

**+International Institute of Health Management Research (IIHMR)
New Delhi
Supplementary Exam Batch 2016-18**

Time:-3 Hours

HOM-704 Hospital Utility Services

Max Marks:-100

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

1. Enumerate key responsibility areas in Housekeeping. Discuss in brief the cleaning agents used in Housekeeping.
2. Discuss in brief the linen requirements in a hospital. Enumerate common types of linen distribution systems.
3. Discuss in brief the dietary stores management. Enumerate important planning consideration of a dietary service.
4. Discuss the physical facilities requirements of mortuary service of a district hospital.
5. Define health care waste. Discuss post exposure prophylaxis in detail.

Part B: 30 Marks

CASE STUDY: The pharmacy & dispensing service of a 500 bed government hospital was recently renovated in 2014. You have joined as a mid level hospital administrator 3 months back. This service 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 pharmacy.

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

1. Lysol is best suited for cleaning hospital floors. True/False
2. Spores are killed by Lysol . True/False
3. Waxing of floors inhibits the growth of microbes. True/False
4. The vertical threads in fabric are called 'warp'. True/False
5. The Calendaring machines are used for disinfecting linen. True/False
6. Sharps are disinfected with 1% hydrochloric acid. True/False

7. At least three sets of linen are required in a busy hospital. True/False
8. Hospital Formulary refers to listing of hazardous drugs approved by Pharmacy and Therapeutic Committee. True/False
9. Recommended space requirement for a mortuary service is 6-8 sq.ft. per bed. True/False
10. Ambulatory care refers to hospital ambulance service. True/False