

**POST GRADUATE DIPLOMA IN  
HOSPITAL AND HEALTH  
MANAGEMENT (PGDHHM)**

**Term-End Examination**

**December, 2025**

**MHH-102 : HOSPITAL SERVICES**

*Time : 3 Hours*

*Maximum Marks : 70*

---

**Note :** Answer any **three** questions from Q. Nos. 1-4 carrying 15 marks within **1500** words each. Attempt **five** parts from Q. No. 5 carrying 5 marks within **500** words each.

---

---

1. Enlist the role of an ICU (Intensive Care Unit) in a hospital. Discuss its challenges and suggest improvements. 15
2. How do blood transfusion services and pharmacy services support patient care ? Discuss their present challenges in India. 15

3. Explain the importance of rehabilitation services. Write strategies to integrate with acute care. 15
4. Write the role of sanitation and housekeeping services in a hospital. What are the current new practices in this field ? 15
5. (a) How do transportation and ambulance service support emergency care ? 5
- (b) Write the key principles of fire safety in a hospital. 5
- (c) How do linen and laundry services function in a hospital setting and what role do they play in preventing infections ? 5
- (d) Describe the primary responsibility of Medical Record Department (MRD) in a

[ 3 ]

hospital. Discuss its medico-legal rule. 5

(e) Role of security services in a hospital, how to implement security measures without compromising patient accessibility in view of different options in the field. 5

(f) What are the functions of mortuary services in a hospital ? Discuss challenges in managing medico-legal issues in handling the post-mortem and disposal of dead bodies. 5

x x x x x