

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

Term-End Examination

June, 2025

**MHH-102 : CLINICAL, DIAGNOSTIC AND
THERAPEUTIC SERVICES AND SUPPORT AND
UTILITY SERVICES AND RISK MANAGEMENT**

Time : 3 Hours

Maximum Marks : 70

Note : (i) Attempt any **three** questions from
Q. Nos. 1 to 4 carrying 15 marks
within **1500** words each.

(ii) Attempt any **five** questions from
Q. No. 5 carrying 5 marks within
500 words each.

1. Explain the role of outpatient services (OPD) in a hospital. Discuss its challenges and suggest measures to improve patient flow. 15

2. Describe the key issues in managing the Operation Theatre (OT). Enlist the challenges faced in an OT. 15
3. What is the importance of Inpatient Services and Ward Management ? Enlist the measures to enhance quality of care to the ward patients. 15
4. How do Laboratory services and Radiology and Imaging services support patient care ? Explain any *five* major challenges along with their suggestions for improvement. 15
5. Attempt any *five* of the following :
 - (a) What is the role of accident and emergency services in a hospital ? 5
 - (b) Explain the importance of nursing services in rendering quality care in a hospital. 5
 - (c) What role does CSSD play in a hospital ? Why is it important for infection control ? 5

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- (d) Discuss the importance of dietary services in a hospital. What managerial challenges are there in this department ?

5

- (e) Discuss key steps in Healthcare Waste Management. Discuss its legal and managerial challenges.

5

- (f) What is Disaster Management in a hospital ? Explain the role of hospital administrator in disaster preparedness.

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