

# CBSE | DEPARTMENT OF SKILL EDUCATION

## HEALTH CARE (SUBJECT CODE 813)

### Marking Scheme of Sample Question Paper for Class XI

(Session 2023-2024)

Max. Time: 3 Hours

Max. Marks: 60

#### General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **Out of the given (6 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 questions in the allotted (maximum) time of 3 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):**
  - i. This section has 06 questions.
  - ii. There is no negative marking.
  - iii. Do as per the instructions given.
  - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**
  - i. This section contains 18 questions.
  - ii. A candidate has to do 11 questions.
  - iii. Do as per the instructions given. Marks allotted are mentioned against each question/part.

## SECTION A: OBJECTIVE TYPE QUESTIONS

Q. No.	Question	Source Material (NCERT/PSS CIVE/CBSE Study Material)	UNIT/Chapter No.	Marks
<b>Q. 1</b>	<b>Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)</b>			
i.	d) Corresponds	CBSE Textbook	<b>Page 4</b> <b>Unit 1</b> Communication Skills	1
ii.	b) External	CBSE Textbook	<b>Page 92</b> <b>Unit 2</b> Self-Management Skills	1
iii.	b) Ctrl + n	CBSE Textbook	<b>Page 109</b> <b>Unit 3</b> Information and Communication Technology Skills	1
iv.	b) Service Business	CBSE Textbook	<b>Page 140</b> <b>Unit 4</b> Entrepreneurial Skills	1
v.	a) Using chemical fertilisers	CBSE Textbook	<b>Page 175</b> <b>Unit 5</b> Green Skills	1
vi.	b) Self-motivation	CBSE Textbook	<b>Page 95</b> <b>Unit 2</b> Self-Management Skills	1
<b>Q. 2</b>	<b>Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)</b>			
i.	b) Out patient department	CBSE Textbook	<b>Page 8</b> Unit 1 Hospital Management System	1
ii.	b) Ergonomic	CBSE Textbook	<b>Page 74</b> Unit 4 First Aid	1
iii.	d) All of the above	CBSE Textbook	<b>Page 47</b> Unit 3 Role of General Duty Assistant for Inpatient Care	1
iv.	d) All of the above	CBSE Textbook	<b>Page 30</b> Unit 2 Role of General Duty Assistant for Outpatient Care	1
v.	c) electrical shock	CBSE Textbook	<b>Page 91</b> Unit 5	1

			Maintaining Safe, Healthy and Secure Environment	
vi.	c) Center for Disease Control	CBSE Textbook	<b>Page 92</b> Unit 5 Maintaining Safe, Healthy and Secure Environment	1
vii.	d) Vital Sign in Patients	CBSE Textbook	<b>Page 31</b> Unit 2 Role of General Duty Assistant for Outpatient Care	1
<b>Q. 3</b>	<b>Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)</b>			
i.	b) occipital protuberance	CBSE Textbook	<b>Page 37</b> Unit 2 Role of General Duty Assistant for Outpatient Care	1
ii.	b) emergency exits	CBSE Textbook	<b>Page 91</b> Unit 5 Maintaining Safe, Healthy and Secure Environment	1
iii.	a) A, B, C Only	CBSE Textbook	<b>Page 15-16</b> Unit 1 Hospital Management System	1
iv.	c) First Aid	CBSE Textbook	<b>Page 71</b> Unit 4 First Aid	1
v.	d) Hourly	CBSE Textbook	<b>Page 48</b> Unit 3 Role of General Duty Assistant for Inpatient Care	1
vi.	c) smoking	CBSE Textbook	<b>Page 91</b> Unit 5 Maintaining Safe, Healthy and Secure Environment	1
vii.	c) sphygmomano-meter	CBSE Textbook	<b>Page 35</b> Unit 2 Role of General Duty Assistant for Outpatient Care	1
<b>Q. 4</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>			
i.	b) Medical asepsis	CBSE Textbook	<b>Page 93</b> Unit 5 Maintaining Safe, Healthy and Secure Environment	1
ii.	a) Respiration rate	CBSE Textbook	<b>Page 32</b> Unit 2 Role of General Duty Assistant for Outpatient Care	1

