International Institute of Health Management Research (IIHMR) New Delhi 2019-21

Time:-2 Hours

HOM-703 Organization and Management of Support Services Max Marks:-70

Third Semester Exams

Part A. Answer any Three questions:- Each question carry 15 marks.

- 1. Process flow of a patient advised a Radiological Investigation..
- 2. Discuss in brief the role of the Linen & laundry Manager I. Enumerate common types of linen distribution systems.
- 3. Write a short note on Hathi Committee and its recommendations.
- 4. List down the advantages and disadvantages of a standalone Radiology center

Part B: 15 Marks CASE STUDY:

The pharmacy & dispensing service of a 350 bedded Corporate. You have joined as a OPD Manager 3 months back. OPD Pharmacy is also under your administrative control. You observe the following situation in this service.

Long queue in front of the seven dispensing counters.

Frequent fights between the patients and pharmacists increased the waiting time in dispensary. Large number of patients do not get the medicines prescribed by doctors.

A prescription audit carried out a year back revealed many lacunae.

A week back you nabbed the head pharmacist carrying a bag full of medicines home.

Five children developed measles between 2-3 year of age. They did receive the measles immunization at 9-10 months of age in the pediatric OPD of the same hospital.

Describe the situation and draw a point wise action plan to solve the chaos and streamline OPD pharmacy.

Part C: Please write True or False for the following questions in your answer sheet. Each question carry 1 marks.

1. The Calendaring machines are used for disinfecting linen. True/False

- 2. Mammography is an X Ray picture of breast True/False
- 3. At least three sets of linen are required in a busy hospital. True/False
- 4. Delay in administrating drug to a patient is not an Quality Indicator but a human error True/False
- 5. Control of Hospital odors is not the job of Housekeeping Manager True/False
- 6. Hospital Formulary refers to listing of hazardous drugs approved by Pharmacy and Therapeutic Committee. True/False
- 7. The Hathi Committee is integral of Pharmacy Service True/False
- 8. In contractual system of Linen distribution system both linen and laundering system is owned by the hospital True/False
- 9. LASA drugs should be kept in double lock and key
- 10. While installing CT scan all Radiation safety precautions needs to be Taken True/False