



বিদ্যাসাগর বিশ্ববিদ্যালয়

VIDYASAGAR UNIVERSITY

4th Semester Examination 2022

BBA (Hospital Management)

PAPER—CC9

SUPPORT AND UTILITY SERVICES – I

Full Marks : 60

Time : 3 Hours

The figures in the right-hand margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

Illustrate the answers wherever necessary.

1. Answer any six questions.

6×2

- (a) State the importance of support service in hospital.
- (b) What are the various equipments used in an emergency department?
- (c) State the definition of CSSD.
- (d) What do you understand by casualty?
- (e) Write down the function of dietary department.

- (f) State the definition of casualty.
- (g) What are the functions of calendar machine?
- (h) Define HAI.
- (i) State the location of O.T.
- (j) What is co-operative laundry system?

- 2.** Answer any *four* questions. 4×12
- (a) State the definition of OPD. Write down the functions of OPD. Describe the workflow pattern of OPD with a suitable diagram. 2+4+6
 - (b) Define operation theatre. Describe OT zoning with the help of a suitable diagram. 3+9
 - (c) Explain in detail the importance of housekeeping department in a hospital. Write down the function of housekeeping department. 6+6
 - (d) Briefly discuss about the Hospital Safety Programme. 12
 - (e) Describe physical facilities of diagnostic radiology department. What are the management issues associated with radiology department? 5+7
 - (f) State the management issues in laundry department and how will be it handle. 6+6
 - (g) Write down the physical facilities of CSSD department. Discuss about the methods of sterilization. 4+8
 - (h) What are the functions of hospital security? Give an overview of the importance of hospital security. 5+7
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