iii.	c) Activities of Daily Living	CBSE Textbook	<b>Page 50</b> Unit 3 Role of General Duty Assistant for Inpatient Care	1
iv.	b) placing coffee, tea, and other hot liquids on a table where the patient can reach easily and safely	CBSE Textbook	<b>Page 92</b> Unit 5 Maintaining Safe, Healthy and Secure Environment	1
v.	c) Confidentiality	CBSE Textbook	<b>Page 18</b> Unit 1 Hospital Management System	1
vi.	d) splint	CBSE Textbook	<b>Page 78</b> Unit 4 First Aid	1
<b>Q. 5</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>			
i.	a) A, B, C only	CBSE Textbook	<b>Page 91</b> Unit 5 Maintaining Safe, Healthy and Secure Environment	1
ii.	c) Tuning fork	CBSE Textbook	<b>Page 38</b> Unit 2 Role of General Duty Assistant for Outpatient Care	1
iii.	d) 1- B, 2, C, 3- A	CBSE Textbook	<b>Page 59</b> Unit 3 Role of General Duty Assistant for Inpatient Care	1
iv.	a) Empathy, Honesty, Dependability	CBSE Textbook	<b>Page 19</b> Unit 1 Hospital Management System	1
v.	b) Oral Rehydration Salt	CBSE Textbook	<b>Page 85-86</b> Unit 4 First Aid	1
vi.	c) B, C, D, E	CBSE Textbook	<b>Page 66</b> Unit 3 Role of General Duty Assistant for Inpatient Care	1
<b>Q. 6</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>			
i.	b) defibrillator	CBSE Textbook	<b>Page 78</b> Unit 4 First Aid	1
ii.	a) Basic grooming	CBSE Textbook	<b>Page 25</b> Unit 1 Hospital Management System	1
iii.	a) Label saying 'Danger of Infection' must be affixed to the specimen package	CBSE Textbook	<b>Page 65</b> Unit 3 Role of General Duty Assistant for Inpatient Care	1

iv.	b) vertex	CBSE Textbook	<b>Page 37</b> Unit 2 Role of General Duty Assistant for Outpatient Care	1
v.	c) Asthma	CBSE Textbook	<b>Page 85</b> Unit 4 First Aid	1
vi.	d) Bacteriology laboratory	CBSE Textbook	<b>Page 9</b> Unit 1 Hospital Management System	1

### **SECTION B: SUBJECTIVE TYPE QUESTIONS**

Q. No.	Question	Source Material (NCERT/P SSCIVE/C BSE Study Material)	UNIT/Chapter No.	Marks
<b>Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)</b> <b>Answer each question in 20 – 30 words.</b>				
Q. 7	Ans: Postures are positions of the body. They show our confidence and feeling Example of correct posture: Keep upper body relaxed and shoulders straight. (2 Marks)	CBSE Textbook	<b>Page 12</b> Unit 1 <b>Communicati on Skills</b>	2
Q. 8	<p>Ans: Ways to build a network of people around you:</p> <p>1. Converse: Have a pleasant appearance. For example, smile and look at the person with confidence. Start off with a question. For example, how is the traffic in your</p> <p>2. Engage: Share useful information. For example, do not appear to be superficial.</p> <p>3. Tell: Share information on events or activities that you know of. For example, tell others about a fun fair in your locality.</p> <p>4. Communicate Regularly: Stay in touch. For example, speak to your group of people regularly. Invite them for parties and get together.</p> <p>5. Open-up: Show interest in getting to know them. For example, asking them about what they do in free time. Listen to them patiently and take the conversation ahead. For example, if they mention they need someone to organise a party, offer to share contact of a known person with them.</p> <p>6. Network Smartly: Talk to them about things that are common between the two. For example, a similar interest in food or any common hobbies. Share your experience with them. For example, you can talk about your recent vacation.</p> <p>(Any 4 with explanation) (2 Marks)</p>	CBSE Textbook	<b>Page 90</b> Unit 2 <b>Self- Management Skills</b>	2

