

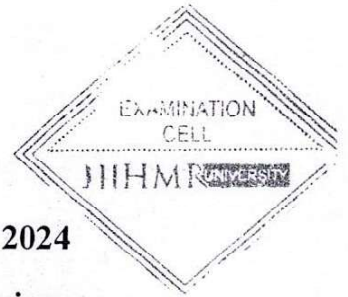
Institute of Health Management Research

MBA Hospital and Health Management

Batch-28th (2023-2025) Hospital Management

Second Year, Term 4 End Term Examination, November 2024

HOM-703 Organisation and Management of Support Services

**Time - 3 Hour****Maximum Marks: 50 (Minimum Marks: 20)****Instructions to students:**

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

Part A**(Maximum Marks: 5)****Q1. Choose the correct option for the following (0.5 mark each):**

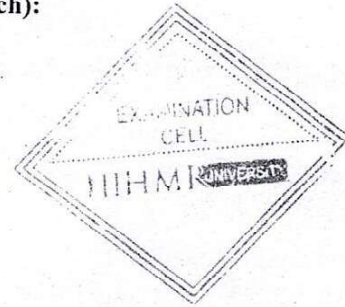
- (a). Support services in the hospital does not include:
(i). Laboratory services (ii). Imaging Services (iii). Daycare (iv). CSSD
- (b). The following is the most important purpose of documentation, Except
(i). To Communication (ii). To Reimbursement
(iii). To Quality assurance (iv). To provide comfort
- (c). Color label of AB group Blood is :
(i). Blue (ii). Yellow (iii). Pink (iv). White
- (d). Metal sharps is collected in which color bin: -
(i). Yellow (ii). Red (iii). Blue (iv). Black
- (e). Sterilization methods include:
(i). Heat (ii). Chemical (iii). Irradiation (iv). All of above
- (f). Dry Powder is more suitable for extinguishing type Fire.
(i). A (ii). B (iii). C (iv). All
- (g). In India First time CSSD was established in _____ hospital in 1965.
(i). AIIMS Delhi (ii). Safdarjung (iii). PGIMR, Chandigarh (iv). Apollo Hospital, Delhi
- (h). One litre of Liquid Oxygen Provides _____ Litres of Oxygen.
(i). 860 (ii). 960 (iii). 680 (iv). 1060
- (i). The Color Code of the Oxygen Cylinder is:
(i). Black with a white top above (ii). Grey (iii). Blue (iv). None of the
- (j). The minimum space required for a Blood Bank Facility is _____ SqM.
(i). 200 (ii). 100 (iii). 150 (iv). 50

Part B

(Maximum Marks: 15)

Q2. Write short notes on any three of the following questions (5 mark each):

- (a). Emergency Codes in Tertiary Care Hospital
- (b). International Patient Safety Goals in Hospitals
- (c). Fire Safety in Hospital
- (d). Quality control in CSSD
- (e). Managerial issues in Laundry Services.



Part C

(Maximum Marks: 30)

Answer any three of the following questions in detail (10 mark each):

- Q3. Discuss the plan for housekeeping services at a district hospital to improve patient satisfaction.**
- Q4. Describe the laboratory services provided in a tertiary care hospital and explain how you will ensure quality control.**
- Q5. Discuss in detail the planning and design of a Blood Transfusion Center to ensure quality services in a Tertiary care hospital.**
- Q6. Discuss in detail the planning and design of Radiological/Imaging services in a district hospital, taking into consideration Patient safety from radiation hazards.**