



## Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – APRIL 2015

Time: Three Hours

Max. Marks: 80 Marks

### Hospital Support Services

**Q.P. CODE: 1319**

Your answers should be specific to the questions asked. Draw neat, labeled diagrams wherever necessary

#### LONG ESSAYS (Answer any Two)

**2 x 10 = 20 Marks**

1. Describe Hospital engineering and maintenance services under following headings: (a) Introduction (b) Functions of engineering department (c) Organization structure (d) Types of maintenance work (e) Policy and procedures.
2. Describe hospital housekeeping services under following headings: (a) Introduction (b) Functions (c) Organization structure (d) Equipments (e) Policy and procedures (f) Importance of housekeeping services.
3. Define term "Hospital Support Services". Write types and significance of support services in a Hospital.

#### SHORT ESSAYS (Answer any Eight)

**8 x 5 = 40 Marks**

4. What is ABC and VED analysis? What is difference between these analysis techniques?
5. Explain importance of Nursing services in a Hospital services.
6. Describe policy and procedures for Ambulance Services in a hospital.
7. Describe functions of MRD.
8. Describe myths and realities of hospital as an organization.
9. Describe functions of Hospital Pharmacy.
10. Write work / process flow of Hospital mortuary service.
11. Describe legal aspects of Medical records.
12. Describe policy and procedures of Blood Bank.
13. Write process flow of Hospital dietary department.

#### SHORT ANSWERS (Answer any ten)

**10 x 2 = 20 Marks**

14. Define Medical records.
15. Define Organizing.
16. Define Hospital and Health.
17. Define and explain coding.
18. What is triage?
19. Describe term "postmortem care".
20. What are various sections of hospital lab, name all the sections.
21. What is EOQ?
22. What are criteria for blood donation?
23. Describe Hospital formulary.
24. Describe importance of proper storage in hospital kitchen.
25. How to prepare patient for safe transferring?

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