


<p>ECOLE NATIONALE D'ADMINISTRATION CONCOURS D'ENTREE AU CYCLE SUPERIEUR</p> <p>Session : septembre 2013 Epreuve : langue anglaise Durée : 2 heures / coefficient : 2 Date : 22 septembre 2013</p>		<p>المدرسة الوطنية للإدارة مناظرة الدخول إلى المرحلة العليا</p> <p>دورة : سبتمبر 2013 الاختبار : اللغة الانكليزية المدة : ساعتين / الضارب : 2 التاريخ : 22 سبتمبر 2013</p>
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**READ THIS TEXT AND THEN ANSWER THE QUESTIONS WHICH FOLLOW**

### Greening Hospitals

- 1 "First, do no harm," has been the sacred formula of healthcare professionals for centuries. It's a perfectly good one, that serves as a reminder that bad things can happen even with the best of intentions.
- 2 Ironically, while hospitals are dedicated to healing, they can also have a negative impact on the patients and communities they serve. Healthcare is a highly energy-intensive business – hospitals are third only to food service and food sales in terms of consumption of energy per square foot in the U.S. Hospitals and medical centers also consume massive quantities of water and generate extraordinary quantities of waste. The environmental implications are amazing.
- 3 One response to these challenges is for hospitals to commit to "going green." There's already momentum toward more sustainable use of resources in homes and buildings around the globe, and medical facilities are an important part of that trend. There are so many ways a hospital can go green, ranging from the elimination of Styrofoam in their food service operations to the construction of new buildings with the latest sustainable features. Each hospital is likely to be a bit different in its approach due to its specific priorities and challenges.
- 4 Considering that healthcare facilities are among the top water consumers in any community, water conservation is a great way to reduce the environmental impact of a hospital while saving money at the same time. For example, low-flow faucets in hospital sinks can reduce consumption by one gallon (3.8 liters) per person per day, while low-flow shower heads can save four times that much.
- 5 Waste management is another very important strategy for any hospital's greening process. After labor costs, it is the second largest expense for most healthcare facilities. Medical centers in the U.S. produce more than 5.9 million tons of solid waste annually, which amounts to about \$10 billion annually in costs across the healthcare industry. It's estimated that 85 percent of hospital waste is non-regulated waste – the same kind of waste as any other large facility. Eliminating unnecessary purchases and properly sorting and recycling can go a long way to reducing waste.
- 6 Another area of concern is paper files. Making the switch to electronic medical records (EMRs) not only saves enormous amounts of paper, but has the added benefit of reducing labor hours and improving quality of care since EMRs reduce redundancies and allow for quick access to information across entire healthcare teams.

- 7 The University of Virginia Health System (UVA Health) is one hospital that's made strides toward reducing its carbon footprint by using EMRs and adopting other Earth-friendly strategies such as non-toxic and reusable supplies in their cleaning systems.
- 8 "It helps that our environmental services department has input into the type of flooring, walls, etc. that are selected when we construct or renovate buildings," says UVA Health's Reba Camp, administrator for environment of care. "We've also swapped our annual plants for perennials and natives in our landscaping projects because they require less water."
- 9 Hospitals are increasingly aware of their environmental impact on patients as well as the surrounding community...Taking green initiatives to the level required by the certification authorities may be beyond the reach of many hospitals, but these efforts very often pay for themselves over time.
- 10 In keeping with the mantra, "First, do no harm," hospitals have a special responsibility to provide a health-promoting environment to the patients and communities they serve. Going green is an important step in that direction.

### **COMPREHENSION (9 pts)**

**I – Green hospitals are healthcare facilities:(choose the most appropriate answer) (0.5pt)**

- A. whose predominant color is green.
- B. which , in their design, management and functioning, promote sustainable use of resources.
- C. which promote environment-friendly policies among the communities where they operate.

