



Institute of Health Management Research

MBA Hospital and Health Management

Batch-22 (2017-2019)

Hospital Management

Organisation and Management of Utility Services

Term Examination

Time - 3 Hour

MM-70

The question paper contains _1_ printed page.

Instructions:

- This paper is divided into 2 sections – A and B.
- Section A consists of 10 questions of 2 marks each. **All questions in Section A are compulsory.**
- Section B consists of 6 questions of 10 marks each. You **must attempt ANY FIVE** questions.

SECTION – A (All questions are compulsory)

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| 1. State the need and the importance of record keeping. | 2. What are the major challenges of security services. |
| 3. What are the functions of Laundry services | 4. What is the storage procedure followed in dietary service |
| 5. Mention the need for Hospital waste disposal system | 6. Types of Laundry Services |
| 7. Objectives of Hospital Engineering Services | 8. Types of disinfectant / detergents of housekeeping department |
| 9. Show Flow Chart of Housekeeping Services | 10. Write down the Advantages of outsourcing housekeeping services |

SECTION – B (Attempt any Five questions)

Q.1. Do you find Manual/ Computer-based Management of Records suitable for hospital? Justify your opinion in the capacity of a hospital manager of a leading hospital.

Q.2. Discuss the significance of Biomedical Waste Management in tertiary care teaching hospital towards effective marketing of the hospital in the community.

Q.3. Define Drugs Therapeutic Committee. Describe its composition, agenda and role in developing Drugs Utilization Review (DUR).

Q.4. State and discuss the important factors that should be considered while outsourcing the hospital Dietary Services

Q.5. Suggest the suitable and ideal location and layout for the Mortuary department. What are the duties and responsibilities of the healthcare providers of mortuary.

Q.6. Write Short notes on –

- a. Basic provisions of IPC Concerning Security
- b. Importance of Engineering Services in Hospital