

**International Institute of Health Management Research (IIHMR)  
New Delhi  
Term Exam, Batch 2017-19**

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**Time: -3 Hours**

**HOM-704 Hospital Utility Services**

**Max Marks: -70**

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**Part A. Answer any two questions: - Each question carries 15 marks.**

1. Discuss in brief the organization and staffing of Linen and Laundry services in a 500 bed hospital.
2. Enumerate important functions of dietician of a teaching hospital. Discuss in detail the perishable stores management.
3. Define Public Relations. Discuss in brief the methods of promoting good PR in a teaching hospital.

**Part B: 15+15=30 Marks**

**A. Mortuary Case Study:**

**15 Marks**

As a deputy superintendent of a busy district hospital (500 bed), you have recently assumed the management of its mortuary.

You are confronted with the following situation: -

1. You observe that the two bodies are stored on ice blocks, as the refrigerated cabin is not functioning for past 3 months.
2. The mortuary is wet and slushy.
3. On an average 12 postmortems are done every week.
4. The lone pathologist responsible for postmortems complaints of heavy pressure of work.
5. The waiting hall outside mortuary room is congested & lacks amenities.
6. You have been suddenly called to mortuary due to a fight between a group of relatives and mortuary supervisor. The relatives argue that the body handed over to them is not theirs.
7. The breakdown of the hospital's mortuary van is a routine story. This has lead to mushrooming of unauthorized transporters outside the campus wall.

Please analyze the above situation & give your solutions /recommendations.

**B. Case Study: Pharmacy & Dispensing Service**

**15 Marks**

The pharmacy & dispensing service of a 500 bed government hospital was recently renovated in 2007. 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.

1. Long queues in front of the seven dispensing counters.
2. Frequent fights between the patients and pharmacists increased the waiting time in dispensary.
3. Large number of patients do not get the medicines prescribed by doctors.
4. A prescription audit carried out a year back revealed many lacunae.
5. Doctors blame the hospital administration for the dispensing & medicine chaos.
6. A week back you nabbed the head pharmacist carrying a bag full of medicines home.
7. Five children developed measles between 2 to 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 remedy the chaos and streamline pharmacy.

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

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| 1. The BMW rules were revised in 2015.   | True/False |
| 2. Microbes are killed in boiling water.   | True/False |
| 3. Moist floor inhibits the growth of microbes.  | True/False |
| 4. The vertical threads in fabric are called 'warp'.   | True/False |
| 5. Soiled linen must be sluiced in wards before sending to laundry                                     | True/False |
| 6. Sharps injury may cause Hepatitis B   | True/False |
| 7. ART is an integral part of PEP  | True/False |
| 8. Dead bodies in the mortuary are stored at 4-6 degree Celsius  | True/False |
| 9. Recommended space requirement for a pharmacy service of a teaching hospital is 60-80 sq.ft. per bed | True/False |
| 10. It is better for the hospital to run its own ambulance service                                     | True/False |