

01141

**POST BASIC
BACHELOR OF SCIENCE (NURSING)**

Term-End Examination

June, 2010

BNS-104 : COMMUNICATIVE ENGLISH

Time : 3 hours

Maximum Marks : 70

Note : Answer all questions.

1. Read the given passage and answer the questions :

Nurses in India have never had it so good. After being wooed by hospitals in the US and Gulf, now the Indian BPO (Business Process Outsourcing) sector is opening their gates to these Florence Nightingales Outsourcing firms in the health - care and life sciences and insurance space- have started recruiting nurses and para medics to do jobs that require these specializations. Recently the BPO firms have started providing end to end services to health insurance pharma, medical devices and health care industries in the west. According to some estimates, the total health care outsourcing services market is close to \$30 billion today and is expected to grow at 10% over the next two-three years. Patni BPO started recruiting nurses to handle

Long Term Care (LTC) management practice on behalf of insurance companies to manage medical care of elderly citizens in its Noida centre. Nurses are involved in reviewing medical records, assessing risks, ensuring if medical check-ups are done on time. They also assist in timely administration of drugs, counselling and setting up physician appointments.

Nurses in the US visit elderly patients to analyse their lifestyle and based on this they do a medical assessment. The assessment sheets are then sent to teams in India. Nurses here analyse and transcribe the details as per the guidelines of the insurance company. The report is then sent back. Future diagnosis is done based on the assessment.

“We handle adverse event reporting of drugs, product complaints and questions etc. for a leading U.S. based health care player, servicing nearly 70 million customers,” says Ashutosh Vaidya, Head Wipro BPO.

- (a) What are the different kinds of work done by nurses in BPO's ? 3
- (b) How is the work of the nurses in the US coordinated with the work of the nurses in the BPO's in India ? 4
- (c) What is the estimated value of these services and roughly how many customers in the US are serviced by there BPO's ? 3

2. Fill in the blanks with the right form of the verbs given in the brackets : 5
- (a) (i) There _____ three windows in this room. (be)
- (ii) My suggestion _____ that we should plant more trees in the sides of the street. (be)
- (iii) He _____ not like the idea. (do)
- (iv) _____ you agree with me ? (do)
- (v) They _____ accepted the project. (has)
- (b) Make questions for the following answers. 6
- (i) All this happened in a great hurry.
- (ii) He said that the payment will be made by Friday.
- (iii) You will be able to go, _____
_____ ?
- (iv) That was a lovely meal, _____
_____ ?
- (v) Yes, she does.
- (vi) No, we can't.
- (c) Fill in the blanks with articles (a, an, the) and determiners (much, some). 5
- (i) It was _____ earthquake.
- (ii) We found _____ book that was lost.

- (iii) _____ car must be insured.
- (iv) How _____ sugar do you take daily ?
- (v) I listened to _____ fine music, in the afternoon.

(d) Fill in the blanks with the correct preposition : 4

- (i) The artists are travelling _____ India _____ the United States.
- (ii) They are waiting _____ information from you.
- (iii) We have _____ pay the fees by Thursday.

3. Write a letter to the circulation manager of the magazine that you have subscribed to, informing him of your change of address and requesting him to send the magazine to your new address. 10

4. Write a summary of the given passage - it should be about one-third number of words of the original passage and should have the important points. 10

When the Indian National anthem was played there was no greater joy for more than one billion of Indians than listening to it. The 25-year old young man with the Golden Eye or Golden Gun Abhinav Bindra, had won the very

first gold medal, in shooting, in the Olympic Games. In all these years of Olympic games, this is the first and only gold medal to be won by an Indian.

The world's biggest sport arena this year saw Abhinav hitting the bulls eye in 10-m rifle event with his final 10th shot after locking horns with Finland's Henri Hakkinen after the ninth shot at 689.7 points. For this bespectacled shooter from Chandigarh, his steely determination calm, and composure not only fetched him the gold medal, but also a standing world ovation for the redeemed Indian pride.

Starting out as a seven year old with an airgun and shattering the empty bottle placed on his maid's head today, this young man using a walther PPK rifle like James Bond, shot his way to world glory. Abhinav had to overcome his spinal injury and a serious vision problem, before he went on to become a gold medalist in the Olympic games of 2008.

5. Write a conversation between you and your friend about the hostel or the housing facility available to you. Discuss how satisfactory it is and how it can be improved. (200 words) **10**

6. Make notes after reading the following passage. 10
You can make notes in any of the ways that you have learnt in the unit.

Plastic carry bags not only cause environmental degradation but also release harmful and toxic gases which are carcinogenic in nature and pose a serious health bag aid. Avoid using plastic bags in religious and historical places, in Wildlife Sanctuaries and National parks.

Plastic carry bags have many detrimental effects. Some of them are - clogging of water and sewage drains, interference, with system of water recharge due to impermeable surface of plastic ; diseases due to plastic surface providing breeding ground for pathogenic micro-organism ; destruction of aesthetic visual values; transfer of toxicity to food stuffs when carried in coloured bags ; air pollution during the process of burning/ recycling of plastic ; threat to health of animals who may eat the plastic along with other material ; transfer of toxicity to various soil layers.

Avoiding use of plastic bags will help to maintain a healthy and clean environment.