



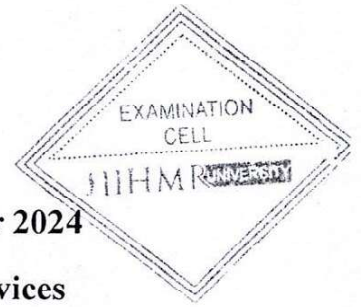
Institute of Health Management Research

MBA Hospital and Health Management

Batch-28th (2023-2025) Hospital Management

Second Year, Term 4 End Term Examination, November 2024

HOM-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 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 (1 mark each):

- (a). Emulsifying power of detergent
 - (i) Lowers the surface tension of water
 - (ii) Breaks up grease and loosens the dirt particles
 - (iii) Delays the soiling process
 - (iv) Has absorptive action
- (b). In normal conditions, the shelf life of a sterilized pack is
 - (i) 24 hours
 - (ii) 72 hours
 - (iii) 4-5 days
 - (iv) one week
- (c). Material for oxygen pipeline should be of
 - (i) Aluminum
 - (ii) Stainless steel
 - (iii) Brass
 - (iv) Copper
- (d). Laundry services in a hospital are crucial because they
 - (i) Reduce hospital costs
 - (ii) Provide employment opportunities
 - (iii) Increase patient satisfaction
 - (iv) Help prevent cross-contamination and infections
- (e). The main component of hospital waste management involves:
 - (i) Recycling paper and plastics
 - (ii) Segregation and disposal of medical waste
 - (iii) Stockpiling unused medical supplies
 - (iv) Managing electricity and water consumption

Part B

(Maximum Marks: 15)

Answer the following questions (5 mark each).

- Q2. Explain why Hospital Utility services are an essential part of Hospital services.
- Q3. Discuss the importance of proper storage in hospital dietary services.
- Q4. Explain the need for Linen and Laundry services in healthcare Organization.

Part C

(Maximum Marks: 30)

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

- Q5. Describe in detail Mortuary Services. What are the functions and workflow of the mortuary discuss the policy and procedure of the mortuary department.
- Q6. Discuss the types of linen and laundry services that are important in hospitals. Explain the storage of a linen room. Describe the laundry process and its equipment used.
- Q7. Explain the types of hospital waste and their segregation methods. What are the rules for disposing of biomedical waste? What responsibilities do hospitals have in handling it?