Q. 9	Ans: (i) Something extra can be added or removed from the report.  (ii) One can save the report and get back to it whenever required. (2 Marks)	CBSE Textbook	<b>Page 106</b> <b>Unit 3</b> <b>Information</b> <b>and</b> <b>Communicati</b> <b>on</b> <b>Technology</b> <b>Skills</b>	2
Q. 10	<b>Ans:</b> A business idea is a solution that an entrepreneur thinks of, to serve the customer. An idea determines what business activity an entrepreneur would take up to make financial gains. An idea can be product-service based or a hybrid model. (2 Marks)	CBSE Textbook	<b>Page 156</b> <b>Unit 4</b> <b>Entrepreneuri</b> <b>al Skills</b>	2
Q. 11	Ans: All sectors green economy is as following: i. Agriculture ii. Energy Resources iii. Tourism iv. Transport (2 Marks)	CBSE Textbook	<b>Page 173</b> <b>Unit 5</b> <b>Green Skills</b>	2
<b>Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)</b>				
Q. 12	Ans: 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. (2 Marks)	CBSE Textbook	<b>Page 32</b> Unit 2 Role of General Duty Assistant for Outpatient Care	2
Q. 13	Ans: Dental care  • A patient may need help in brushing her/his teeth.  • Denture cleaning may be done by the caregiver and the GDA needs to assist the patient to put on and remove the dentures. Care must be taken while placing the dentures, else the patient might get mouth sores. (2 Marks)	CBSE Textbook	<b>Page 52</b> Unit 3 Role of General Duty Assistant for Inpatient Care	2
Q. 14	Ans: Practices to be avoided by GDA  • Advising patients and other health professionals without the preceptor's authority  • Accepting payment, either directly or indirectly, from patient(s)  • Requesting to be placed with someone you are related to  • Requesting for changes and withdrawal after rotation assignments are made (2 Marks)	CBSE Textbook	<b>Page 21</b> Unit 1 Hospital Management System	2
Q. 15	Ans: Electric Safety Measure:  • Use electrical equipment for the intended purpose only.	CBSE Textbook	<b>Page 90</b> Unit 5 Maintaining Safe, Healthy	2

	<ul style="list-style-type: none"> <li>• Keep television sets and all other electrical equipment and appliances away from bathtubs and washbasins.</li> <li>• Check all small appliances before use to ensure that they are maintained and in working order. Ensure periodic maintenance of all electrical equipment and appliances.</li> <li>• Remove a plug from the wall socket by holding the plug and not the cord.</li> <li>• Do not overload an electrical outlet point.</li> <li>• Never use faulty equipment. If an appliance overheats, produces shock or gives an odour while being used, remove it from the area. Follow procedures to have the appliance evaluated by maintenance staff. (Any 4) (2 Marks)</li> </ul>		and Secure Environment	
Q. 16	<p>Ans: The basic principles of First Aid are as follows:</p> <p>(i) Preserve life: This includes preserving the life of the casualty and the rescuer.</p> <p>(ii) Ensure protection of the casualty from further harm: The treatment area needs to be safe and must not have excess people.</p> <p>(iii) Provide pain relief: This includes the use of ice packs or applying a sling.</p> <p>(iv) Prevent the condition from worsening: Ensure that the First Aid procedures do not worsen the patient's condition.</p> <p>(2 Marks)</p>	CBSE Textbook	Page 71 Unit 4 First Aid	2
<b>Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)</b>				
Q. 17	<p>Ans: The needs for making bed are as follows:</p> <ul style="list-style-type: none"> <li>• ensure comfort and rest to patients</li> <li>• give the ward a neat appearance</li> <li>• promote cleanliness</li> <li>• to meet the emergency needs of a patient</li> <li>• efficiently manage time, material and effort</li> <li>• check for bedsores, oral hygiene and a patient's ability of self-care</li> <li>• teach the relatives of the patient to care for the sick at home</li> </ul> <p>(Any 6) (3 Marks)</p>	CBSE Textbook	Page 57 Unit 3 Role of General Duty Assistant for Inpatient Care	3
Q. 18	<p>Ans: Heatstroke is a severe heat-related condition and can even be life-threatening. It is caused when the body's cooling mechanism fails due to excessive heat and humidity. Impairment in sweat gland function may be another cause of heatstroke. Symptoms In heatstroke, the body temperature is more than 104° F. Fever may cause headache, dizziness, fatigue, fluctuating blood pressure and irritability. First Aid</p>	CBSE Textbook	Page 84 Unit 4 First Aid	3

