Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – MAR 2018

Time: Three Hours | Max. Marks: 80 Marks

Quality in Health Care

Q.P. CODE: 1317

Your answers should be specific to the questions asked. Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. Explain the process of Audit in healthcare and its importance.
2. Customer satisfaction is central to quality improvement in health care – discuss.
3. Briefly explain the key steps to implement Outcome management to improve the status of the patient.

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. Implementation of ISO
5. Historical background of quality management
6. Organization of quality management system
7. Short note on improving hospital performance
8. Deming's management guideline
9. National Accreditation Board for Hospitals
10. Essentials of quality improvement in health care
11. Steps entailed for the measurement of quality
12. Patient Satisfaction Survey
13. Procedure for formulating explicit criteria and standards

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. Define quality.
15 Features of accreditation programmes
16. Define quality assurance.
17. What is planning quality?
18. Define TQM.
19. Types of audit
20. Define quality control.
21. Define process.
22. Uses of flow diagram
23. What is industrial model?
24. Define benchmarking.
25. What is appreciative quality?

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – SEP-2018

Time: Three Hours | Max. Marks: 80 Marks

Quality in Health Care

Q.P. CODE: 1317

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. Briefly explain techniques of quality management.
2. Write a note on the History of quality. Briefly explain Demings Quality concept.
3. The process of ISO certification

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. Define quality.
5. Patients satisfaction
6. Types and benefits of audit
7. Benchmarking
8. Steps entailed for the measurement of quality
9. Accreditation
10. Methodology of Survey
11. Principles of TQM
12. Determinants of quality
13. Define training and benefits of training.

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. What is a structure?
15. Uses of flow diagram
16. Steps in planning quality
17. Pre assessment survey
18. Medical audit
19. What is evaluation of quality healthcare?
20. What is appreciative quality?
21. Define legitimacy.
22. TQM
23. Quality improvement tools
24. The six sigma principle
25. Quality manual

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – SEP-2018

Time: Three Hours Max. Marks: 80 Marks

Human Resource Management

Q.P. CODE: 1318

Your answers should be specific to the questions asked. Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. Discuss in detail the factors that influence Human Resource Planning process in hospital organization.
2. Define the concept of Performance Appraisal. Analyze the technique employed in a 150-bedded hospital regarding performance appraisal.
3. Do you agree with the view that the scope of HRM activities in a hospital is different from other organization? Substantiate your argument with reasoning.

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. What are the principles of wage fixation?
5. Explain the different methods of On-the Job training.
6. Enumerate the types of test in selection. What are the uses of test in selection?
7. Define job evaluation. Write a note on the methods of job evaluation.
8. What is grievance? How can you overcome grievances in a hospital organization?
9. Discuss about the importance of knowledge management in a health care organization.
10. Discuss the role and responsibilities of Human resource manager.
11. Write a note on the process and methods of recruitment in an organization.
12. Discuss the impact of globalization on Human Resource Management.
13. Being a hospital administrator how will you ensure the safety of employees in a hospital?

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. What is minimum wage, fair wage and living wage?
15 What is Courtesy Interview?
16. What is placement and its importance?
17. Types of transfer
18. What is work environment?
19. Types of rest pauses to overcome fatigue
20. What is rightsizing?
21. Challenges for fixing remuneration
22. Job Description V/s Job Specification
23. Process of Human Resource Management
24. Personnel records maintained in an organization
25. Methods of Off-the Job training

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – MAR/APR 2018

Time: Three Hours Max. Marks: 80 Marks

Human Resource Management

Q.P. CODE: 1318

Your answers should be specific to the questions asked. Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. "Performance Appraisal is an objective assessment of an individual's performance against well defined benchmarks". Discuss.
2. "Recruitment is positive in approach". Substantiate your argument with reasoning.
3. Define human resource planning. Elaborate the process in human resource planning. Write a note on the barriers in human resource planning.

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. Discuss the impact of globalization in Human Resource Management in a health care industry.
5. Responsibilities of a Human Resource Manager
6. How will you determine the need for training in a hospital? Discuss the various steps involved in implementing a training programme.
7. Briefly explain about the types of orientation methods.
8. Discuss the process of grievance settlement.
9. Do you think employee safety has an effect on creating and improving morale? Substantiate your argument with reasoning.
10. Write a note on non-analytical method of Job Evaluation.
11. Selection process
12. Discuss the factors influencing employee remuneration.
13. What is Promotion? Write a note on its purpose, principles and advantages.

