Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 03-Jan-2023

Time: Three Hours | Max. Marks: 80

QUALITY IN HEALTH CARE - (RS)

Q.P. CODE: 3245

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 concept of quality management and explain contribution of quality gurus
2. What is quality assurance and quality improvement? How quality can be achieved through patient satisfaction in healthcare?
3. Explain the concept of accreditation of hospitals and benefits of accreditation

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

4. Write a note on quality circles
5. Brainstorming, cause and effect diagram
6. Write a note on business process engineering
7. Explain the conceptual model used to assess quality in healthcare
8. Write a note on NABH accreditation
9. Write a note quality and antibiotic audit
10. Role of quality department in the hospital
11. Discuss TQM
12. How can you improve hospital performance using patient participation
13. Write note on CQI

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

14. Pareto analysis
15 What is root cause analysis?
16. HIC committee
17. Quality indicators
18. Objectives of quality
19. Control charts
20. Define quality control
21. What is outcome management?
22. What is patient satisfaction?
23. Explain NABL
24. Kaizen
25. Write a note on attributes of quality in healthcare

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Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 05-Jan-2023

Time: Three Hours | Max. Marks: 80 Marks

HUMAN RESOURCE MANAGEMENT - (RS)

Q.P. CODE: 3246

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 the term grievance. Explain the advantages of having a grievance handling mechanism in an organization
2. What is job evaluation? Discuss the process and methods of conducting job evaluation
3. 'Training offers innumerable benefits to both employers and employees'. Discuss

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

4. How will you ensure the safety of employees in a hospital
5. Explain briefly the types of transfers
6. What is job analysis? Elaborate the process of job analysis
7. Analyze the methods of recruitment
8. What do you mean by performance appraisal? Discuss its significance
9. Explain the factors affecting human resource planning
10. What are the ethical issues in HR
11. What are the principles underlying employee compensation
12. Discuss the need for abating industrial accidents
13. Discuss the basis of promotion

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

14. Give the meaning of human resource management
15 Define job enrichment
16. What is vestibule training
17. What is human resource planning
18. What do you mean by employee welfare
19. Problems faced in placement.
20. What the different forms of violence at workplace
21. What do you mean by compensation
22. Define fatigue
23. What is monotony and boredom in workplace
24. State the roles of a human resource manager

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 16-May-2023

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 contributions of quality guru Edward Deming
2. Write a note on ISO 9000
3. Explain Quality Assurance. Mention the chapters of 5th edition of NABH

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

4. Accreditation
5. Principles of TQM
6. Define Quality Audit. Explain process audit
7. ISO certification and its benefits in hospitals
8. What are the functions of quality assurance committee?
9. Explain quality delivery process
10. Write short notes on process reengineering
11. Write a note on different quality control tools
12. Patient participation survey
13. Write note on JCI

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

14. Six sigma – define
15. What is outcome management?
16. Define Nursing audit
17. Techniques of quality management
18. Quality manual
19. Factors of quality assessment
20. Benefits of flow diagram
21. Define quality improvement
22. Cause and effect analysis
23. Define Benchmarking
24. Bar Chart
25. Define Gap Analysis in NABH Accreditation process

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 18-May-2023

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 is Job evaluation? Discuss the process & methods of conducting job evaluation.
2. What is Grievance? Explain the grievance handling procedure with the help of suitable example.
3. What are the steps involved in Selection process? Explain various types of tests used in selection.

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

4. What are the steps involved in Human Resource Planning.
5. What is performance appraisal? List out the different methods of performance appraisal.
6. What is human resource management? Explain briefly its functions.
7. Explain the different training methods used in hospitals.
8. Explain briefly the internal & external sources of recruitment.
9. What is transfer? Explain different types of transfer.
10. What is monotony & boredom? Explain the factors contributing to monotony & boredom.
11. Explain the basis & purpose of promotion.
12. What are the principles & techniques of wage fixation.
13. What are the roles, duties & responsibilities of Human Resource Manager.

