Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 15-Dec-2020

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. How can we improve the quality of healthcare delivery through patient satisfaction survey?
2. Explain the process and benefits of Audit in healthcare.
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. Benefits of accreditation
5. Determinants of Quality
6. Step's in Quality Assurance
7. Deming's management guideline
8. Effects and benefits of ISO management
9. Conceptual model of potential contribution in quality in the healthcare system
10. Requirements of attributes in health care
11. Role of patients in improving quality care
12. How can we implement total quality?
13. Short note on planning quality

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

14. Dimensions of quality
15. What is perceptive quality?
16. What is affinity diagram?
17. Define Quality Assurance.
18. What is brainstorming?
19. Uses of flow diagram
20. Define legitimacy.
21. What is Delphi technique?
22. Define quality control.
23. Accreditation bodies
24. Define quality in healthcare.
25. What is benchmarking?

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination –

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. Define human resource planning. Elaborate the process in human resource planning. Write a note on the barriers in human resource planning.
2. How do you measure performance? What are the essentials of effective performance appraisal? Discuss the methods of performance appraisal.
3. How do you handle grievance in a health care industry? Write a note on the causes of grievance.

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

4. “Recruitment is positive in approach”. Substantiate your argument with reasoning
5. Write a note on the various types of On- the Job training methods.
6. Enumerate the types of test in selection. What is the uses of test in selection.
7. Discuss the importance and methods of job evaluation.
8. Importance of promotion and transfer in hospitals
9. Write a note on the importance and benefits of knowledge management in a health care organization.
10. Discuss the role and responsibilities of human resource manager.
11. Write a note on the selection process in an organization.
12. Discuss the impact of globalization on human resource management.
13. 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. Differentiate between orientation and training

*****

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 25-Jan-2021

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. What do you mean by training and induction? What are the objectives and purpose of induction? Why is it important in hospital?
2. What do you mean by performance appraisal? What are its objectives and methods of performance appraisal?
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. Write a note on the meaning and importance of placement.
5. What are the steps involved in recruitment process? Explain briefly internal and external sources of recruitment.
6. What is fatigue? Discuss the causes and means of overcoming fatigueness.
7. Write a note on knowledge management.
8. Discuss briefly the impact of globalization on human resource management.
9. Write a note on personal records and personal audits.
10. What do you mean by monotony and boredom? What are the factors contributing to monotony and boredom?
11. Write a note on manpower planning.
12. Various types of selection tests
13. Explain the steps involved in conducting training programmes.

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

14. What are the types of transfer?
15. On the job training methods
16. Mention the objectives of compensation.
17. Purpose and basis of promotion
18. What is Personal Audit?
19. What are the duties and responsibilities of HR?
20. Job evaluation
21. What are the difference between placement and training?
22. What are the problems faced by human resource management in relation to hospitals?
23. What are the causes and symptoms of fatigue?
24. What do you mean by industrial accidents? Give one example in relation to hospital.
25. What are the principles and techniques of wage fixation?

*****

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 29-Dec-2020

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. Describe Hospital engineering and maintenance services under following headings: (a) Importance (b) Functions (c) Organization structure (d) Types of maintenance work (e) Policy and procedures.
2. Explain factors determining number of nursing staff in a ward. What are various methods of assigning duty to nursing staff in a ward?
3. Define Hospital Pharmacy. What is hospital formulary & committee, Write the composition, functions, and importance of Hospital Formulary Committee.

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

4. Write a note on diagnostic services in a hospital.
5. Describe the functions and process flow of OPD.
6. What is the role of support services in a hospital?
7. Write a note on ambulance services.
8. Organization chart and work flow of laundry.
9. Write a note on Ambulance Management in a hospital.
10. Explain medico legal aspects of medical records.
11. Enumerate the role & functions of House-keeping department in preventing Infections.
12. What is EOQ and describe the importance.
13. Importance and functions of hospital dietary services.

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

14. Define Hospital and Health.
15. Describe term “postmortem care”.
16. Methods of Inventory
17. Records and reports maintained in CSSD.
18. How to prepare patient for safe transferring?
19. What is lead time?
20. Classification of Ambulance.
21. What are the criteria for blood donation?
22. Nursing audit.
23. Functions of dietician.
24. Define Indexing, Coding and Filing.
25. What is PPE?

Rajiv Gandhi University of Health Sciences, Karnataka