Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 07-Jan-2022

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. Define audit. Explain the role of audit in measuring the quality and its role improving healthcare.
2. What is quality assessment? Explain in detail the Deming's contribution and his management guidelines in improving healthcare.
3. Explain the steps involved in measuring quality in detail.

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

4. Write a note on Total quality management.
5. Explain the contribution of Patient satisfaction survey in attaining quality in hospitals.
6. Describe the concept of hospital accreditation.
7. What are the Key dimensions of healthcare?
8. Explain the process of Organizing total quality system in hospital.
9. Explain the Conceptual model of potential patient contribution in quality care.
10. Explain the process of Formulation of explicit criteria & standards.
11. Describe the process of outcome management.
12. What are the methods to evaluate quality in healthcare?
13. Explain the techniques of quality management.

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

14. Total quality culture.
15. Quality assurance.
16. Determinants of Patient satisfaction.
17. Goals of quality improvement.
18. PDCA cycle.
19. Process analysis.
20. Aspects of quality care.
21. Define quality management.
22. Difference between accreditation and certification.
23. Juran Trilogy.
24. Golden rule of NABH.
25. QCI.

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 17-Jan-2022

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" and "Selection is Negative in Approach"-Substantiate your argument with reasons.
2. What is Human Resource Planning? As an Administrator of 300 bedded hospital, what are the steps will you follow to do an effective human resource planning and management?
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. Occupational Safety precautions in hospital to prevent hazards.
5. Factors influencing employee remuneration.
6. Methods of collecting job data.
7. Types of Orientation programme.
8. Need assessment in training programme.
9. Qualities and Role of HR manager in a hospital.
10. Explain 360^0 Appraisal method.
11. Differentiate Job enrichment and Job enlargement.
12. Types Employment interview.
13. Methods of Job evaluation.

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

14. Define Policy and procedures.
15. Sources of job stress.
16. Define job design.
17. Purpose of recruitment.
18. Define induction.
19. Trade Unionism.
20. Purpose of Promotion.
21. Define monotony and boredom.
22. Define Minimum Wages as per the Minimum Wages Act.
23. Types of Accidents.
24. Grievance settlement.
25. Past oriented methods of Performance appraisal.

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 27-Jan-2022

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 emergency services under following headings: (a) Objectives (b) Functions (c) Work flow (d) Policy and procedure of the department.
2. Define the term "Hospital Support Services". Write types and significance of support services in a hospital.
3. Write detailed note on Blood Bank under following Headings: a) Importance b) functions c) staffing pattern d) policies and procedures.

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

4. Write a note on functions of Housekeeping department.
5. General rules of safety in a hospital laboratory.
6. Explain hospital Pharmacy.
7. Write process flow of dietary department.
8. Describe Mortuary Department.
9. Draw an organizational chart for hospital and briefly explain why it is important?
10. Work flow of Medical Records Department.
11. Need of inventory management in hospitals
12. Draw an organizational chart for nursing department Write down the functions of nursing department.
13. Enumerate the importance of bio medical engineering department in a hospital.

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

14. Autopsy.
15. Staffing pattern of CSSD
16. Organization chart for pharmacy.
17. Equipment used in laundry.
18. Members of a hospital formulary committee
19. Describe importance of proper storage in hospital kitchen.
20. What is retrieval of medical records?
21. What is Blood transfusion committee?
22. Reorder level.
23. Triage system.
24. What is ICD?
25. AED and VED analysis.

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 03-Feb-2022

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. Define Dividend? Explain forms and factors
2. Explain BEP & CVP analysis
3. Mahendra Ltd is considering the purchase of a machine, which cost Rs.50,000. The machine has a life expectancy of 5 years. The tax rate is 35%. The estimated cash flow before depreciation and tax from the investment is as follows.

Year	1	2	3	4	5
CFBDT	10,000	10692	12769	13462	20385

Compute the following
   a) Payback period
   b) ARR
   c) NPV
   d) Profitability Index
   The PVF @ 12% is as follows.

Year	1	2	3	4	5
PVF@12%	0.893	0.897	0.715	0.636	0.567

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

4. Write a note on capital structure
5. Explain short-term finance
6. What is working capital? Explain components
7. Explain ARR
8. Explain different types of Leverages
9. Explain profit maximization and wealth maximization
10. A 5 year of Rs.100 debenture of a firm can be sold for net price of Rs.97.75, the coupon rate of interest is 15% P.A and bond will be redeemed @5% premium on maturity. Compute cost of debt
11. From the following particulars of a Shine company, compute the operating cycle
    Average Inventory
    - Raw material 4,00,000
    - Work in progress 6,00,000
    - Finished goods 8,00,000

11. From the following particulars of a Shine company, compute the operating cycle
    Average Inventory
    - Raw material 4,00,000
    - Work in progress 6,00,000
    - Finished goods 8,00,000

    Particulars daily operation
    - Raw material consumed – 40,000
    - Cost of production – 1,00,000
    - Cost of goods sold – 1,60,000
    - Credit purchases – 80,000
    - Total debtors – 8,00,000
    - Total creditors – 10,40,000

12. Write a note on fund flow statement
13. Explain financial decision in the firm

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

14. EPS
15. P/V ratio
16. Equity share and preference share
17. What is meant by primary market?
18. Define inventory
19. What is Finance?
20. What is retained earnings?
21. What is meant by optimum capital structure?
22. Cash flow statement
23. Hospital Accounting
24. What is meant by financial statement?
25. What is marginal costing?

