill person must be immobilised unless there is a threat to his life. A critically ill patient must never be left with untrained personnel. A female patient must never be left alone with a male attendant.

Triage in treatment (first aid and transportation) Red tag (highest priority) Severe breathing difficulty, cardiac arrest, burns involving respiratory tract, heart attack, poisoning, etc. Green tag (second priority) Severe burns, spinal injury, moderate haemorrhage, multiple fracture, head injuries White tag (least priority) Minor fracture, minor bleeding, moderate or minor burn

Category - 1 - Highest priority for immediate help to people who need surgery

Category – 2 - Low priority to minor injury

Category – 3 - Need for first aid so that patient waits safely till surgery

**Or**

**एक अस्पताल के रेस्टोरेटिव कार्यों का वर्णन कीजिये**

**Describe restorative functions of a hospital?**

Answer - Restorative functions The various restorative functions of a hospital include the following: Diagnostic activity It includes inpatient services, involving medical, surgical and other specialties, and specific diagnostic procedures. Curative activity It involves the treatment of all ailments or diseases. Rehabilitative activity It includes physical, mental and social rehabilitation. Emergency services It comprises providing emergency services required for dealing with accidents, natural disasters, epidemics, etc.

**9. एक रोगी के मुंह का तापमान किस प्रकार लिया जाता है?**

**How is oral temperature of a patient taken?**

**Answer - Preparations for taking temperature**

- Clean or wash your hands.
- Select appropriate equipment to take the measurement.
- Introduce yourself to a patient and describe the procedure to her/him. Clarify her/his doubts, if any.
- Shake the glass thermometer to lower the mercury level below 96° F or switch on the power button of the electronic thermometer.

**Taking oral temperature**

Keep the tip of the thermometer in the patient's posterior sublingual pocket of the oral cavity.

- Place it there for 3-5 minutes.
- Take out the thermometer and wipe it with a tissue paper to clear it for reading the calibrations accurately.

- See the temperature reading by rotating it slowly. It helps you to see the chemical level. Now, read to the nearest tenth of a degree or see the digital display on an electronic thermometer.
- Record the reading

Or

हरित अर्थव्यवस्था के जल और भूमि प्रबन्धन क्षेत्र के लिए हम क्या कर सकते हैं?

**What can we do for water and land management sector of green economy?**

**Answer** - Water Management Water is one of our most important resources. Billions of people worldwide lack access to clean drinking water or improved sanitation services – and population growth is making the problem more serious. • Use water wisely • Turn off the tap when you are not using it • Get leaking taps and pipes fixed immediately • Don't let polluted water flow back to the land or water source before it gets a waste water treatment.

Agriculture refers to growing crops for our food. It is the largest part of our economy and the most important because it provides us with food. Agriculture may harm the environment by • overusing land resources, • cutting forests and • polluting air, water and land by using harmful chemical fertilisers and pesticides. • Support local, organic and natural farming (farming without use of harmful fertilisers and pesticides) • Grow our own vegetables, if possible • Eat in-season and locally produced food

**Very Short Answer Types Questions**

**6 x 2 = 12 Marks**

**10. शरीर के महत्वपूर्ण संकेतों के नाम सूचीबद्ध करें**

**List the name of vital signs of body**

**Answer** – Pulse, Temperature, Blood Pressure, Respiration

**11. स्वच्छ भारत अभियान के महत्व को समझाइए 4-5 पंक्तियों में**

**Explain the importance of the Swachh Bharat Abhiyan in 4–5 lines.**

**Answer** – This mission aims to clean up Indian cities, towns, and villages. One of its main aims is to achieve an Open-Defecation Free India by October 2, 2019, the 150th anniversary of the birth of Mahatma Gandhi, by constructing toilets across the country

**12. बाह्य रोगी विभाग द्वारा प्रदान की जाने वाली दो सेवाओं का वर्णन कीजिए।**

**Describe two services provided by the Outpatient Department.**

**Answer** - • consultation and investigation • preventive and promotive health care

**13. What are the top three reasons for patients to use call lights?**

**रोगियों द्वारा कॉल लाइट का उपयोग करने के शीर्ष तीन कारण क्या हैं**

**Answer** - The top three reasons patients use call lights are to: • report pain or request for medication • report unusual monitor noises • request for daily needs, such as bathroom assistance or an extra blanket

**14. पेट की जांच की प्रक्रिया क्या है?**

**What is the procedure for examination of the abdomen?**



**Answer -** The examination of abdomen is performed by keeping a patient in dorsal recumbent position and the knees are slightly flexed to relax the abdominal muscles. The abdomen is inspected, palpated, auscultated and percussed to detect abnormalities.

or

एक अस्पताल में विभिन्न प्रकार के बेड कौन कौन से होते हैं?

**Which are the various types of beds in a hospital?**

**Answer -** Types of bed • Open bed • Closed bed • Admission bed • Occupied bed • Cardiac bed • Fracture bed • Amputation bed • Blanket bed

**15. वनों की कटाई के क्या प्रभाव होते हैं?**

**What is the effect of deforestation?**

**Answer -** Deforestation or loss of forests leads to

- climate change
- soil erosion
- loss of wildlife and damage to food-chain and ecosystems and
- less tree coverage which results in less rainfall and less oxygen and more pollution

or

व्यक्तिगत स्वच्छता का महत्व क्या है?