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

14. What is need for right sizing?
15. What are the problems faced by Human Resource Management in relation to hospital.
16. Differentiate between on the job training and OFF the job training.
17. How induction is different from placement.
18. Differentiate between Recruitment and Selection.
19. Importance of HRM in hospital.
20. Write a note on importance of employee safety.
21. List out the different selection tests used in selecting the personnel.
22. Role of HRD in training.
23. Write a note on Reference checking.
24. What is an industrial accident? Give one example in relation to hospital.

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 20-May-2023

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 nursing audit? Write about the types of nursing audit? Explain the factors responsible for determining staffing pattern of nurses in a hospital.

2. Explain the pharmacy services under the following : a) Roles and functions of hospital pharmacy b) Physical facilities in pharmacy c) Policy and procedures in pharmacy d) Licenses required e) Drug distribution system

3. What are Dietary services? Write its functions, policy and procedures, work flow for dietary services.

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

4. Explain the criteria for blood donation.
5. Give an overview on maintenance department.
6. Explain about the hospital utilization statistics.
7. Describe about the workflow in CSSD.
8. Write a short note Equipment Audit.
9. Explain about types of Ambulance Services.
10. Explain the about the promotional tools used by public relations.
11. Explain the colour coding of the hospital waste and its importance.
12. Describe the work flow of MRD.
13. Enumerate on principles of organizing.

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

14. What is sterilization?
15. Mention the requirement of linen in the hospital.
16. Define special diet kitchen.
17. Enlist the chambers in mortuary.
18. Mention the cleaning agents in housekeeping department.
19. What is blood transfusion committee?
20. Mention four uses of security services.
21. Mention the services offered by radiology department.
22. Mention the equipment used in Laundry.
23. What is difference between theft and pilferage?
24. What is buffer stock?
25. Mention four methods for the preservation of medical records.

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 22-May-2023

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 financial statement? Explain different kinds of financial statement?
2. Explain cash management and accounts receivable management.
3. An Fortis hospital has two alternative financial plans, plan X and plan Y from the following particulars, Calculate operating leverage, financial leverage and combined leverage for the two alternative financial plans, the hospital is in 50% tax bracket.

PARTICULARS	PLAN- X	PLAN- Y
Total Assets	5,00,000	5,00,000
Equity share capital (shares of Rs.20 each)	1,25,000	1,00,000
12% debentue 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 determinants of capital structure.
6. Explain different kinds of financial statements.
7. Explain payback period and accounting rate of return.
8. Explain different types of dividend policies.
9. Explain accounts receivable management.
10. The capital structure of Mind Tree Hospital as on 31-03-2020 are given below:

PARTICULARS	AMOUNT
Equity share capital (Rs.100 each)	10,00,000
Reserves and surplus	2,00,000
Share premium	2,00,000
15% term loan	2,00,000

Assume EBIT in both cases is Rs.1,20,000 and the companies are in 50% tax bracket. Calculate EPS of the company?

11. Parle limited issues 10 year 9% redeemable debentures for Rs.100 each at par 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 &
    - 5% premium

12. Quality Private Limited furnish the following information:
    Selling price per unit: Rs.150
    Variable cost per unit: Rs. 90
    Fixed cost: Rs.6,00,000
    a) Find out breakeven point in sales.
    b) Compute the sales required to earn a profit of Rs.2,20,000

13. 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 15% for Re.1 as follows:

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

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

14. Define financial management?
15. What is capital structure?
16. What is capital budgeting?
17. What is meant by financial statement?
18. What is breakeven point?
19. What is operating leverage?
20. What is dividend?
21. What is operating cycle?
22. What is payback period?
23. What is permanent and temporary working capital?
24. What is debenture?
25. What is a preference share?