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. Enumerate the methods by which productivity can be increased by changing working conditions.
15. What is remuneration? Enumerate its components.
16. What is fatigue? What are the causes of fatigue?
17. What are the different types of transfer?
18. Reasons and problems of rightsizing
19. Enumerate the contents in job description.
20. Differentiate between Job Evaluation and Performance Appraisal.
21. Steps in Human resource audit
22. What is human resource inventory?
23. What is selection?
24. Types and methods of interview
25. Lay off v/s retrenchment

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – APRIL-2018

Time: Three Hours Max. Marks: 80 Marks

Hospital Support Services

Q.P. CODE: 1319

Your answers should be specific to the questions asked. Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. Define medical records. What are component of medical records? What are functions, need, workflow, organization structure and legal aspects of M.R.D?
2. Define organization. What are myths and realities of hospital as an organization? Draw an organizational chart for hospitals.
3. Describe in detail about Mortuary services in a hospital including objectives, functions, policy and procedures and safety issues.

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. Hospital support services are essential part of hospital services – explain it.
5. Write a note on policy and procedures in a lab.
6. Draw and explain Blood bank workflow.
7. Functions of Pharmacy department in a hospital
8. What are functions of hospital engineering department?
9. Write a short note on Triage.
10. Write a note on diagnostic service in a hospital.
11. Nursing policy and procedures
12. Inventory techniques used in hospital pharmacy
13. Workflow of emergency department in hospital

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. Functions of a dietician
15 Draw workflow of hospital laundry department.
16. Biomedical engineering
17. How do you prepare patient for safe transferring?
18. What is ward management?
19. What is post mortem?
20. List of equipment in laundry
21. Difference between ABC and VED analysis
22. Type of maintenance work carried out in a hospital
23. Methods of filing
24. Nursing audit
25. Importance of proper storage in hospital kitchen

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – SEP-2018

Time: Three Hours | Max. Marks: 80 Marks

Hospital Support Services

Q.P. CODE: 1319

Your answers should be specific to the questions asked.

Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. Define emergency services. Describe about functions, planning principals, patient work flow, policy and procedures.
2. Define terms “organizing” and “Organization”. What is process of organizing of hospital services?
3. What are medical records? What are components of medical records? Describe functions of medical record department and draw process flow of records.

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. What are guidelines to operate mortuary services?
5. What is scope of maintainance activities in a hospital?
6. Draw and explain work flow of hospital blood bank.
7. Discuss work flow and operational issues in management of in-house pharmacy services.
8. Explain in brief models of organization effectiveness in context of management of a hospital.
9. Write a note on diagnostic services in a hospital.
10. Describe importance of Triage in hospital.
11. Describe “Function method” and “Team nursing method”.
12. What is hospital lab emergency shutdown procedure?
13. What are various functional activities of housekeeping department?

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. Functions of blood transfusion committee
15. What are various sections in a hospital lab?
16. What is Biomedical engineering?
17. What is scope of safety manual in a lab?
18. Importance of coding of medical records
19. What is Mummification and Embalming?
20. Define Ambulance.
21. Define Biomedical engineering. What is scope of it in hospitals?
22. What is EMR? What is its importance in current health care scenario?
23. Hospital formulary
24. Differentiate hospital core services and hospital support services.
25. Define nursing care and ward management.

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – SEP-2018

Time: Three Hours Max. Marks: 80

Marks

Financial Management

Q.P. CODE: 1320

(QP contains two pages)

Your answers should be specific to the questions asked. Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. What is meant by financial management? Explain its objectives.
2. Explain different sources of finance.
3. Self-Sufficient Ltd. Is planning in a project that cost Rs.4,00,000. Tax rate 55%. Company uses the straight line method of depreciation. The proposed cash inflow before tax is as follows:

YEAR	CFBT
1	1,00,000
2	1,00,000
3	1,50,000
4	1,50,000
5	2,50,000

Determine the following:
1. Payback period
2. Average rate of return
3. NPV at 15% discount rate
4. profitability index at 15% discount rate

The PVF at 15% for Re.1 is as follows:

