



**Post Graduate Diploma in Management (Hospital & Health Management)
PGDM – 2021-23 Batch**

**Term – III: Term End Examination (Organization & Management of Support
Services)**

Course & Code :		Reg. No. :	
Term & Batch :	III, 2021-23	Date :	
Duration :	3 Hrs.	Max. Marks :	70

Instructions:

- Budget your time as per the marks given for each question and write your answer accordingly.
 - Don't write anything on the Question Paper except writing your Registration No.
 - Mobile Phones are not allowed even for computations.
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Part A: Q. 1 to Q.10 (10 questions*1 marks = 10 marks).

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|---|-------------------|
| 1. Supportive services of hospital includes Housekeeping. | True/False |
| 2.The significance of CSSD is to bring efficiency and economy in sterilization. | True/False |
| 3. Hospital should cater for Six (6) sets of linen. | True/False |
| 4. Dietary is/are governed by the F.D.A (Food and Drug Administration Act). | True/False |
| 5. Lead is the shielding choice for High Energy Beta rays. | True/False |
| 6. Dry Powder is more suitable for extinguishing type A, B, C fire. | True/False |
| 7. In India First time CSSD was established in Safdarjung hospital in 1965. | True/False |
| 8. Liquid Oxygen plant is planned in more than 200 beds hospital. | True/False |
| 9. Anatomical waste is collected in yellow color container. | True/False |
| 10. Minimum space required for Blood Bank Facility is 100 Sqm. | True/False |

Part B: Short Notes (4 questions *5 Marks =20 Marks) Attempt any four.

- Q11. Therapeutic Diets
- Q12. Radiation Hazards
- Q13. Hospital Acquired Infection
- Q14. Bio Medical Waste Management
- Q15. Preventive measures for hygienic and quality F & B and dietary services.



Part C: (4 questions *10 Marks =40 Marks) Attempt any four.

Q16. Discuss the plan of housekeeping services in a district hospital to achieve desired patient satisfaction.

Q17. Describe laboratory services in a Tertiary care hospital and how you will ensure the quality control?

Q18. Discuss in details Blood Transfusion Center. How you will plan and design a Blood Transfusion services to ensuring the quality in a Tertiary care hospital.

Q19. Discuss in detail the planning and designing of Radiological / Imaging services in a district hospital keeping in view the radiation hazards.

Q20. Describe flow process of linen and laundry services in tertiary care hospital and discuss how it is different from laundry services in public areas?