

NATIONAL INSTITUTE OF PUBLIC HEALTH TRAINING AND RESEARCH, MUMBAI
Post Graduate Diploma in Hospital Management (PGDHM) Batch: 2023-24
Second Semester Mock Examination

PAPER-VI

Planning & Management of Patient Care & Support Services

Planning & Management of Utility Services

Date: 28/02/2024

Total Marks: 100

Time: 02:00 PM to 05:00 PM (03 Hours)

Credit: 6.0

Section: A

Credit: 3.0 / Marks: 50

Planning & Management of Patient Care & Support Services

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

- a) Explain the admission and discharge process in a hospital, provide suggestions to optimize the process to improve patient satisfaction.
- b) Explain the concept of green and energy efficient hospital and related requirements
- c) Define accidents and emergency A & E services. Discuss the roles and functions of A & E services. Describe the planning considerations of A & E services.

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

- a) Types of services to be available at front desk
- b) Zoning concept in Operation Theatre (OT)
- c) Facilities for disabled in hospitals
- d) Nursing manpower related standards for wards and critical care areas in the hospital
- e) Biomedical equipment required for ICU set up

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

- a) Ward layout and significance of position of Nurse's station.
- b) Placement of various types of diagnostic services in the hospital
- c) Quality assessment in hospital lab services
- d) Mention the various policies and procedures of blood bank
- e) Hospital engineering services

Section: B
Planning & Management of Utility Services

Credit: 3.0 / Marks: 50

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

- a) Explain the aims and objectives of CSSD. Describe various sterilization procedures that are used in CSSD. Discuss the operative considerations for CSSD.
- b) Define biomedical waste management. Discuss the segregation of biomedical waste at source
- c) Explain the task of nurses in planning and organizing of dietary services.

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

- a) Functions of Housekeeping Department.
- b) What is the size of active laundry inventory? What are the problems related to laundry service?
- c) Need for Mortuary and formalities of handing over of dead body to relatives
- d) Managerial issues in Pharmacy services of hospitals
- e) Layout and components of hospital kitchen

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

- a) Code Purple and responsibilities of security officers
- b) External transport of patient and related prerequisites
- c) Health protection of housekeeping staff
- d) Electrical safety in operation theatres
- e) Advantages of preventive maintenance

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