

Rajiv Gandhi University of Health Sciences, Karnataka

IV Semester Bachelors in Hospital Administration Degree Examination - 22-Nov-2023

Time: Three Hours

Max. Marks: 80 Marks

HOSPITAL ADMINISTRATION HOSPITAL OPERATIONS MANAGEMENT – II NON CLINICAL SERVICES - (RS)

Q.P. CODE: 3241

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 the various support services in a hospital services. Briefly explain any two services
2. Explain the location, layout, staffing, importance, areas, types and functions of laboratory
3. Explain the policies and procedures followed in blood bank and licenses required for establishing blood bank

SHORT ESSAYS (Answer any Eight)

8 x 5 = 40 Marks

4. Functions of HR department
5. Principles of organizing non clinical services
6. HVAC system
7. Problem oriented medical record
8. Nursing audit
9. Types of maintenance
10. Layout of dietary services
11. Planning of laundry department
12. Explain different modules of HIS
13. Explain marketing and public relations unit

SHORT ANSWERS (Answer any ten)

10 x 2 = 20 Marks

14. List different types of staff giving care to patients in the hospital
15. 5S technique
16. Functions of housekeeping services in a hospital
17. Promotional tools in public relations
18. Hospital formulary
19. Code blue procedure
20. Phlebotomy
21. Pilferage and theft
22. Equipment in ambulance
23. Define CSSD
24. Plot area ratio
25. Define calibration