YEAR	1	2	3	4	5
PVF AT 15%	0.870	0.756	0.658	0.572	0.497

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. Explain the factors responsible for determining the capital structure of a company.
5. Briefly explain primary and secondary market.
6. Explain the concept of internal rate of return.
7. Explain different kinds of dividend policies.
8. Explain the steps involved in capital budgeting decisions.
9. Explain operating cycle.
10. Baby toys limited issues 10 year 9% redeemable debentures for Rs.100 each at per of Rs.5,00,000 and incurs issue expenses at 2%.,The company is in 40% tax bracket. Calculate the cost of debt assuming that the debentures are redeemable:
    - At par
    - 5% discount and
    - 5% premium
11. The capital structure of Apollo hospital as on 31-03-2015 are given below:

PARTICULARS	AMOUNT
Equity share capital (Rs.10each)	10,00,000
Reserves and surplus	1,00,000
Share premium	1,00,000
15% term loan	2,00,000

Assume EBIT is Rs.12,00,000 and the company is in 50% tax bracket. Calculate EPS of the company?

12. From the following particulars calculate breakeven point in terms of units and rupees:
    Fixed cost - Rs. 6,00,000
    Variable cost per unit – Rs. 25
    Selling price per unit – Rs. 30
13. The following information is available in respect of a product.
    Units sold – 30,000
    Units sale price – Rs. 10
    Fixed cost – Rs. 40,000
    Variable cost per unit – Rs. 6
    Tax rate – 50%
    10% debt capital of Rs.1,00,000
    Calculate operating leverage, financial leverage and combined leverage?

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. What is leverage?
15. What is meant by financial statement?
16. What is meant by cost of capital?
17. What is a share?
18. What is meant by gross and net working capital?
19. What is meant by script dividend?
20. What is auto financing?
21. What is meant by accounts receivables management?
22. What is payback period?
23. What is meant by contribution?
24. What is trading on equity?
25. What is financial market?

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – MAR/APR 2018

Time: Three Hours Max. Marks: 80 Marks

Financial Management

Q.P. CODE: 1320

(QP Contains Two Pages)

Your answers should be specific to the questions asked.

Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two) 2 x 10 = 20 Marks

1. What is meant by financial statement? Explain different kinds of financial statements.
2. Explain different sources of finance.
3. An Apollo hospital has two alternative financial plans, plan A and plan B from the following particulars, Calculate operating leverage, financial leverage and combined leverage for the two alternative financial plans, the hospital is in 40% tax bracket

PARTICULARS	PLAN-A	PLAN-B
Total Assets	2,00,000	2,00,000
Equity share capital (Shares of Rs.10 each)	1,25,000	1,00,000
12% debenture capital	75,000	1,00,000
Sales	1,00,000	1,00,000
Variable cost	60,000	60,000
Total fixed cost	20,000	20,000

SHORT ESSAYS (Answer any Eight) 8 x 5 = 40 Marks

4. Explain payback period and accounting rate of return.
5. Explain financial decisions in the firm.
6. Explain inventory management.
7. Explain different components of short term finance.
8. Explain cash flow and funds flow statement.
9. Explain capital market and money market.
10. The prosperous company Ltd. Is 20% of their earnings as dividend every year. The annual profits for the last 5 years are Rs.1,00,000 and the number of equity shares outstanding are 10,000. The earnings of the company recorded an annual growth of 5%. The market price of share is Rs.100. calculate cost of equity share capital.
11. From the following particulars relating to a project, calculate IRR. The cost of the project is Rs.50,000 the life of the project is 5 years and following are the expected cash inflows of the project.

YEARS	1	2	3	4	5
CASH INFLOW	20,000	15,000	10,000	15,000	8,000

Present value factors at 10% and 15%

YEARS	1	2	3	4	5
PVF AT 10%	0.909	0.826	0.751	0.683	0.621
PVF AT 15%	0.870	0.756	0.658	0.572	0.497

12. The following information is available in respect of a product
    Units sold-30,000
    Units sale price- Rs.10
    Fixed cost – Rs.40,000

Variable cost per unit – Rs.6
Tax rate – 50%
10% debt capital of Rs.1,00,000
Calculate operating leverage, financial leverage and combined leverage.

13. 10 year, 8% debentures of Rs.100 face value, redeemable at 5% premium, sold at par, 2% flotation cost. Calculate cost of debt, the company is in 50% tax bracket.

SHORT ANSWERS (Answer any ten) 10 x 2 = 20 Marks

14. What is financial management?
15. What is meant by cost of capital?
16. What is meant by leverage?
17. What is net present value?
18. What is meant by accounts receivable?
19. What is dividend?
20. Name the money market instruments.
21. Name the motives for holding cash.
22. What is primary market?
23. What is meant by working capital management?
24. What is meant by NPV?
25. What is operating cycle?