



PG – 890

IV Semester M.B.A. Degree Examination, July 2017  
(CBCS)

MANAGEMENT

4.5.3 : Management of Hospital Services

Time : 3 Hours

Max. Marks : 70

**Instruction :** Answer all the Sections.

SECTION – A

Answer any five of the following questions. Each question carries five marks. (5×5=25)

1. Explain various equipments used in hospital laboratories.
2. Describe different ambulance services provided by hospitals.
3. Write about location, lighting and air conditioning of operation theatres in a hospital.
4. Explain how accreditation influences the process of hospital planning.
5. Give an account of the facilities available in OPD in a mega hospital.
6. Draw and explain the department chart of housekeeping department.
7. What is medico-legal case ? Brief the role of nurse in the medico legal cases.

SECTION – B

Answer any three of the following questions. Each question carries ten marks. (3×10=30)

8. How Hospital Information system will be useful for Hospital Administrator ?
9. Explain in detail the different services provided by Linen and Laundry department.
10. How will ensure the coordination between different departments of a hospital for effective functioning of a Hospital ? Explain.
11. Bring out the methods employed in the disposal of waste generated in different departments of a Hospital.

P.T.O.



## SECTION - C

## (Case Study)

## 12. Compulsory question. (1×15=15)

District Medical and Health Officer of Kolar district has visited Sri Surya hospital. During his rounds, he has noted the following.

- a) Gauze pieces were lying on the floor of CSSD department.
- b) No registers were maintained towards distribution of sterilized cotton.
- c) Technician was wearing unsterile slippers.
- d) Temperature monitoring registers were absent.

Later, DMHO alerted the management to take suitable measures to improve sterility at the hospital.

**Questions :**

- 1) Being the hospital director, explain the procedure that should be followed for distribution of sterilized items; and
- 2) Which registers are to be maintained and controls to be exercised ?