

NATIONAL INSTITUTE OF PUBLIC HEALTH TRAINING AND RESEARCH, MUMBAI

Post Graduate Diploma in Hospital Management (PGDHM) Batch-2021-22

Paper – VI: Planning & Management of patient care and support services, Planning & Management of Utility Services

Section = A - Planning & Management of patient care and support services Time: 3 hrs

Credit 3

Marks:- 50

Time : 11.00am to 2.00pm

Date : 23/03/2022

Q.1. Descriptive question: Answer any two of the following Question 2x10=20

- A) Discuss the types of services provided by the imaging department , Describe the organization and planning considerations for imaging department of a 500 bedded hospital
- B) Explain the admission and discharge process in a Hospital, provide suggestions to optimize the process to improve patient satisfaction.
- C) a. Define accidents and emergency (A & E) services
b. Discuss the roles and functions of A & E services.
c. Describe the planning considerations of A & E services.

Q.2. Write in brief: Answer any three of the following Question's 3x5=15

- A) Explain the patients' rights
- B) Zoning concept in Operation Theatre (OT)
- C) Mention the various policies and procedures of blood bank
- D) Facilities for disabled in hospitals.
- E) Types of wards and their merits and demerits.

Q.3. Short Notes: Answer any three of the following three Question's 3x5=15

- A) Radiation Safety Practices in Hospitals
- B) Hospital engineering services.
- C) Mention the functions of Front office in a hospital
- D) Differentiate between public and private hospital
- E) Quality assessment in hospital lab. services

Section = B -Planning & Management of Utility Services

Credit 3

Total Marks: - 50

Q.1.Descriptive question: Answer any two of the following Question 2x10=20

- A) Explain the task of nurses in coordinating with the medical, central and technical services in ensuring better patient care .
- B)
 - a. What is Medical Record?
 - b. How will you plan and organise a Medical Record Department for a District level hospital?
 - c. Discuss the scientific methods of Storage and Retrieval of Medical Records
- C)
 - a. Explain the aims and objectives of CSSD
 - b. Describe various sterilization procedures that are used in CSSD.
 - c. Discuss the operative considerations for CSSD

Q.2. Write in brief: Answer any three of the following three Question's 3x5=15

- A) What is preventive maintenance? Mention a few advantages of preventive maintenance.
- B) Functions of Housekeeping Department.
- C) Active laundry inventory & laundry equipment's
- D) Functions of hospital security department.
- E) Hospital acquired infections & their control measures.

Q.3. Short Notes: Answer any three of the following Question's 3x5=15

- A) Write a note on Ambulance Services and its Types?
- B) Energy conservation in hospitals, and Electrical safety in operation theatres.
- C) Bio medical waste management
- D) Recent advances in design of hospital care system in metro cities
- E) Health care codes and its importance.