

**NATIONAL INSTITUTE OF PUBLIC HEALTH TRAINING AND RESEARCH, MUMBAI**  
**Post Graduate Diploma in Hospital Management (PGDHM) Batch: 2024-25**  
**Second Semester Examination**

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**PAPER–VI**

**Planning & Management of Patient Care & Support Services**  
**Planning & Management of Utility Services**

Date: 13/03/2025

Time: 10:00 AM to 01:00 PM (03 Hours)

Total Marks: 100

Credit: 6.0

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**Section: A**

**Credit: 3.0 / Marks: 50**

**Q: 1) Descriptive Question (Attempt any two) 20 Marks**

- a) Explain in brief Location, operation and management of Emergency and trauma unit.
- b) Enumerate and explain in brief various patient care and support services?
- c) Explain the admission and discharge process in a Hospital, provide suggestions to optimize the process to improve patient satisfaction?

**Q: 2) Write in Brief (Attempt any three) 15 Marks**

- a) What is the size of active laundry inventory? What are the problems related to laundry service?
- b) Accidents and emergency (A & E) services?
- c) Duties and responsibilities of staff nurses in ER.
- d) Facilities for disabled in hospitals.
- e) Mention the various policies and procedures of blood bank.

**Q: 3) Short Notes (Attempt any three) 15 Marks**

- a) Concept of green hospital
- b) Types of services to be available at front desk.
- c) Differentiate between public and private hospital.
- d) Ambulance services and its types.
- e) Sewage treatment plant and rain water harvesting services in hospital

**Section: B****Credit: 3.0 / Marks: 50****Q: 1)      Descriptive Question      (Attempt any two)      20 Marks**

- a) What is Medical Record? Plan and organize a Medical Record Department for a District level hospital?
- b) Hospital kitchen and its maintenance. Explain.
- c) Define biomedical waste management. Discuss the segregation of biomedical waste at source?

**Q: 2)      Write in Brief      (Attempt any three)      15 Marks**

- a) Enumerate and write in brief about various sterilization procedures that are used in CSSD.
- b) Nurses in coordinating with the medical, central and technical services in ensuring better patient care.
- c) Components of Hospital Utility Services
- d) Managerial issues in Pharmacy services of hospitals.
- e) Electrical safety in operation theatres.

**Q: 3)      Short Notes      (Attempt any three)      15 Marks**

- a) Code Purple and responsibilities of security officers.
- b) Hospital infection control services?
- c) Advantages of preventive maintenance?
- d) Preservation, transportation and religious formalities under Mortuary services?
- e) Modern technology for handling Bio Medical Waste in hospitals?

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