



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

Term – III : Term End Examination

Course & Code	: HOM-704 Organization and Management of Utility Services	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: 10 questions*1 marks = 10 marks

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

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|---|------------|
| 1. The Quality Circle approach was introduced by USA in 1970s | True/False |
| 2. Lysol is best suited for cleaning hospital floors. | True/False |
| 3. All ambulances must be equipped with a defibrillator | True/False |
| 4. The minimum temperature in a CSSD autoclave should be 120° Celsius | True/False |
| 5. The Hathi Committee is integral to Mortuary Service | True/False |
| 6. A needle stick injury may cause HIV infection | True/False |
| 7. Hospital engineering service should be under a clinician | True/False |
| 8. Every hospital should have its own Formulary of drugs | True/False |
| 9. Space requirement for CSSD service is about 20 sq. per bed | True/False |
| 10. A teaching hospital should outsource ambulance service | True/False |

Part B: 2 questions *5 Marks =10 Marks

Write short notes on any 2 of the following:

1. Explain the Institutional Responsibilities for Waste management
 2. Explain the Functions of the Drug therapeutic Committee in Pharmacy
 3. Explain the colour Coding and Pre-treatment of disposal items in waste management?
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Part C: 3 questions *10 Marks =30 Marks

Long Notes

Attempt all of the following:

1. The management of hospital waste has been found to create numerous health problems. What are the precautions needed to handle the waste and various consequences arising out of noncompliance in healthcare delivery? Describe in detail the safety guidelines of Waste Management, its Segregation, Transportation, and Final Disposal.
2. Discuss the physical facilities requirement of mortuary service of a medical college.
3. The Engineering Services department of your hospital is over-pressed which has been found to increase the psychosomatic complaints from different categories of staff. In the capacity of a hospital professional, focus on the measures you need to initiate for minimizing job stress and also discuss the Basic Engineering services, Types, and Functions.

Part D: Read the following case study and answer the following questions

Case Study: Pharmacy & Dispensing Service (20 Marks)

The pharmacy & dispensing service of a 500 bed government hospital was recently renovated in 20019. 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 2-3 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.