

[This question paper contains 2 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 3512

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Unique Paper Code : 6322473602

Name of the Paper : Management of Non- Clinical
Departments - Support and
Utility Services
(DSC-17)

Name of the Course : B. Voc. (Healthcare
Management)

Semester : VI

Duration : 3 Hours

Maximum Marks : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. Attempt five out of the Seven questions.
3. All questions carry equal marks.
1. Describe the typical organizational structure of support service department. Explain roles and Responsibilities of Laundry department (6,12 =18)

P.T.O.

2. Explain the Process and Quality Parameters of Pharmacy & Hospital Stores (9,9 =18)
3. What is the main function of CSSD in a hospital. Describe the workflow in CSSD from dirty to sterile area. Role of CSSD in infection control in hospitals ? (3x6=18)
4. Describe the Following (9,9 = 18)
 - a. Transportation Services
 - b. Engineering & Maintenance Department
5. Describe the policies and Quality Indicators of Nuclear Medicine and Radiology Department. (9,9=18)
6. What is the role of Security Services in a Hospital? How do security services contribute to patient and staff safety? (9,9=18)
7. What are the different zones in a hospital from a cleaning perspective? How is cross- contamination prevented by housekeeping staff? What precautions are taken while cleaning infectious patient areas? (3x6=18)