



Institute of Health Management Research

MBA Hospital and Health Management

Batch-28th (2023-2025)

First Year, Term 3 End Term Examinations, April 2024

CC – 615 Essentials of Hospital 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) What is ISQua?
- (i) Indian Society for Quality in Health Care
 - (ii) Internal Standards for Quality in Healthcare
 - (iii) International Society for Quality in Health Care
 - (iv) International Standards for Quality in Healthcare
- (b) A type of Hospital-acquired infection from a diagnosis or therapeutic procedure is termed
- (i) Nosocomial infection
 - (ii) Iatrogenic infection
 - (iii) Airborne infection
 - (iv) Opportunistic infection
- (c) The cause-and-effect diagram is also known as
- (i) Scatter diagram
 - (ii) Fishbone diagram
 - (iii) Histogram
 - (iv) Control Charts
- (d) Following are the components of the pathology laboratory except
- (i) Haematology
 - (ii) Biochemistry
 - (iii) Microbiology
 - (iv) Echocardiography
- (e) Primary objective of materials Management are:
- (i) Low procurement prices
 - (ii) Continuity of supplies
 - (iii) High Inventory turnovers
 - (iv) All above

Part B

(Maximum Marks: 15)

Q2. Write short notes on any three of the following:

- (a).** Zoning in OT (5)
- (b).** Barrier Nursing (5)
- (c).** Flow Process in CSSD (5)
- (d).** Managerial issues in Medication Management (5)

Part C

(Maximum Marks: 30)

Answer any three of the following questions, in detail.

- Q3.** The Hospital Administrators are required to act as a professional. Comment on the statement in the capacity of Hospital Administrator. (10)
- Q4.** Define hospital as a system. How it contributes in improving the health care of people. (10)
- Q5.** How you will address problems of OPD in a District Hospital as in-charge of OPD services. (10)
- Q6.** Discuss in brief the medication management for Hospitals. Cite relevant examples in support your answer. (10)