

**2023**

**BBA(HM) 4th Semester Examination**

**BBA (Hospital Management)**

**Support and Utility Services-I**

PAPER — CC — 9

*Full Marks : 60*

*Time : 3 hours*

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

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

*Illustrate the answers wherever necessary.*

Answer **all** questions.

1. Answer **any ten** of the following questions :

2×10=20

*(a)* What do you mean by Support Service?

*(b)* State the definition of TSSU.



( 2 )

- ~~(a)~~ Mention the list of some equipments that are present in CSSD.
- (d) What is Day Care Service?
- ~~(e)~~ State the difference between diagnostics and therapeutic radiology.
- ~~(f)~~ Write any two advantages of OT zoning.
- (g) What do you know about Mobile Care Service?
- ~~(h)~~ How many types of patients are admitted in OPD?
- ~~(i)~~ Define HAI.
- ~~(j)~~ Write the name of some staff that are present in radiology department of a 200 bedded hospital.
- ~~(k)~~ State the location of emergency department.
- (l) Write any two importances of utility service.
- (m) Write down the staffing pattern of OT.
- ~~(n)~~ Mention the list of some equipments that are present in dietary department.
- (o) Write the difference between centralized and decentralized OPDs.



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2. Answer *any four* of the following questions :

5×4=20

- (a) Write some importances of laundry service in a hospital.
- (b) State some advantages and disadvantages of hospital kitchen service.
- (c) What are the common problem areas in outpatient service?
- (d) Diagrammatically discuss the patient flow pattern of emergency department in a hospital.
- (e) Discuss various types of OT Zoning in brief.
- (f) What are the managerial issues involved in the radiology department?

3. Answer *any two* of the following questions :

10×2=20

- (a) Briefly discuss the physical facilities of the housekeeping department. 10
- (b) Classify the various types of laundry service present in a hospital. Discuss the location, staffing pattern and equipments of laundry department in a hospital. 4+2+2+2=10

( 4 )

~~(c)~~ Why are security services important in a hospital? How can the asset of the hospital be safeguarded against fraud, theft and other kind of losses? 4+6=10

(d) Discuss various contributing factors responsible for HAI. How will you control HAI? 4+6=10

