



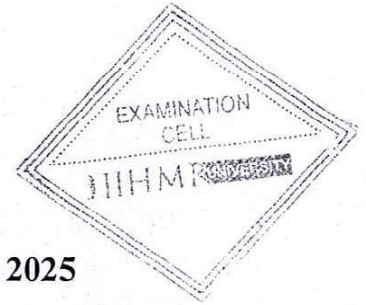
Institute of Health Management Research

MBA Hospital and Health Management

Batch-29th (2024-2026)

First Year, Term 3, End Term Examinations, May 2025

CC- 615 Essentials of Hospital Services



Time - 3 Hour

Maximum Marks: 50 (Minimum Marks: 20)

Instructions to students:

- This question paper contains 3 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 questions (0.5 mark each):

- First point of contact in Hospital is:
 - OPD
 - ICU
 - A & E Dept
 - Day Care
- "Shop window" of Hospital is:
 - A & E Department
 - OPD
 - Day Care
 - ICU
- Following is not included in Hospital Bed Compliment:
 - ICU Bed
 - Maternity ward bed
 - Observation bed in Labor room
 - Bassinet for Sick Baby
- Patient information in their medical record should include
 - A record of divorces
 - the date of birth
 - the date of marriage
 - the date of the spouse's birth
- Support services in the hospital do not include:
 - Laboratory services
 - Imaging Services
 - Daycare
 - CSSD

- 6.. The significance of central sterile services department CSSD is:
- To bring advancement in medical science to provide betterment of humanity
 - To bring efficiency and economy in the centralization of sterilization of syringes activity in one location for use all over the hospital
 - To help non-medical staff to learn administrative skills
 - To help medical professionals to develop management attitudes.
7. Anatomical waste is collected in which color bin :-
- Yellow
 - Red
 - Blue
 - Black
8. Sterilization methods includes :
- Heat
 - Chemical
 - Irradiation
 - All of above
9. "Hospitals' Hospital " is referred as-----
- OT
 - OPD
 - ICU
 - A & E Dept
10. Clinical services of the hospital includes all except-----
- Pharmacy
 - Day Care
 - ICU
 - OT



Part B

(Maximum Marks: 15)

Write short notes on any three of the following questions (5 marks each):

- Q2.** Enumerate Hospital Clinical Services and discuss one in brief
- Q3.** Enumerate Hospital Support Services and discuss one in brief.
- Q4.** Enumerate Emergency Codes and discuss importance
- Q5.** Enumerate Hospital Utility services and discuss one in brief.
- Q6.** Zoning in Hospital Operation Theatre



Enrolment Number:

Part C

(Maximum Marks: 30)

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

Q7. Define a hospital and its function with examples

Q8. What are the expectations of clientele from Hospitals, discuss in brief your role in meeting these expectations.

Q9. Discuss Quality control in medication management, cite relevant examples in support of your answer.

Q10. Enumerate points to be considered while studying a department in a hospital with example.