**What is the importance of personal hygiene?**

**Answer -** Disease Prevention: The primary purpose of personal hygiene is to prevent the spread of contagious diseases.

Promoting Health: Personal hygiene practices contribute to overall health by reducing the chances of falling sick. Proper personal hygiene supports a strong immune system, which serves as the body's natural defence against infections

Enhancing Physical Appearance: Personal hygiene contributes to a neat and presentable physical appearance

Social Responsibility: Practicing good personal hygiene is not only beneficial for oneself but also for the broader community.

### **Objective Types Questions**

**15x 1 = 15 Marks**

**16.** इनमें से कौन से ओपन एंडेड प्रश्न हैं?

(क) आप कहाँ रहते हैं?

(ख) क्या आप भूखे हैं?

(ग) आप कैसा महसूस करते हैं?

(घ) क्या आप उससे मिले थे?

Which of these are open-ended questions?

(a) Where do you live?

(b) Are you hungry?

(c) How do you feel?



(d) Did you meet him?

**Answer – A and C**

**17.** मुर्दाघर में कितने घंटे तक शव रखा जा सकता है?

(क) 24 घंटे

(ख) 48 घंटे

(ग) 52 घंटे

(घ) 72 घंटे

For how many hours can a dead body remain in a mortuary?

a) 24 hours

b) 48 hours

c) 52 hours

d) 72 hours

**Answer – B**

**18.** एक छोटे से अस्पताल का आकार क्या होता है:

(क) 100 या उससे कम बिस्तर

(ख) 101 से 300

(ग) 50

(घ) 80

The size of a small hospital is :

(a) 100 or less beds

(b) 101 to 300

(c) 50

(d) 80

**Answer – A**

**19.** कार्डिएक अरेस्ट के दौरान चिकित्सा आपातकालीन परिवहन के लिए \_\_\_\_\_ रंग कोड है।

(क) लाल

(ख) सफेद

(ग) हरा

(घ) उपरोक्त में से कोई नहीं

The color code for medical emergency transportation during cardiac arrest is

\_\_\_\_\_.

(a) red

- (b) white
- (c) green
- (d) None of the above

**Answer - Red**

20. \_\_\_\_\_ सेवाएं दुर्घटनाओं, प्राकृतिक आपदाओं और महामारियों से निपटने में शामिल हैं।

- (क) आपातकाल
- (ख) अनुसंधान
- (ग) प्रशिक्षण
- (घ) गैर-नैदानिक

\_\_\_\_\_ services are involved in dealing with accidents, natural disasters and epidemics.

- (a) Emergency
- (b) Research
- (c) Training
- (d) Non-clinical

**Answer - Emergency**

21. \_\_\_\_\_ के दौरे के मामले में ब्रोन्किओडायलैटर्स का उपयोग किया जाता है।

Bronchodilators are used in case of \_\_\_\_\_ attack.

**Answer - Asthma**

22. बेसिक गूमिंग व्यक्ति के \_\_\_\_\_ को बढ़ाता है।

Basic grooming enhances one's \_\_\_\_\_

**Answer - Personality**

23. \_\_\_\_\_ रोगियों, विसिटर्स, डॉक्टरों और स्टाफ सदस्यों के लिए संपर्क का पहला बिंदु है।

A \_\_\_\_\_ is the first point of contact for patients, visitors, doctors and staff members.

**Answer - Medical Receptionist**

24. एक स्वस्थ वयस्क के लिए औसत नाड़ी \_\_\_\_\_ से \_\_\_\_\_ प्रति मिनट तक होती

The average pulse for a healthy adult ranges from \_\_\_\_\_ to \_\_\_\_\_ beats per minute.

**Answer – 60 to 80 beats per minute.**

25. एक नवजात शिशु के जन्म के समय \_\_\_\_\_ से अधिक हड्डियाँ होती हैं, जबकि एक वयस्क के पास \_\_\_\_\_ हड्डियाँ होती हैं।

A newborn has over \_\_\_\_\_ bones at the time of birth, whereas, an adult has \_\_\_\_\_ bones.

**Answer – 300 and 206**

26.CDC को विस्तारित कीजिये

Write down the full form of CDC

**Answer - Center for Disease Control**

27 सर्जिकल असेप्सिस क्या होता है ?

What is surgical asepsis?

**Answer -Surgical asepsis eliminates the presence of all microorganisms. This practice is also called sterilisation or sterile asepsis, like washing the hands and arms with some germicidal solution**

28.किस प्रकार के रोगी को सफ़ेद टैग बांधा जाता है ?

White tag is tied to which kind of patient?

**Answer - Minor fracture, minor bleeding, moderate or minor burns**

29. N.G.O. का अर्थ \_\_\_\_\_ है।

Stands for \_\_\_\_\_.

**Answer – NON GOVERNMENTAL ORGANISATION**

30.रिगोर मोर्टिस को परिभाषित करें

Define Rigor Mortis

**Answer - stiffening of the body after death due to the fixation of muscles within few hours of death**