	Shift the person to a cool place. Cool the person by sponging her/him with a wet towel. Apply ice packs in armpits and groin. Give lukewarm water with electrolyte. (3 Marks)																					
Q. 19	<p>Ans: Hands, normally, have a 'resident' population of microorganisms called 'transient' organisms apart from those accumulated during everyday activities. Most germs present on our hands are harmless but some cause cold, flu, skin infections or diarrhoea. Forgetting to wash hands causes the spread of these germs to other people, besides infecting our eyes, mouths or open cuts. Hand washing prevents the transfer of microorganisms to patients.</p> <p>(3 Marks)</p>	CBSE Textbook	<b>Page 22</b> Unit 1 Hospital Management System	3																		
<b>Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)</b>																						
Q. 20	<p>Ans:</p> <table border="1"> <tr> <td>Ailments</td> <td>Drugs</td> </tr> <tr> <td>Allergies</td> <td>Cetirizine tablet</td> </tr> <tr> <td>Headache</td> <td>Saridon, Aspirin (also used for chest pain)</td> </tr> <tr> <td>Heartburn or acidity</td> <td>Digene tablet or syrup</td> </tr> <tr> <td>Nasal congestion</td> <td>Vaporub for rubbing on nose and chest</td> </tr> <tr> <td>Fever or flu</td> <td>Paracetamol (also used as a general painkiller)</td> </tr> <tr> <td>Constipation</td> <td>Isabgol husk (with hot milk or water)</td> </tr> <tr> <td>Sprains and strains</td> <td>Flexon or Combiflam tablet (used as an anti-inflammatory painkiller)</td> </tr> <tr> <td>Dehydration</td> <td>Oral Rehydration Salt (ORS)</td> </tr> </table> <p>(4 Marks)</p>	Ailments	Drugs	Allergies	Cetirizine tablet	Headache	Saridon, Aspirin (also used for chest pain)	Heartburn or acidity	Digene tablet or syrup	Nasal congestion	Vaporub for rubbing on nose and chest	Fever or flu	Paracetamol (also used as a general painkiller)	Constipation	Isabgol husk (with hot milk or water)	Sprains and strains	Flexon or Combiflam tablet (used as an anti-inflammatory painkiller)	Dehydration	Oral Rehydration Salt (ORS)	CBSE Textbook	<b>Page 79</b> Unit 4 First Aid	4
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Q. 21	<p>Ans: Qualities of a receptionist The knowledge, skills, abilities and qualities that a Medical Receptionist must possess include the following:</p> <ul style="list-style-type: none"> <li>• knowledge of departments and sections of a hospital</li> <li>• greeting clients</li> <li>• arranging meetings</li> <li>• answering and forwarding phone calls</li> <li>• sorting and distributing posts</li> <li>• recording information in an organized and efficient manner</li> <li>• communication skills</li> <li>• politeness and efficiency</li> <li>• compassionate (4 Marks)</li> </ul>	CBSE Textbook	<b>Page 30</b> Unit 2 Role of General Duty Assistant for Outpatient Care	4																		
Q. 22	Ans: After care of the patient	CBSE Textbook	<b>Page 62</b> Unit 3	4																		



