



Name :

Roll No. :

Invigilator's Signature :

CS/(MHA)/SEM-4/MHA-401/2013

2013

UTILITY SERVICE AREAS

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

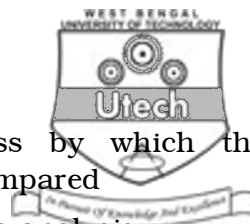
GROUP – A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following :

10 × 1 = 10

- i) is an art of recording, classifying and summarizing data in a significant manner and interpreting the result
 - a) Accounting
 - b) Costing
 - c) Financing
 - d) Cost accounting.
- ii) is a calculation of the approximate sales volume require to just cover costs, below which production would be unprofitable and above which it would be profitable
 - a) Break-even analysis
 - b) Cost Benefit analysis
 - c) Ratio analysis
 - d) ABC analysis.



- iii) is a method or process by which the relationship of items or groups are compared
- a) Cost-benefit analysis b) Ratio analysis
c) Financial analysis d) Data analysis.
- iv) an order from a doctor, dentist, veterinary surgeon for the supply of a medicine dressing or surgical appliance to a patient
- a) Prescription b) Formulary
c) Unit does d) Case sheet.
- v) VED stands for
- a) Vital Effective and Defective
b) Very Essential Drugs
c) Verify Emergency Drugs
d) Vital Essential and Desirable.
- vi) FSN stands for
- a) Fast moving, slow moving and Non moving
b) First moving, Second moving and Never moving
c) Forward moving, Side moving and Non-stop moving
d) Frequent moving, Sudden moving and Non moving.
- vii) PDCA stands for
- a) Plan, DO, Check and Act
b) Preservation, Demonstration, Communication and Action
c) Planning, Directing, Communicating and Action
d) Plan, Direct, Cooperate and Act.
- viii) LIFO stands for
- a) Last in First Out
b) Latest Indian Fashion Organization
c) Letter for International Food Order
d) Last in Force Out.

- GROUP – B**

Answer any *three* of the following. $3 \times 5 = 15$

- [Turn over



5. Role and functions of a manager in the Housekeeping department.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

6. What is Welfare service ? What are the importances of Patient Welfare Services ? Discuss the objectives and functions of Rogi Kalyan Samiti. $2 + 4 + 9$
7. State the Organization and staffing pattern of Pharmacy department. Discuss the importances of Schedule — K, Chapter IV, in management of Pharmacy. State the policies and procedures of pharmacy management of a corporate hospital. $4 + 4 + 7$
8. State the importance of Financial Administration in a hospital. Discuss the location and physical facilities of the Financial Department. State the management and control of financial department. $3 + 4 + 8$
9. State the recent trend and changes in housekeeping services. What are the good qualities of a housekeeper ? Discuss the procedures of maintaining the quality of housekeeping services.
