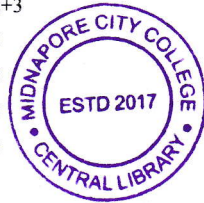


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**M.H.A. Semester-II Examination, 2022**  
**MASTER IN HOSPITAL ADMINISTRATION**  
 PAPER: MHA 201  
**(SUPPORT AND UTILITY SERVICES)**

**Full Marks: 40****Time: 2 Hours****GROUP-A****Answer any four questions of the following:****4×5=20**

- |  |     |
|--|-----|
| 1. Write a short note on methods of sterilization.                         | 5   |
| 2. States the definition of OPD. What are the common problem areas in OPD? | 2+3 |
| 3. Discuss about the various types of laundry service.                     | 5   |
| 4. Explain various types of OT zoning.                                     | 5   |
| 5. Write down the workflow pattern of outpatient service.                  | 5   |
| 6. What are the managerial issues involved in radiology department?        | 5   |

**GROUP-B****Answer any two questions of the following:****2×10=20**

- |   |         |
|---|---------|
| 1. Define HAI. Discuss various contributing factor responsible for HAI. How will you control HAI?   | 1+3+6   |
| 2. States the definition of Blood Bank. Describe various types of equipment present in blood bank. How to store blood in hospital? Discuss briefly. What is the procedure of selecting blood donor? | 2+3+2+3 |
| 3. Why security services are important in hospital? How can be the asset of the hospital safeguarded against fraud, theft and other kind of losses.   | 3+7     |

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