	<ul style="list-style-type: none"> <li>• Help a patient to get into the bed. One corner of the top linen is folded back to let the patient in. Cover her/him with the top linen.</li> <li>• Comfort devices, if any, used by the patient must be taken care of.</li> <li>• See to it that the entire unit is neat and clean before you leave the unit. Ensure the following: <ul style="list-style-type: none"> <li>□ Beds in a general ward must be arranged in a straight line.</li> <li>□ Bedpans, urinals, sputum cups, kidney trays, etc., lying in the patient's unit are taken away, cleaned and put back in their respective places.</li> <li>□ The windows and doors are dusted.</li> <li>□ The cupboards are dusted and the articles are arranged in order and according to the patient's use.</li> <li>□ The water flasks are washed and filled with clean drinking water.</li> </ul> </li> <li>• Send the laundry bag with soiled linen to the laundry. If stains are present on the sheets, remove them by using appropriate methods before sending them to the laundry department.</li> <li>• If there are any blankets, put them in sunlight and disinfect them before they are stored in the cupboard.</li> <li>• The duster is soaked in an antiseptic lotion to disinfect it. Rinse it with clean water and put it to dry.</li> <li>• Record the observations made on the patient. (4 Marks)</li> </ul>		<p>Role of General Duty Assistant for Inpatient Care</p>	
<p>Q. 23</p>	<p>Ans: The steps are as following:</p> <ul style="list-style-type: none"> <li>(i) Wet your hands with water</li> <li>(ii) Apply soap to cover the palm surface</li> <li>(iii) Rub palm-to-palm</li> <li>(iv) Right palm over the left dorsum with interfaced fingers and vice versa</li> <li>(v) Palm-to-palm with fingers interfaced</li> <li>(vi) Backs of fingers to opposing palms with the fingers interlocked</li> <li>(vii) Rotational rubbing of the left thumb clasped in the right palm and vice versa</li> <li>(viii) Rotational rubbing, backward and forward with clasped fingers of the right hand in the left palm and vice versa.</li> </ul> <p>(4 Marks)</p>	<p>CBSE Textbook</p>	<p><b>Page 24</b> Unit 1 Hospital Management System</p>	<p>4</p>

<p>Q. 24</p>	<p>Ans: Hospital fire safety measures are important and must be followed at all times.</p> <p>1. Despite the use of fire-resistant material and compliance with regulations, fire accidents still happen. Health care organisations must have regular fire drills so that all personnel working there know exactly what to do. Health care personnel, like a General Duty Assistant, must be trained in: • fire prevention • location and use of fire alarms • location and use of fire extinguishers • location of emergency exits • evacuation procedures</p> <p>2. Oxygen supports combustion. Posters showing that oxygen is in use must be pasted wherever applicable. If a patient is being administered oxygen, ensure that the patient, her/his roommates and visitors are aware that smoking is prohibited in the area.</p> <p>3. In case of a fire, follow these steps: • Activate the fire alarm procedures. • Turn off the oxygen knob, lights and all other electrical equipment in the vicinity of fire. • Evacuate patients who are in danger. • Signboards, notifying 'switchboards' in a hospital, must be prominent, along with glow signboards of fire extinguishers. • Close windows and doors to stop ventilation. • Use fire extinguisher to extinguish the fire. • Ask patients, who are not at risk, to return to their respective rooms. (4 Marks)</p>	<p>CBSE Textbook</p>	<p><b>Page 91</b> Unit 5 Maintaining Safe, Healthy and Secure Environment</p>	<p>4</p>
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