



MHH 013

**Master of Business Administration (Hospital and Health Management)
(MBAHCHM)**

ASSIGNMENT

For

July 2026 and January 2027 Sessions

MHH 013: Support and Utility Services

Last date of Submission

**31st October 2026 is for July 2026 session
and**

30th April 2027 is for January 2027 session

**SCHOOL OF HEALTH SCIENCES
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI
NEW DELHI-110068**

Dear Student,

As explained in the Programme Guide, there are five assignments in total in 4th semester of MBAHCHM and **all** these assignments are compulsory. Please note that the assignments carry a weightage of 30% marks towards the final evaluation in theory component and ***submission of related assignments is a prerequisite*** for appearing in theory term-end examination for respective papers. It is always better if you can submit all assignments as early as possible.

Last Date of Submission	Course Code	Blocks Involved	Assignment Code
31st October 2026 for July 2026 session And 30th April 2027 for January 2027 Session	MHH 013	1, 2, 3, and 4	MHH 013/TMA/July/2026

Please take note of the following points before writing your assignments:

- Use only foolscap A4 size paper for writing your responses. Only handwritten assignments will be accepted. Typed or printed copies of assignments will not be accepted.
- Tie the pages after numbering them carefully.
- Write the questions and question number with each answer.
- All the questions are compulsory.
- *Zero marks will be given if it is found that the answers were copied from other student*
- Every assignment will be evaluated out of a full mark of 100. Weightage is indicated in parentheses against each question.

Suggestions for writing an assignment:

Read the assignments carefully. Go through the units on which the answers are based. Draw a rough outline of your answer. Make a logical order. Then write your answer neatly and submit. Give illustrations and tables wherever necessary. You may keep a photocopy of the answer sheets for future reference.

Answer each assignment in separate sheets. On the first page of the assignment response sheet, write the programme code, course code, course title, assignment code, name of your programme study centre and date of submission. Your Roll No., Name and Full address should be mentioned in the top right corner of the first page. The first page of your response sheet should look like the format given below.

Please submit the assignments to your Regional Centre only

Programme Code: _____	Enrollment No. _____
	Name _____
Course Code _____	Address _____
Course Title _____	_____
Assignment Code _____	
PSC _____	

Your assignment will be evaluated out of 100 marks and converted into grades

The following is the system of converting the overall letter grades to percentage equivalents:

- A = 80% and Above
- B = 60% to 79.9%
- C = 50% to 59.9%
- D = 40% to 49.9%
- E = Below 40%

- A = Excellent
- B = Very Good
- C = Good
- D = Satisfactory
- E = Unsatisfactory

There is one assignment per course. You are required to score an overall (weightage of term end and assignment) 'C' grade for the successful completion of that course.

Course Code	:	MHH-013
Course Title	:	Support and Utility Services
Assignment Code	:	MHH- 013/TMA/July/2026
Coverage	:	All Blocks

Course: MHH-013 – Support and Utility Services

Section A

Long Answer Questions

Answer all the following questions. Each question carries 10 marks. (Answer in about 1000 words.)

- 1 Discuss the planning, design and management of Medical Records Services in a modern hospital. Explain the role of medical records in continuity of patient care, medico-legal documentation, electronic health records (EHR), ABHA ID integration, confidentiality and quality improvement. 10
- 2 Discuss the planning and management of Health Care Waste Management in hospitals. Explain waste segregation, collection, transportation, treatment, disposal methods, statutory regulations and the role of hospital administrators in ensuring environmental safety. 10
- 3 Discuss the principles of Hospital Security Services. Explain the planning, organization and management of hospital security systems, access control, surveillance, crowd management, emergency response and security risk mitigation. 10
- 4 Discuss the Accreditation Perspectives on Patient Safety and Quality. Explain the role of accreditation standards in promoting patient safety, quality improvement, risk reduction, clinical governance and continuous quality improvement in hospitals. 10

Section B

Short Note Questions

Answer TEN questions. Each question carries 6 marks. (Answer in about 500–600 words.)

- 5 Discuss the planning, organization and workflow of the Central Sterile Supply Department (CSSD). Explain zoning, sterilization process, quality control and infection prevention practices. 6
- 6 Explain the planning, components and safety requirements of the Medical Gas Pipeline System (MGPS) in hospitals. Discuss maintenance and quality assurance measures. 6
- 7 Discuss the organization and management of Hospital Dietary Services. Explain menu planning, therapeutic diets, food safety, quality control and patient satisfaction. 6

8	Explain the organization and management of Linen and Laundry Services in hospitals. Discuss workflow, infection control measures and quality indicators.	6
9	Discuss the planning and management of Hospital Transportation and Ambulance Services. Explain ambulance categories, patient transfer protocols and emergency preparedness.	6
10	Explain the importance of Sanitation and Housekeeping Services in hospitals. Discuss cleaning protocols, infection prevention, monitoring and quality assurance.	6
11	Discuss the epidemiology, prevention and control of Health Care Associated Infections (HAIs). Explain the role of Hospital Infection Control Committee (HICC) in preventing HAIs.	6
12	Describe the Patient safety taxonomy	6
13	Explain the concept of CBRN Hazards in healthcare facilities. Discuss preparedness, response planning and protection of patients and healthcare workers.	6
14	Discuss the concept of Patient Safety and Quality in Clinical and Non-clinical Domains. Explain the role of healthcare professionals and hospital management in promoting a culture of patient safety.	6