

**M. B. A. IN HEALTHCARE AND
HOSPITAL MANAGEMENT
(MBAHCHM)**

**Term-End Examination
June, 2026**

MHH-013 : SUPPORT AND UTILITY SERVICES

Time : 3 Hours

Maximum Marks : 70

Note : Attempt any **ten** questions. All questions carry equal marks (7 marks each). Write the answer to each question within **500 words**.

1. Define hospital support services and explain their role in overall hospital efficiency.
2. Explain the layout and workflow of laundry in a tertiary care hospital.
3. Write notes on the following :
 - (a) Hospital waste disposal
 - (b) Fire safety in hospital

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4. Explain the role of sanitation and housekeeping in patient satisfaction.
5. Discuss the importance of electronic medical records and their advantages.
6. Explain continuous quality improvement methods for patient safety.
7. Discuss hospital HVAC System specifically with reference to OT and ICU. Briefly discuss HEPA filters.
8. Describe linen cycle management in hospital laundry.
9. Explain how hospitals can reduce medical errors through system-based approaches.
10. Discuss the difference between active errors and latent errors. What is the significance of incident reporting system in patient safety ?
11. Discuss the ethical and medico-legal issues related to care of deceased in hospitals.
12. Explain the security risks in hospitals and strategies for mitigating them.

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