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 25-Jul-2022

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 evolution and characteristics of ISO 9000
2. Role of outcome management to improve the eventual impact of healthcare.
3. Discuss the process of improving quality healthcare through patient satisfaction survey.

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

4. Patient participation.
5. Deming's contribution and his management guideline.
6. Quality assurance in healthcare.
7. Determinants of quality.
8. Quality manual.
9. Write a note on present scenario towards implementing quality system in healthcare.
10. Briefly describe outcome management.
11. What are the objective and benefits of accreditation?
12. Explain in detail total quality management (TQM).
13. Pre assessment survey.

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

14. Define quality.
15. Brain storming.
16. Flow chart.
17. Problem solving.
18. Poka yoke.
19. Four dimensions of quality.
20. What is quality assurance?
21. What is standard?
22. Benchmarking.
23. Ishikava diagram.
24. Deming wheel.
25. What is equity?

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 28-Jul-2022

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. Describe typical organization setup of Human Resource Department and describe the role interview in recruitment process
2. Enumerate the role and functions of human resource manager for a 100 bedded hospital
3. Write a note on importance, purpose of induction. Mention the types of induction for the orientation programme

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

4. Define recruitment. Various sources used in recruitment
5. Explain process of selection
6. Define remuneration. Factors influencing employee remuneration
7. Write a note on the importance and benefits of knowledge management in healthcare organization
8. How will you ensure safety of employees in a hospital?
9. Explain the types of interview
10. Discuss the types of Off the Job training
11. Explain scope, objective and functions of HRM
12. Importance of personnel records in Human Resource Management
13. Write a note on importance of reference checking and explain its process

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

14. What is courtesy interview?
15. Role of training in HRD
16. Challenges in wage fixation
17. Problems of globalization on human resource management
18. Fringe benefits
19. Types of incentive plans
20. Write a note on work environment
21. What is placement? Why is it important?
22. Write a note on implications of fatigue
23. Need for rightsizing
24. What is morale and why it’s important?
25. Job description and Job specification

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 01-Aug-2022

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. Differentiate between hospital support services and clinical services. Explain the need and importance of support services in providing quality care to patients.
2. What is scope of safety manual in a hospital lab? Describe the use of PPE in ensuring safety of staff in the lab.
3. Describe models of organization effectiveness in context of management of a hospital.

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

4. Discuss managerial issues in hospital dietary department.
5. Discuss that good housekeeping services can help in reducing cost of medical care.
6. Policy and procedures of hospital laundry department
7. Describe "Function method" and "Team nursing method".
8. Policy and procedure of mortuary service
9. Draw a work flow of hospital pharmacy and explain importance of pharmacy in hospital services.
10. What are functions of hospital blood bank?
11. What is dual authority system in hospital and what is its impact on management?
12. Explain importance of Triage in emergency situation.
13. What is need of inventory management in a hospital?

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

14. Classification of Ambulance
15. What is Mummification and Embalming?
16. Define nursing care and ward management.
17. Active inventory for laundry
18. What is EOQ?
19. List of five equipments in hospital lab
20. Functions of a dietician
21. Importance of coding of medical records
22. What is bleeding complex?
23. Types of emergency services
24. What is use of cold chamber in mortuary?
25. Hospital formulary

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 04-Aug-2022

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. Write a note on working capital and enumerate the factors
2. What is capital budgeting? Explain techniques
3. Tata Ltd as the following information
   Fixed expenses – Rs,2,00,000
   Variable cost per unit – Rs.10
   Selling price per unit – Rs.15

   Calculate
   a) Contribution
   b) PV ration
   c) BEP in units and in rupees

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

4. Explain capital and money market
5. Importance of financial decision in the firm
6. Short term and long-term finance – differentiate
7. The capital structure of XYZ Ltd as on 31-03-2020 are as follows:

Particular	Amount
Equity share capital (Rs.10 each)	10,00,000
Reserve & surplus	1,00,000
Share premium	1,00,000
15% term loan	2,00,000

   Assume EBIT is 10,00,000 and tax rate 30% calculate EPS

8. What is leverages? Explain types
9. Explain different forms of Dividend
10. Explain NPV
11. Explain CVP analysis
12. Explain profit maximization
13. Write a note on capital structure

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

14. What is Finance?
15. What is Treasury bill?
16. What is fund flow statement?
17. How to calculate P/V ration?
18. What is ARR, IRR?
19. What is capitalization?
20. What is operating cycle?
21. BEP
22. Define operating cost
23. What is marginal cost?
24. What is meant by debenture?
25. Define equity shares

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