**II – If healthcare facilities in general, and hospitals in particular, wish to 'green' themselves, which four aspects should they target according to the passage?(2pts)**

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_

**III – Apart from its impact on the environment, what would be one benefit over the long term for hospitals from the greening process? (0.5pt)**

**IV – What do the following figures and phrases refer to in the passage? (1pt)**

- a) 5.9 million tons (§5): \_\_\_\_\_
- b) 85 % (§5): \_\_\_\_\_
- c) The second largest expense after labor costs (§ 5): \_\_\_\_\_
- d) These efforts (§ 9): \_\_\_\_\_

**V – State whether the following are TRUE or FALSE. Justify your answers. (2 pts; 0.5 each)**



- a) The American health sector is blamed for being the biggest energy consumer in the country.
- b) There are no standard approaches which hospitals can follow if they wish to 'go green'.
- c) Should low-flow shower heads be used in hospitals, up to four gallons of water per person per day can be saved.
- d) Going green may not be an affordable process for some hospitals.

**VI - How could the size of waste generated by healthcare facilities be reduced? (1pt)**

**VII – Complete the following statement with information from the passage: (1pt)**

Thanks to the use of electronic medical records instead of paper files, hospitals can .....

**VIII- Which strategies did the University of Virginia Health System use to 'green' its facilities? (1pt)**

### **LANGUAGE (8pts)**

**I – Put the verbs between brackets in the right form or tense (1.5pts; 0.25 each):**

I \_\_\_\_\_ (buy) this laptop back in 2011, and I \_\_\_\_\_ (use) it since then. I never thought I \_\_\_\_\_ (keep) it that long, but its very attractive and user-friendly features made me \_\_\_\_\_ (forget) about changing it for another one, and unless it seriously crashes, I \_\_\_\_\_ (continue) using it for a while. Without it, I \_\_\_\_\_ (not be) able to cope with all my administrative and clerical tasks.

**II – Supply the most suitable preposition (1pt)**

We thank you for your reply sent to us \_\_\_ September 15<sup>th</sup>, and we do apologize \_\_\_ the inconvenience caused to you. Unfortunately when you visited our branch, the computer system broke \_\_\_ and the IT manger in charge of it, was not \_\_\_ duty.

We can assure that everything has been done to straighten out the situation to your satisfaction.

**III – Put the words between brackets in the correct form (1.5pts; 0.25 each):**

Thanks to the progressive \_\_\_\_\_ (computer) of office work, e-government has come a long way. This enthusiasm comes in part from a belief that technology can transform government's often negative image. In many places, citizens see their governments as \_\_\_\_\_ (waste) and unresponsive to their pressing needs. \_\_\_\_\_ (trust) of government is widespread among the public and business. Civil \_\_\_\_\_ (service) are often seen as profiteers. It is hoped that issues such as good \_\_\_\_\_ (govern), transparency and fight against corruption could be dealt with more \_\_\_\_\_ (efficiency) with the advent of e-government.

**IV- Choose the best alternative ( 1pt)**

- a) If things do not improve, we will have to ( do / make) some of our employees redundant.
- b) How much money do you (earn / owe) in your current job?
- c) As he failed the first test, he had to (pass / take ) it a second time three weeks later.
- d) We did not have enough time to (rise / raise) the downsizing issue at the last meeting.

**V – Rewrite the following sentences as indicated (2pts; 0.5 each)**

- a) Despite their efforts to reduce waste, hospitals have still continued to generate massive quantities of solid waste.  
-Although \_\_\_\_\_
- b) The findings of our research should not be published before they are fully endorsed by the research team.  
- Not before they are fully endorsed by the research team, \_\_\_\_\_
- c) Technology is changing our lives.  
-Our lives \_\_\_\_\_
- d) They may accept our latest .proposal.  
- They are likely \_\_\_\_\_

**VI – Ask questions for which the following are answers. (Use the underlined words to guide you) (1pt; 0.5 each)**

- 1. Our feedback on the new project is needed.  
- \_\_\_\_\_
- 2. They need to meet three times a week before they can finalize the proposal.  
- \_\_\_\_\_

**WRITING (3pts)**

Social media and networks have become a part of almost every person's life. Each and every person seems to be connecting with each other and following all kinds of events through the social media.

Are we becoming more social as social media overwhelms our lives OR are we actually becoming lonelier as a result of the increase in social media?