Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – OCT-2019

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. Enumerate the steps entailed for measuring quality in healthcare.
2. Discuss the key steps to implement outcome management to improve the status of the patient.
3. Briefly explain the process and benefits of ISO certification in hospitals.

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

4. Accreditation features and benefits
5. Steps in implementing TQM
6. Determinants of Quality
7. Attributes of good patient practitioner relationship
8. Importance of patient satisfaction survey
9. Requirement of Quality Assurance in healthcare
10. Deming's contribution and his management guidelines
11. How can we conduct audits in hospital?
12. Draw the quality improvement model of Daily Patient Care.
13. Essentials of quality improvement in healthcare services

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

14. What is legitimacy?
15. Define quality.
16. What is brainstorming?
17. Uses of flow diagram
18. Dimensions of quality
19. What is appreciative quality?
20. Define TQM.
21. Uses of cause and effect diagram
22. What is quality assurance?
23. Define structure.
24. What is quality control?
25. What is optimality?

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – APRIL-2019

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. Discuss the role of outcome management to improve the eventual impact of healthcare.
2. Define quality. Briefly explain the steps entailed for the measurement of quality.
3. Explain the process of improving quality healthcare through patient satisfaction survey.

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

4. Write a note on organization of quality management system.
5. Deming's contribution and his management guideline
6. Principles of TQM
7. Short note on Audit process
8. Quality assurance in health care
9. ISO certification and its benefits in hospitals
10. Conceptual model of potential patient contribution in quality care
11. Steps in planning quality
12. Attributes of quality in healthcare
13. Patient participation

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

14. Accreditation
15 Perceptive quality
16. Techniques of quality management
17. Define legitimacy.
18. Factors of quality assessment
19. Obstacles to implement TQM
20. Define quality control.
21. Define quality improvement.
22. Uses of flow diagram
23. Define structure.
24. Dimension of quality
25. Define benchmarking.

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – OCT-2019

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. "Recruitment is positive in approach". Substantiate your argument with reasoning.
2. Training is a highly useful tool that can bring an employee into a position where he can do his job correctly, effectively and conscientiously. Discuss.
3. What is Job evaluation? Discuss the process and methods of conducting job evaluation.

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

4. What is fatigue? Discuss the causes and means of overcoming fatigueness.
5. Write a note on the grievance handling system in a hospital.
6. Why is health and safety importance in a hospital?
7. How did globalization in human resource management impact health care industry?
8. Meaning and importance of manpower planning
9. Discuss the methods of performance appraisal.
10. What is human resource management? What is the objectives and process of HRM?
11. Discuss the principles and techniques of wage fixation.
12. Write a note on the importance and meaning of placement.
13. Write a note on knowledge management.

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

14. Impediments to effective performance appraisal
15. Basis of promotion
16. Reasons and types of transfer
17. Need for rightsizing
18. Lay off V/s retrenchment
19. Types of transfer
20. Purpose of promotion
21. Uses of test in selection
22. What is morale and why it is important?
23. Differentiate between job description and job specification
24. Types and limitations of employment interview
25. What is personnel audit?

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – April-2019

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 the process of recruitment in detail.
2. What is the impact of globalization in HRM?
3. What is Human Resource Planning? Discuss in detail.

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

4. Selection
5. Techniques of wage fixation
6. Grievance Redressal Process
7. Write a note on work environment.
8. Write a note on knowledge management.
9. Off the job training
10. Role of Human Resource Manager
11. Importance and functions of Human Resource Management
12. Write a brief note on Industrial Accidents.
13. Differentiate between job description and job specification.

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

14. Fatigue
15. What is HRM?
16. What is monotony and boredom?
17. What are personal records?
18. Fringe benefits
19. What is Induction?
20. What is Job analysis?
21. Uses of tests
22. Purpose of promotions
23. Benefits of training
24. Transfer
25. Barriers to effective selection

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – OCT-2019

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. What is nursing service? Describe under following headings: Functions, Organization structure, assignment of duty and nursing administration.
2. Describe hospital laundry services under following headings: Objectives, Functions, Linen classification, Organizational structure and Workflow.
3. Discuss in detail about emergency and trauma services in hospital.

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

4. Blood bank forms an importance component of hospital support services, justify with example.
5. Write a note on diagnostic services in hospital.
6. Discuss in detail function and workflow of hospital dietary department.
7. Explain briefly about Staffing and policies and procedures for ambulance services of hospital.
8. Describe housekeeping services and its importance in hospital.
9. General safety rules in a hospital lab
10. Give a detailed account about hospital engineering and maintenance department.
11. Explain the function and flow of medical record in MRD.
12. Write a note on Concepts of organizing.
13. Discuss importance and functions of Pharmacy.

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

14. Types of cold chambers in hospital mortuary
15. Define coding and indexing.
16. ABC analysis
17. Classification of Ambulance.
18. Support services of hospital
19. What is unit does?
20. EMR and its importance
21. Nursing audit
22. Biomedical engineering
23. Functions of dietician
24. Equipments used in Ambulance
25. Blood transfusion committee

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – APRIL-2019

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. What is Hospital Emergency Services? What are objectives, functions, workflow, policy and procedure of the department?
2. Describe in detail about Mortuary services in a hospital including objectives, functions, policy and procedures, and safety issues.
3. Define organization. What are myths and realities of hospital as an organization? Draw an organizational chart for hospitals.

