

**International Institute of Health Management Research (IIHMR)**  
**New Delhi**  
**Term Exam, Batch 2020-22**

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**Time: -2 Hours**

**HOM-704 Hospital Utility Services**

**Max Marks: -70**

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**Part A. Answer any two questions: - Each question carries 20 marks.**

1. Discuss in brief the organization and staffing of CSSD services in a 500 bed hospital.
2. Define biomedical Waste. Discuss in brief the CPCB guidelines on COVID-19 biomedical waste management.
3. Define Public Relations. Discuss in brief the methods of promoting good PR in a teaching hospital.

**Part B: 20 Marks**

**A. Mortuary Case Study:**

**20 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 complains 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.

**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. Microwave disinfection is more cost efficient than autoclaving                                      | True/False |
| 6. Sharps injury may cause Hepatitis B   | True/False |
| 7. ART is an integral part of PEP  | True/False |
| 8. Net Death Rate  | 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 |