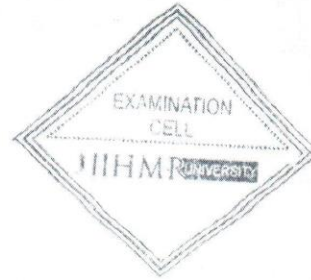


LITHMR UNIVERSITY
Institute of Health Management Research
MBA Hospital and Health Management
Batch-20th (2015-2017)
Hospital Management



Organization and Management of Utility Services

Term Examination

Time - 3 Hour

MM-70

Instructions:

1. This paper is divided into 3 sections – A, B and C.
2. Section A consists of 10 questions of 2 marks each. All questions in Section A are compulsory.
3. Section B consists of 6 questions of 5 marks each. You must attempt ANY FOUR questions.
4. Section C consists of 3 questions of 15 marks each. You must attempt ANY TWO questions.

SECTION – A (All questions are compulsory)

Define the Following

- Q.1. Security services in Hospital
- Q.2. Linen & Laundry Services in Hospital
- Q.3. Aim of Ambulance Services
- Q.4. Waste Management
- Q.5. Serial Numbering and Unit Numbering MRD
- Q.6. Flow chart of Dietary Services
- Q.7. Drug store management
- Q.8. Types of Housekeeping
- Q.9. What is Mortuary Services
- Q.10. Objectives of Hospital Engineering Services.

SECTION – B (Attempt any FOUR questions)

- Q.11. Write down the importance of Engineering Services in Hospital
- Q.12. Elaborate the advantages of Security Services in Hospital
- Q.13. Discuss the types of disinfectant / detergents of housekeeping department
- Q.14. Explain the importance of Hospital Pharmacy and its location
- Q.15. Discuss the staffing pattern of Mortuary Service
- Q.16. Discuss the basic provisions of IPC Concerning Security

SECTION – C (Attempt any TWO questions)

- Q.17. Describe in detail safety guidelines of waste management, its segregation, transportation and final disposal?
- Q.18. Describe in detail the Physical facilities of dietary services and also draw the layout of Patient Kitchen?
- Q.19. Explain the benefits of medical record to Patients, Doctors, Hospitals and Public health authority. Also discuss the filing system, forms and importance of coloured files and its size in medical records?