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 ambulance services.
6. Write a note on objectives of nursing services.
7. Draw and explain Blood bank workflow.
8. Write a note on diagnostic service in a hospital.
9. Write a note on legal aspect of medical records.
10. What are functions of hospital engineering department?
11. Policy and procedures of hospital dietary services
12. Function of hospital pharmacy
13. Explain Indexing, Coding and Filing.

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

14. Functions of a dietician
15 What are criteria for blood donation?
16. Hospital formulary
17. Difference between ABC and VED analysis
18. Importance of proper storage in hospital kitchen
19. Type of maintenance work carried out in a hospital
20. Draw workflow of hospital laundry equipment.
21. Define ward.
22. What are various sections of hospital lab? Name all the sections.
23. How do you prepare patient for safe transferring?
24. What is triage?
25. What is retrieval of medical records?

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – OCT-2019

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 capital budgeting? Explain different techniques or methods of capital budgeting.
2. Explain short term and long term sources of finance.
3. Kwality limited is capitalized with Rs.10,00,000 divided into 1,00,000 equity shares of Rs.10. the management desire to raise another Rs.10,00,000 to finance a major expansion programme: There are four possible financial plans-the company is in 50% tax bracket.
   a. All equity shares
   b. Rs.5 lakhs in equity and the balance in debentures carrying 10% interest
   c. All debentures carrying 8% interest
   d. Rs.5 lakhs in equity and Rs.5 lakhs in preference shares carrying 10% dividend
   The existing EBIT amounts to Rs.1,20,000 p.a
   Calculate EPS in all the above four plans.

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

4. Explain profit maximization.
5. Explain factors influencing capital structure.
6. Explain different types of leverage.
7. Explain NPV and IRR.
8. Explain cash management.
9. Explain approaches to finance.
10. Fortis hospital is considering to purchase a machine. It has two machines beforehand Calculate NPV and PI and suggest which machine is profitable. 10% cost of capital from the details given below:

PARTICULARS	MACHINE A	MACHINE B
Estimated life	5 Yrs	5 Yrs
Original cost	1,00,000	1,00,000
Cash inflows		
Year 1	10,000	10,000
Year 2	30,000	25,000
Year 3	40,000	30,000
Year 4	25,000	30,000
Year 5	20,000	25,000

PVF at 10% for Re.1 as follows

YEAR	1	2	3	4	5
PVF AT 10%	0.909	0.826	0.751	0.683	0.624

11. Ram limited issued Rs.1,00,000, 9% debentures at a premium of 10%. The cost of flotation is Rs.2,500. The tax rate is applicable is 50%. Compute the cost of debt capital?
12. From the following particulars calculate breakeven point in terms of units and rupees:
    Fixed expenses- Rs.3,00,000
    Variable cost per unit – Rs.16
    Selling price per unit - 20

13. The installed capacity of a factory is 700 units. The actual capacity is 500 units. Selling price per unit is Rs.10 and variable cost per unit is Rs.6 per unit.
    Calculate the operating leverage in each of the following situations
    (a) When fixed cost are Rs.500
    (b) When fixed cost are Rs.1,100
    (c) When fixed cost are Rs.1,500

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 scrip dividend?
20. What is meant by contribution?
21. What is meant by permanent and temporary working capital?
22. How to calculate P/V ratio?
23. What is meant by wealth maximization?
24. What is meant by financial market?
25. What is meant by debenture?

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – APRIL 2019

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 Statement.
2. Explain different sources of Finance.
3. An Apollo hospital has two alternatives 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 functions of Finance.
5. Explain different factors affecting Working Capital Management.
6. Explain NPV and IRR.
7. Explain CVP analysis.
8. Explain different types of Dividend Policies.
9. Explain Wealth Maximization.
10. The capital structure of Jayadeva hospital as on 31.03.2012 are given below:

Particulars	Amount
Equity Share Capital (Rs.10 each)	10,00,000
Reserves and Surplus	1,00,000
Share Premium	1,00,000
15% Term Loan	2,00,000

Assume EBIT in both cases is Rs.10,00,000 and the companies are in 50% tax bracket. Calculate EPS of the company.

Rajiv Gandhi University of Health Sciences, Karnataka

11. Fortis hospital is considering to purchase a machine. It has two machines beforehand. Calculate NPV and PI and suggest which machine is profitable. 10% cost of capital from the details given below.

Particulars	Machine A	Machine B
Estimated Life	5 yrs	5 yrs
Original Cost	1,00,000	1,00,000
Cash Inflows		
Year 1	10,000	10,000
Year 2	30,000	25,000
Year 3	40,000	30,000
Year 4	25,000	30,000
Year 5	20,000	25,000

PVF at 10% for Re.1 as follows

Year	1	2	3	4	5
PVF at 10%	0.909	0.826	0.751	0.683	0.621

12. Ram limited issued Rs.1,00,000, 9% Debentures at a Premium of 10%. The Cost of Flotation is Rs.2,500. The tax rate is applicable is 50%. Compute the Cost of Debt Capital.
13. From the following particulars, calculate Break-Even Point in terms of Units and Rupees.
    Fixed Expenses – Rs.3,00,000
    Variable Cost per unit – Rs.16
    Selling Price per unit – Rs.20

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

14. Define Finance.
15 What is Capital Structure?
16. What is Profit Maximization?
17. What is a Share?
18. What is meant by Inventory Management?
19. What is meant by Operating Leverage?
20. What is meant by Break-Even Point?
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 Payback Period?
25. What is Operating Cycle?

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