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination – 16-May-2023

Time: Three Hours | Max. Marks: 80 Marks

QUALITY IN HEALTH CARE - (RS)

Q.P. CODE: 3245

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 business process engineering? What are the benefit of business process engineering
2. Explain quality assurance and what are the determinants of quality?
3. Explain process involved in ISO certification

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

4. Explain significance of quality circle
5. Write quality improvement models used in healthcare
6. Write a note on attributes required for good patient practitioner relationship
7. Types and benefits of audits
8. Write a note on quality tools
9. Explain role of quality department
10. Explain steps for measuring quality
11. Explain JCI accreditation. Explain difference between JCI and NABH accreditation
12. What is control chart? Explain application of control chart in hospital
13. Explain key result areas. Explain with examples

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

14. Types and benefits of audit
15 Define quality
16. Six sigma
17. Explain NABL
18. Explain statistical process control
19. What are KPI?
20. What is RCA?
21. What is PDCA?
22. Explain cause and effect diagram
23. What is SOP?
24. What is quality manual?
25. Explain quality assurance

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination – 18-May-2023

Time: Three Hours | Max. Marks: 80 Marks

HUMAN RESOURCE MANAGEMENT - (RS)

Q.P. CODE: 3246

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 training? Explain briefly training methods. Why training is important in a hospital?
2. Explain briefly selection procedure and uses of tests in selection
3. Explain promotion and employee welfare programmes in an organization

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

4. Explain the roles and responsibilities of HR Manager
5. Explain human resource planning process
6. Explain causes and symptoms of fatigue
7. Explain briefly objectives and purpose of induction
8. Explain the process and limitations of performance appraisal
9. Explain different types of transfer used in hospitals
10. Explain various factors contributing to monotony and boredom
11. Write a note on personnel records and personnel audits
12. Discuss briefly the concept of Human Resource Development
13. Explain principles and techniques of wage fixation

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

14. Importance of HRM in hospitals
15 Problems involved in placement
16. Why training is needed in hospitals?
17. What is reference checking?
18. What is MBO?
19. Basis of promotion
20. What is the need for right sizing?
21. What is knowledge management?
22. Importance of employee safety in hospital
23. Industrial accidents and its types
24. What are different traditional methods used in performance appraisal?
25. What is productivity analysis?

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 20-May-2023

Time: Three Hours | Max. Marks: 80 Marks

HOSPITAL HAZARDS AND DISASTER MANAGEMENT - (RS)

Q.P. CODE: 3247

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 the term hazards. Briefly explain types of hospital hazards and methods t prevent / manage it
2. What do you mean by Sewage? Explain the different stages involved in modern Sewage Treatment Plant
3. Explain meaning, types and preventive measures of hospital hazards

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

4. Discuss in detail the process of epidemic management
5. Define terms Health Insurance. Discuss the role and importance of health insurance
6. Differentiate between drug abuses and drug dependence. Explain possible reasons behind drug abuse
7. What is incineration? What are the operating and emission standards for incinerators?
8. What is colour coding and type of containers used for disposal of biomedical waste?
9. What are the measures taken by hospital to prevent hospital acquired infection?
10. Discuss the functions of infection control committee
11. Role of Voluntary Agencies and Government in management of disaster
12. Write a note on management of road accidents
13. Discuss types and standard of autoclaving

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

14. Sanitation barriers
15 Define hospital waste and biomedical waste
16. Mechanical hazards in hospital
17. What is decontamination?
18. Role of hospital safety officer
19. What is principle of microwaving?
20. Ambulance management
21. Third Party Administration (TPA's)
22. Drawback of improper disposal of wastes
23. Psychological hazards to staff in hospital
24. Effluent Treatment Plan (ETP)
25. Draw Septic tank

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 22-May-2023

Time: Three Hours | Max. Marks: 80 Marks

FINANCIAL MANAGEMENT IN HEALTHCARE - (RS)

