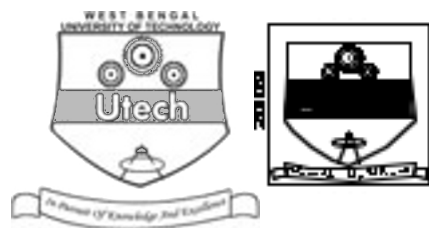


HOSPITAL SUPPORT SERVICES (SEMESTER - 2)

CS/MHA/SEM-2/MHA-201/09



1.
Signature of Invigilator

2.
Signature of the Officer-in-Charge

Reg. No.

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Roll No. of the
Candidate

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CS/MHA/SEM-2/MHA-201/09

ENGINEERING & MANAGEMENT EXAMINATIONS, MAY – 2009

HOSPITAL SUPPORT SERVICES (SEMESTER - 2)

Time : 3 Hours]

[Full Marks : 70

INSTRUCTIONS TO THE CANDIDATES :

1. This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.
2. a) In **Group – A**, Questions are of Multiple Choice type. You have to write the correct choice in the box provided **against each question**.
b) For **Groups – B & C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group – B** are Short answer type. Questions of **Group – C** are Long answer type. Write on both sides of the paper.
3. **Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.
4. Read the instructions given inside carefully before answering.
5. You should not forget to write the corresponding question numbers while answering.
6. Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.
7. **Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.**
8. You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification**.
9. Rough work, if necessary is to be done in this booklet only and cross it through.

No additional sheets are to be used and no loose paper will be provided

FOR OFFICE USE / EVALUATION ONLY

Marks Obtained

	Group – A										Group – B					Group – C					Total Marks	Examiner's Signature
Question Number																						
Marks Obtained																						

.....
Head-Examiner/Co-Ordinator/Scrutineer

33001 (28/05)



DO NOT WRITE ON THIS PAGE



ENGINEERING & MANAGEMENT EXAMINATIONS, MAY – 2009

HOSPITAL SUPPORT SERVICES

SEMESTER - 2



Time : 3 Hours]

[Full Marks : 70

GROUP - A

(Multiple Choice Type Questions)

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

10 × 1 = 10

i) Criteria for selection of vehicles for ambulance purpose are following *except*

- a) Fuel efficient
- b) Comfortable and spacious
- c) Excellent suspension for smooth ride
- d) All of these.

ii) In the decentralized system, the sterilization facility is located near the area where the sterilized items are used called

- a) JNCC
- b) TSSU
- c) JSSU
- d) None of these.

iii) Autoclave is related to

- a) OPD
- b) CSSD
- c) OT
- d) IPD.

iv) is a clinical, scientific, administrative and legal document relating to patient care.

- a) Admission slip
- b) Medical summary
- c) Discharge summary
- d) Medical record.



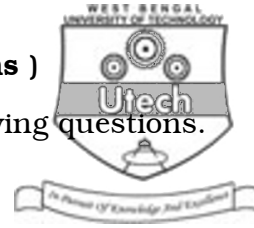
- v) Which is not included in Support Service ?
- | | | |
|--------------------|-------------------------|--------------------------|
| a) Nursing Service | b) Dietary Service | |
| c) Housekeeping | d) Physician Diagnosis. | <input type="checkbox"/> |
- vi) is an X-ray technique that uses a special scanner and computer to produce cross-sectional images of the head or part of the body.
- | | |
|-----------------------------------|--------------------------|
| a) Mammography | |
| b) MRI | |
| c) CT Scan | |
| d) Computerized Axial Tomography. | <input type="checkbox"/> |
- vii) Medical records are created and maintained for the benefit of
- | | | |
|-------------|------------------|--------------------------|
| a) patients | b) medical staff | |
| c) hospital | d) all of these. | <input type="checkbox"/> |
- viii) should be treated as infected.
- | | | |
|--------------------|--------------------------|--------------------------|
| a) Bed sheet | b) Soiled infant napkins | |
| c) Patient's dress | d) Curtains. | <input type="checkbox"/> |
- ix) Three elements,, are necessary to someone to commit a criminal act.
- | | | |
|---------------------------------|-------------------------------------|--------------------------|
| a) motive, opportunity & means | b) motive, opportunity & facilities | |
| c) motive, poverty & illiteracy | d) means, poverty & illiteracy. | <input type="checkbox"/> |
- x) ANM is a staff member who has received a training in some aspects of nursing & has a certificate awarded by the Nursing Council.
- | | | |
|------------|--------------|--------------------------|
| a) 2 years | b) 1 year | |
| c) 3 years | d) 6 months. | <input type="checkbox"/> |
- xi) is important in the treatment of the patient and is a part of his total care.
- | | | |
|--------------------|-------------------------|--------------------------|
| a) Good food | b) Good drugs | |
| c) Good total care | d) Non-vegetarian food. | <input type="checkbox"/> |



GROUP - B

(Short Answer Type Questions)

Write short notes on any *three* of the following questions.



3 × 5 = 15

2. Types of hospital laundry.
3. CSSD.
4. Functions of Dietary Department.
5. Selection of Laundry equipment.
6. Size of Active Inventory of Hospital Laundry and Linen Services.

GROUP - C

(Long Answer Type Questions)

Answer any *three* questions.

3 × 15 = 45

7. Why is hospital security important in any hospital ? Discuss how the assets of the hospital can be safeguarded against fraud, theft and other kinds of losses. 5 + 10
8. What is CSSD ? What are the objectives of CSSD ? Give an overall view of CSSD for its location, structure and staffing. 2 + 3 + 10
9. Diagrammatically discuss the patient flow pattern in the OPD of a hospital. What are the common problem areas in outpatient services ? 5 + 10
10. "The design and physical facilities of the food service department have an important impact on the standard of the food service, labour costs and the morale of the employee." Discuss. 15

END