



Name :

Roll No. :

Invigilator's Signature :

**CS/MHA/SEM-4/MHA-401/2012
2012**

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) Which of the following is not a utilization index ?
 - a) Bed occupancy rate b) Infant mortality rate
 - c) Bed turn over rate d) Average length of stay.
- ii) The department is supposed to store, sterile maintain and issue those instrument, materials and garments which require to be sterile.
 - a) house-keeping b) central sterile supply
 - c) maintenance d) laundry.



- iii) HIPAA is
 - a) Health Insurance Portability and Accountability Act
 - b) Health Insurance and Pre-natal Assessment Act
 - c) Hospital Information for Patient Assessment activity
 - d) Health Insurance Profitability and Accountability Act.
- iv) Equipment commissioning are all, *except*
 - a) delivering b) unpacking
 - c) assembling d) calibrating.
- v) Method of equipment procurement are all, *except*
 - a) limited tender b) close tender
 - c) open tender d) rate contract.
- vi) Breakeven analysis is the relation between
 - a) cost — loss — volume
 - b) cost — profit — volume
 - c) sell — profit — volume
 - d) none of these.
- vii) Infusion pump is
 - a) no risk device b) medium risk device
 - c) high risk device d) very high risk device.
- viii) pharmacy is a new concept involving a pharmacy at each floor of hospital.
 - a) Floor b) Ward
 - c) Mini d) Satellite.



- ix) HVAC pertains to
 - a) Heating, Ventilation, Air-conditioning
 - b) High Voltage, Air-conditioning
 - c) Heating, Ventilation, Air-cooling
 - d) None of these.
- x) NABH prescribes standards for
 - a) hospital
 - b) laboratory
 - c) radiology department
 - d) all of these.
- xi) A simple safe and reliable radiographic examination of the internal structure of breast is known as
 - a) MRI
 - b) CT scan
 - c) Mammography
 - d) Barium X-ray.
- xii) maintenance may be carried out in a running state or a shut down state.
 - a) Preventive
 - b) Break down
 - c) All of these
 - d) None of these.

GROUP - B

(Short Answer Type Questions)

Write short notes on any *three* of the following. $3 \times 5 = 15$

2. Unit dose
3. Drug and Cosmetic Act
4. Problem areas and probable solution for house-keeping department
5. Roles and functions of Financial Administration.



GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.

$3 \times 15 = 45$

6. What is welfare service ? What are the purposes of the welfare services ? State some important areas of patient welfare functions provided by the governmental and non-governmental organizations in our country. $2 + 2 + 11$
7. What is Mortuary ? State the importance of hospital mortuary. Discuss the policy and procedures of the hospital mortuary management. $3 + 4 + 8$
8. State the importance and ideal location of hospital pharmacy. Discuss the process of storage and dispensing of drugs and other materials in the hospital pharmacy. How will you control and evaluate the hospital pharmacy ? $4 + 6 + 5$
9. Discuss the importance of house-keeping services in the hospital. State the organization chart and selection procedures of house-keeping staff of the large city hospital. Explain the control and management process of the house-keeping department. $2 + 6 + 7$

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