

**Post Graduate Diploma in Management (Hospital & Health Management)**

**PGDM – 2023-25 Batch**

**2<sup>nd</sup> Year – 3<sup>rd</sup> Semester End Examination**

<b>Subject &amp; Code</b>	<b>: Organization and Management of Utility Services- HOM 704</b>	<b>Reg. No.:</b>
<b>Semester &amp; Batch</b>	<b>: III, 2023-25</b>	<b>Date : 14-10-2024</b>
<b>Time &amp; Duration</b>	<b>: 10:30 A.M.-01:30 P.M. (3 Hrs.)</b>	<b>Max. Marks : 70</b>

**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.

**Part A: Q.1 to Q.10 all questions are compulsory (10 X 2 Marks = 20 Marks)**  
**One liner, MCQs, True/False**

1. What is the primary consideration in the physical planning and design of a mortuary facility?
  - a. Proximity to the hospital's ICU and wards
  - b. Aesthetically pleasing architecture
  - c. Accessibility for funeral processions
  - d. Adequate space for body storage and viewing areas
2. In India, which government agency is responsible for regulating and controlling the quality and safety of pharmaceuticals and medical devices?
  - a. Medical Council of India (MCI)
  - b. National Accreditation Board for Hospitals & Healthcare Providers (NABH)
  - c. Drug Controller General of India (DCGI)
  - d. National Health Authority (NHA)
3. Used urinary catheters are discarded in which color bag? Justify your answer.
4. An electrical circuit has malfunctioned and a fire has broken out in the biochemistry lab. Which color emergency code is applicable?
5. Lysol is best suited for cleaning hospital floors. True/False
6. All ambulances must be equipped with a defibrillator True/False
7. Minimum temperature in a CSSD autoclave should be 120 degree Celsius. True/False

**Contd...2..**

8. Write two main emergency care principles for transporting victims of road traffic accident, which should be taught to paramedics in ambulance services.
9. What is the importance of LASA in medication safety practices?
10. Write a brief 5 point checklist to ensure efficient management of perishable foods in hospital dietary services.

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**Part B: Q.11 to Q.15 attempt any four questions (4 X 5 Marks = 20 Marks)**

**Short Notes**

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11. Explain the role of Mobile ICU Ambulance in the context of rescue and patient care in the aftermath of an earthquake.
12. Expand and explain HVAC. What is the role of HVAC in supporting neonatal ICU services?
13. Classify used hospital linen in increasing order of safety hazard. Describe the process flow of laundry with relevant diagrams. What is the role of linen segregation and good laundry practices in controlling hospital infections?
14. Write a note on the role of digital transformation in enhancing quality of pharmacy services. What components of pharmacy services can be digitized/automated to reduce medication errors?
15. What is the role of a Biomedical Engineer in ensuring quality of patient care? Write a note on different types of Manifolds in hospital settings.

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**Part C: Q.16 to Q.19 attempt any three questions (3 X 10 Marks = 30 Marks)**

**Long Notes**

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16. A patient's attendant threatened violence towards the nurse on duty in night shift. He alleged that nurses are arrogant, absent from duty stations and not providing care during duty hours. Discuss the role of security manager and HR manager in resolving this situation and ensuring safety and satisfaction of the patients as well as staff of the hospital.
17. Define medical records. Describe the flow of inpatient medical records in a teaching hospital with suitable explanations and illustration.
18. You are in charge of drafting SOPs for biomedical waste management in a 50 bedded hospital. Write detailed SOPs regarding waste segregation in general ward, transport of waste to holding area and disposal from holding facility to authorised waste collection agency.
19. Differentiate between pathological autopsy and medicolegal autopsy. Write a note on structure and design of hospital mortuary. What additional (soft skill related) services would you include in your mortuary services to support patient families and improve satisfaction ratings?