Q.P. CODE: 3248

(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. Explain in detail the determinants of working capital requirements of the company
2. Quality 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 12% interest
   c) All debentures carrying 10% interest
   d) Rs.5 lakshs in equity and Rs.5 lakhs in preference shares carrying 10% dividend
   The existing EBIT amounts to Rs.2,00,000 per annum – Calculate EPS in all the above four plans
3. Explain in detail the financial market and its classification

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

4. What is capital budgeting? Techniques of capital budgeting
5. Distinguish between financial leverage and operating leverage
6. Explain the merits and demerits of preference shares
7. Discuss the various factors affecting capital structure
8. ABC limited issues 20000,8% preference shares of Rs.100 each at a premium of 5% redeemable after 8 years at par. The cost of issue is Rs.2 per share. Calculate the cost of preference share capital
9. What is dividend? Explain the types of dividend
10. Explain profit maximization
11. Calculate the payback period. Initial investment is Rs.10,000 in a project

Year	Expected future cash inflow
1	2000
2	4000
3	3000
4	2000

12. Kumar company has sales of Rs.25,00,000. Variable cost of Rs.12,50,000 and fixed cost of Rs.50,000 and debt of Rs.12,50,000 at 8% rate of interest. Calculate OL, FL and CL
13. Mention the need for financial planning

Rajiv Gandhi University of Health Sciences, Karnataka

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

14. Define cost of capital
15 What is future value and present value?
16. What is contribution?
17. What is operating cycle?
18. What is meant by retained earnings?
19. What is profitability index?
20. What is permanent and temporary working capital?
21. What are the scopes of financial management?
22. What do you mean by stock dividend?
23. What are the decisions involved in financial management?
24. What is maximum level and minimum level?
25. What is future value of money?

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 23-Nov-2023

Time: Three Hours Max. Marks: 80

QUALITY IN HEALTH CARE - (RS)

Q.P. CODE: 3245

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 are the types of business process engineering? What are the types of Methodologies involved?
2. How to evaluate the performance of hospital?
3. Explain total quality management. Explain the implementation process in hospital

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

4. Write a note on quality assurance and quality improvement
5. **Explain Juranstriology and Kaoru ishikawa principle**
6. Write a note on Patient satisfaction survey
7. Write a note on quality outcome and outcome management
8. Effects and benefits of ISO 9000 management system
9. Write a note on six sigma
10. Explain Pokayoke. Principles of Pokayoke
11. History of quality
12. Explain briefly the purpose of JCI
13. Attributes of quality

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

14. What are key result areas?
15. How audits are conducted in hospitals?
16. Define Quality
17. Principles of TQM
18. Describe CAPA
19. What are determinants of quality?
20. Benchmarking
21. Quality indicators
22. Explain NABL
23. What is quality manual?
24. Dimension of quality
25. What is Why-Why technique?

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 28-Nov-2023

Time: Three Hours | Max. Marks: 80 Marks

HUMAN RESOURCE MANAGEMENT - (RS)

Q.P. CODE: 3246

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 performance appraisal? Explain performance appraisal methods
2. What is recruitment? Explain different methods of recruitment
3. What is an industrial accident? Explain briefly different types of industrial accidents with suitable examples

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

4. Explain briefly importance and objectives of HRM
5. Explain different types of tests used in selection
6. Explain briefly methods of training
7. What is reference checking? Explain its process
8. Explain different types of transfer
9. Explain the factors contributing to monotony and boredom
10. Explain grievance handling procedure
11. Explain meaning and objectives of compensation
12. Discuss briefly the concept of human resource development and knowledge management
13. Write a note on induction in hospital

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

14. List out the duties of HR manager
15 Problems of placement
16. Need for training in hospitals
17. Techniques of wage fixation
18. Purpose of promotion
19. Differentiate between personnel records and audits
20. Role of training in HRD
21. What is work environment?
22. What is right sizing?
23. Write a note on importance of employee safety in organization
24. Impact of globalisation on human resource management
25. Limitations of performance appraisal

Rajiv Gandhi University of Health Sciences, Karnataka