



Institute of Health Management Research

MBA Hospital and Health Management

Batch-27th (2022-2024) Hospital Management

Second Year, Term 4 End Term Examination, September 2023

HOM-704 Organisation and Management of Utility Services

Time - 3 Hour

Maximum Marks: 50 (Minimum Marks: 20)

Instructions to students:

- This question paper contains 2 printed page/s.
- Don't write anything on the Question Paper except your Enrolment No.

Part A

(Maximum Marks: 5)

Q1. Answer the following questions by choosing the most correct option.

(1 x 5 = 5)

- (i). Utility services of hospital include all except
 - a. Dietary services
 - b. BMW Services
 - c. CSSD Services
 - d. Linen Services
- (ii). Autoclaving reduces the volume of medical waste by
 - a. 5-10%
 - b. 25-30%
 - c. 50-60%
 - d. 80-90%
- (iii). The basic ingredients of any detergents are
 - a. Surfactants
 - b. antiseptics
 - c. radiators
 - d. Cleaners
- (iv). The deployment of Hospital security is
 - a. Two- tier system
 - b. Three – tier system
 - c. Four -tier system
 - d. None of above
- (v). Untreated human anatomical waste, animal anatomical waste, soiled waste, and biotechnology waste shall not be stored beyond:
 - a. 12 hours
 - b. 24 hours
 - c. 48 hours
 - d. 10 hours

Part B

(Maximum Marks: 15)

Answer the following questions in brief.

(3 x 5 = 15)

- Q2. Discuss Hospital Nutrition Care Trends and Dietary Service Quality Control Mechanisms.
- Q3. Enumerate types of hospital Laundry Services and Detergents.
- Q4. Discuss your views on Hospital engineering and maintenance of equipment.

Part C

(Maximum Marks: 30)

Answer the following questions in detail.

(3 x 10 = 30)

- Q5. Hospital Waste Management has been linked to a slew of health issues. What precautions must be taken to deal with waste and the various implications of noncompliance in healthcare delivery?
- Q6. There are some critical services and sensitive areas in which a hospital manager is expected to demonstrate world-class excellence. In light of this statement, focus on security services of Emergency department and Pediatric Unit?
- Q7. Think of yourself as an administrator of a super specialty hospital and express your thoughts on whether housekeeping services should be outsourced or performed in-house. Which one would you choose, and why?