

International Institute of Health Management Research (IIHMR)
New Delhi
Batch 2017-19

Time:-3 Hours HOM-704 Hospital Utility Services Max Marks:-100

Part A. Answer any two questions:- Each question carry 20 marks. 40 Marks

1. Discuss in brief the Organization and Staffing of House Keeping Services in a 500 bed hospital.
2. What are Therapeutic Diets. Discuss the functions and responsibilities of head dietician of a medical college hospital.
3. Discuss in brief the hospital engineering services.

Part B:

A. Case Study: Pharmacy & Dispensing Service 30 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 not 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 carry 3 marks. 30 Marks

1. PEP should follow as a safety against radiation leak True/False
2. All Microbes are killed in boiling True/False
3. Cleaning the floors with Lysol kills all microbes True/False

4. The soiled linen should be sluiced in ward
before sending to laundry True/False
5. The Hathi Committee is integral of Pharmacy Service True/False
6. PPE will have no effect on hospital associated infections True/False
7. Two sets of linen are required in a busy hospital True/False
8. The Hospital Formulary is now considered unnecessary True/False
9. Space requirement for a Mortuary service is 6-8 sq.ft. per bed True/False
10. Ambulance Service should not be outsourced True/False