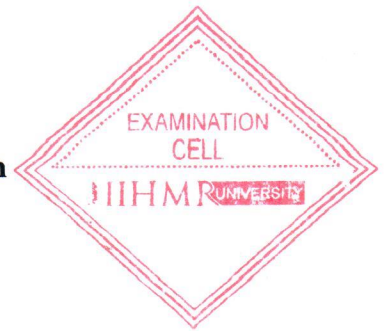


LIHMR UNIVERSITY
Institute of Health Management Research
MBA Hospital and Health Management
Batch-20th (2015-2017)
Hospital Management



Organisation and Management of Support Services
Term Examination

Time - 45 Minutes

MM-30

Roll Number

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Batch

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Stream

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Date

d	d	m	m	y	e
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Signature of Invigilator

Marks obtained

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Signature of Examiner

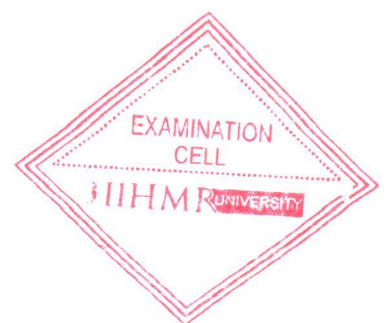
Note: Attempt all the questions. Each question carries 1 mark each.

Fill in the Blanks:

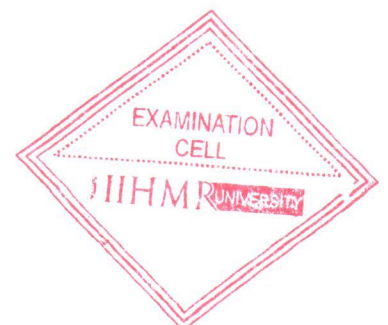
1. Blood _____ are made in the blood bank while blood _____ are manufactured in industries.
2. A kind of blood donors which are banned in India are _____.
3. In a blood bank, records are to be kept for _____ years.
4. NABL stands for _____.
5. Accreditation provided by NABL is valid for a period of _____.
6. Blood from the donor, if not tested properly, can spread lethal diseases like _____, etc.
7. The major challenge with cost containment measures in healthcare is to reduce cost while assuring _____.
8. _____ solution is the best general-purpose disinfectant for glassware in lab.
9. A _____ is a compact x-ray machine that can be taken to bed-side or emergency room.
10. Acute radiation effect occurs within _____ time of exposure.

Multiple choice questions:

11. The goal of laboratory management is to
 - a) Produce high quality test results
 - b) To use all resources like equipment, space, manpower judiciously
 - c) To prepare defined policies, SOPs and procedures
 - d) All of the above
12. Quality assurance in the laboratory involves
 - a) Pre-analytical phase
 - b) Analytical phase
 - c) Post-Analytical phase
 - d) All of the above
13. The blood bank is governed by the rules and regulations as given by
 - a) National AIDS control society
 - b) Drug & Cosmetic Rules, 1945
 - c) Biomedical Waste management
 - d) Blood transfusion Act
14. The nuclear medicine therapies include:
 - a) Radioactive Iodine (I-131) therapy
 - b) Radioactive phosphorous (P-32)
 - c) Radioactive antibodies
 - d) All of the above



15. In the nuclear medicine department, the work areas where liquid isotopes are handled should be made up of
- Non-porous material
 - Wood
 - Glass
 - Shielded hood
16. In brachy therapy, the radiation source is
- Injected into the bloodstream of patient
 - Placed very close to or inside the tumor site
 - Is an outside source passing rays through the body
 - Is a chemical source which can be swallowed or inhaled
17. The process used by radiation therapist to define where to aim the radiation is called
- Investigation
 - Shielding
 - Simulation
 - Beam therapy
18. During the construction of teletherapy treatment room, the arrangement for creating shielding barrier can be done by
- Use of Concrete of density 2.35 gm per cubic cm in walls
 - Use of Hematite or baryt concrete
 - Maze arrangement
 - All of the above
19. For disposal of large quantity of radioactive waste should be done on specific advice from
- Infection control committee
 - Head of nuclear medicine department
 - Bhabha Atomic Research Institute (BARC)
 - Atomic Energy Regulatory Board (AERB), GoI
20. The type of radiation therapy done to prevent cancer cells from growing is called
- Prophylactic radiation therapy
 - Intra-operative radiation therapy
 - Prophylactic cranial irradiation
 - Interstitial radiation therapy
21. The goal of recreational therapy is/are:
- To help individual reduce depression, stress and anxiety
 - Recover basic motor functioning and reasoning abilities
 - Build self-confidence and self-reliance to perform various tasks
 - Socialize effectively and integrate disabled into community
 - All of the above
22. Diathermy is therapeutic procedure that involves
- Electrical stimulation
 - Generation of heat in tissues through deep heat
 - Use of ice bag or cold pack
 - Exercise and massage
23. Department of prosthetics and Orthotics provides services to the persons having
- Birth injuries or developmental disabilities
 - Muscular pain
 - Degenerative disorders such as Parkinson's disease, multiple sclerosis
 - Loco motor disabilities



24. The problem of Overcrowding and long waiting at the front office can be addressed by the following except
- Limiting the registration timings
 - Block appointment system
 - By providing adequate sitting arrangement
 - Regulating the timings of doctors
25. Billing is an front office function involved in
- Updating the patient's account regularly
 - Preparing the bill item-wise, date-wise for timely payment before discharge
 - Filing, collecting and speedy settlement of third-party claims
 - All of the above
26. The attributes of front-office staff are except
- Informal dressing and casual behavior
 - Promptness in service
 - Organizing and scheduling skills
 - Crisis management handling
27. The requirement of a specialized equipment in a laboratory can be justified by following except
- Type of specialized service provided by the laboratory
 - Availability of staff
 - Daily work load expected
 - Cost benefit analysis of equipment
28. Analytical phase of Quality assurance in lab involves
- Patient preparation
 - Transport of sample
 - Examination & diagnosis
 - Transcription of report
29. The purpose of Pre-assessment audit during NABL accreditation is to
- Help the lab in filing the scope of accreditation for the lab
 - To prepare the lab for the Final assessment
 - To find out the non-conformances
 - To recommend the lab for renewal of accreditation
30. The equipment used for screening of blood is called
- Agitator
 - Incubator
 - Centrifuge
 - ELISA Reader





Organisation and Management of Support Services

Term Examination

Time - 2 Hours 15 Minutes

MM-40

Q. 1. Write a short note on any 5 of the following: (6*5=30 Marks)

1. Classify various categories of laboratory wastes and steps involved in laboratory waste management.
2. What are the components of both internal and external quality assurance in laboratory?
3. Explain the importance of cross-matching and issue of blood & its components.
4. What are radiation hazards? What are the radiation protection aspects in the nuclear medicine department?
5. What are the goals of rehabilitation services? Enumerate the types of rehabilitations.
6. What is the role of leadership in managing cost in hospitals? Explain some specific measures to cut down cost.

Q. 2. Attempt any 1 question (Long Note) (10*1=10 Marks)

1. Elaborate the facility planning aspects of nuclear medicine department with emphasis on radiation protection and waste handling.

OR

2. Explain the process flow of blood bank / blood donation.

OR

3. Elaborate on the functions of public relations department in a hospital. Suggest some communicative methods of PR used by hospitals.