



## BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – MBA(HM)-2024

Course Name – Management of Hospital Support Services

Course Code - MHM20113

( Semester II )

Library  
Brainware University  
398, Ramkrishnapur Road, Barasat  
Kolkata, West Bengal-700125

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

### Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

(i) Select the primary function of a pharmacy from the following options.

- |                          |                                    |
|--------------------------|------------------------------------|
| a) Conduct surgeries     | b) Dispense and manage medications |
| c) Provide food services | d) Perform diagnostics             |

(ii) Who is responsible for prescribing medications?

- |               |                   |
|---------------|-------------------|
| a) Pharmacist | b) Nurse          |
| c) Doctor     | d) Lab technician |

(iii) Choose the best definition of a transfusion reaction from the following options.

- |                               |  |
|-------------------------------|--|
| a) A positive immune response | b) A negative immune response to incorrect blood |
| c) A natural healing process  | d) A dietary requirement                         |

(iv) What does CSSD stand for?

- |  |   |
|--|---|
| a) Central Surgical Sterilization Department | b) Central Sterile Supply Department            |
| c) Certified Sterilization Safety Division   | d) Central Storage and Sterilization Department |

(v) Select the minimum retention period for medical records from the following options.

- |             |             |
|-------------|-------------|
| a) 1 year   | b) 5 years  |
| c) 10 years | d) 20 years |

(vi) Show the importance of medical coding in hospital management from the following options.

- |  |                                     |
|--|-------------------------------------|
| a) Categorizes diseases systematically | b) Reduces need for sterilization   |
| c) Increases hospital income           | d) Limits patient access to records |

(vii) What is the primary purpose of hospital laundry services?

- a) To clean patient rooms  
c) To manufacture uniforms
- (viii) Show the impact of centralized dietary services on hospital operations from the following options.
- a) Reduces staff workload  
c) Ensures uniform meal distribution
- (ix) Choose the best infection control strategy in an ICU.
- a) Frequent hand washing  
c) Open-door policy
- (x) Name the fire safety equipment commonly used in hospitals.
- a) Stethoscope  
c) Ambulance
- (xi) Show the role of hospital housekeeping in infection control from the following options.
- a) Using scented cleaning agents  
c) Decorating patient rooms
- (xii) Choose the most effective hospital security measure from the following options.
- a) Locking all patient rooms  
c) Hiring additional cleaning staff
- (xiii) Show the impact of proper discharge planning on patient care from the following options.
- a) Reduces readmissions and improves post-hospitalization care  
c) Slows down treatment processes
- (xiv) Show the importance of referral systems in outpatient care from the following options.
- a) Reduces the workload of outpatient doctors  
c) Prevents patients from accessing further medical care
- (xv) Select the best approach to enhance the inpatient experience from the following options.
- a) Ignoring patient feedback  
c) Limiting communication with patients
- b) To ensure clean linen for patient care  
d) To sterilize surgical instruments
- b) Minimizes food wastage  
d) Improves all listed factors
- b) Antibiotic overuse  
d) Reducing patient monitoring
- b) Fire extinguisher  
d) Air conditioner
- b) Regular disinfection and waste disposal  
d) Increasing hospital revenue
- b) Installing surveillance cameras and access control  
d) Reducing visitor hours
- b) Increases hospital costs  
d) Eliminates the need for follow-up visits
- b) Ensures patients receive specialized care when necessary  
d) Limits hospital services to only general consultations
- b) Providing personalized care and timely services  
d) Reducing hospital staff

**Group-B**

(Short Answer Type Questions)

3 x 5=15

2. Where should a hospital mortuary be located? (3)
3. Explain the importance of patient satisfaction in healthcare. (3)
4. What are the main functions of a blood bank? (3)
5. Show the importance of the Admission Department in hospital operations. (3)
6. Assess the importance of infection control nurses in a hospital. (3)

**OR**

Interpret the significance of garbage disposal in infection control. (3)

**Group-C**

(Long Answer Type Questions)

5 x 6=30

7. Define the role of hospital dietary services in patient recovery. (5)
8. Assess the effectiveness of steam sterilization in hospital laundry services. (5)
9. Outline the key elements of a fire prevention strategy in hospitals. (5)
10. Evaluate the role of hospital infrastructure in enhancing outpatient services. (5)
11. Evaluate the role of CSSD in preventing surgical site infections. (5)
12. Interpret the essential facilities required in a blood bank. (5)

**OR**

Evaluate the challenges in maintaining a hospital pharmacy. (5)

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