Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 30-May-2024

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 quality. What are fourteen steps in quality management as per eminent quality guru Deming?
2. Explain the evolution and characteristics of ISO 9000
3. Explain in detail the parameters used to evaluate the performance of hospitals.

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

4. Explain the organization of the quality management system.
5. Patients feedback form.
6. What are the benefits of ISO 9000 certification?
7. Explain briefly the purpose of JCI.
8. What are the functions of quality assurance committee?
9. Explain quality delivery process.
10. Write short notes on business process reengineering.
11. Explain the components of TQM.
12. Audit in healthcare.
13. Pre assessment survey.

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

14. Causes and effect analysis.
15. Difference between quality outcome and outcome management.
16. Control charts.
17. Techniques of quality management.
18. Internal audit.
19. Quality circle.
20. 5 S system of organisation.
21. Define quality.
22. Define quality control.
23. Define structure.
24. What is six sigma?
25. What is accreditation?

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 30-May-2024

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 TQM? Describe process of implementation TQM model for a healthcare industries
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. Explain the objectives and concept of quality management
5. Write a detail explanation on Quality circle
6. Quality assurance in healthcare
7. ISO certification and its benefits in hospitals
8. Write a note on importance of NABL
9. Briefly describe on infection control committee and tissue committee review
10. Write short notes on antibiotic audit
11. Explain measurement of quality in health care
12. Write a note on six sigma
13. Briefly describe Jurans Triology

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

14. Pareto chart
15 Brain storming
16. Flow charting
17. What is Poka yoke?
18. Benchmarking
19. Four dimensions of quality
20. Define quality
21. What is JCI?
22. Importance of audit for a healthcare industries
23. Write a note on statistical process control
24. What is BPR?
25. Write a note on CQI

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 03-Jun-2024

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 HRM
   a) Importance and objective of HRM
   b) Role of HR manager

2. Explain different methods of performance appraisal. Explain how 360-degree appraisal is implemented in hospital

3. Explain the planning process involved in Human Resource Planning (HRP)

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

4. Explain difference between job specification and job description
5. What are the types and topics covered in induction training? Explain
   Or
   Elucidate the objectives and purpose of induction
6. Explain placement and problems involved in placement.
7. Explain various factor influencing recruitment
8. Techniques used in selection process
9. What is the importance of training program ? What are the methods of training Explain?
10. Explain the types of promotion and transfers in hospitals.
11. Explain Factors affecting wage fixtation
12. Write the impact of globalization on human resource management
13. Write types of welfare activities for employees in an organisation

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

14. Mention the factors affecting work environment
15. Describe the role and importance of knowledge management
16. Explain searching and screening in recruitment process
17. Briefly explain on the Job training
18. Human resource development
19. Employee compensation
20. What do you mean by personal audit and personal record?
21. Factors contributing to monotony and boredom
22. Write the steps in grievance handling
23. Write a note on employee safety in hospitals
24. Quality of work life
25. Benefits of reference checking

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 03-Jun-2024

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. Distinguish between training and development. Describe on different methods involved in training and development
2. Define man power planning. Explain the various steps involved in MPP
3. Define performance appraisal. Explain the methods of performance appraisal

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

4. Write a note on knowledge management
5. Personnel audit
6. Describe policies of human resource management
7. Discuss the importance of human resource management in a hospital
8. Explain the steps involved in recruitment process
9. What are the reasons for transfers and briefly explain the types of transfers?
10. What is work environment? Write a note on causes and symptoms of fatigue
11. Principles and techniques of wage fixation
12. Impact of globalization on human resource management
13. Write note on industrial accidents

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

14. Welfare programs in hospitals
15 Selection process
16. How employee compensation will be determined?
17. Need for rightsizing in hospital
18. Difference between wage and salary
19. Steps in grievance handling process
20. Employee safety
21. Purpose of promotion
22. Functions of human resource management
23. problems involved in placements
24. Quality of work life
25. Job description and job specification

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 05-Jun-2024

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. Describe in detail the process of epidemic management
2. Explain in detail the various types of hospital hazards and its impact on employees
3. Define Biomedical waste. What are the various categories of biomedical waste? How do you dispose the biomedical wastes?

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

4. Write a note on man-made disasters
5. Explain the need, principles and purpose of hazards management
6. Briefly explain the different types of hospital acquired infection
7. **List out some common Nosocomial infections and their causative agents.**
8. Write a note on Third Party Administrator (TPA)
9. Write a note on the role of voluntary agencies in disaster management
10. Define incineration and its importance
11. **Define sewage wastes and its composition. Discuss the aims of sewage disposal.**
12. **Explain drawbacks of improper disposal of solid and liquid waste.**
13. Explain management of natural disaster

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

14. Define epidemics
15. Mention the role of hospital in disaster management
16. Differentiate between biological and chemical disaster
17. Explain the process of medical camp
18. Occupational hazards in hospital
19. Define medical insurance
20. **What do you mean by effluent treatment plant ?**
21. briefly explain the packaging of biomedical waste
22. Write a note on infection control committee
23. Mention the role of central sterile supply department in the hospital
24. Define psychological hazard
25. Define cross infection

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 11-Jun-2024

Time: Three Hours | Max. Marks: 80

Financial Management in Health Care - (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 various forms of dividend
2. Nova Limited Company has equity share capital of Rs.1,00,000 divided into 100 each. It wishes to raise further Rs.60,000 for expansion plans. The company has following financial schemes
   a) All equity shares
   b) 50% equity shares and the balance in 10% debentures
   c) 20000 equity shares and balance in 10% debentures

   The company has estimate EBIT Rs.30,000. The corporate tax 50%. Calculate EPS in each case, give a comment
3. Discuss the traditional and modern approaches of financial management

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

4. What is leverage? Explain different types of leverage
5. Discuss the role of financial manager
6. Discuss the relevance of cost of capital. What do you mean by marginal cost of capital?
7. Capital budgeting is a long term planning for making and financing proposed capital outlay. Explain
8. Discuss the various factors affecting capital structure
9. X limited issues 12% debentures of face value Rs.100 each and realizes Rs.95 per debenture. The debentures are redeemable after 10 years at a premium of 10%. Calculate the cost of debt

10. **What is dividend? Explain the types of dividend policy.**

11. Project requires 75000 initial investment for payable of an equipment. Its annual income before tax and depreciation is estimated. Tax rate 20%

Year	Annual income before tax and depreciation
1	25000
2	35000
3	45000
4	55000

Calculate the present value if discount factor 9% is as follows:

Year	1	2	3	4
DF @ 9%	0.917	0.841	0.712	0.708

12. The following information is available in respect of a product:
Units sold – 60000
Sales price per unit – 12
Fixed cost – 60000
Variable cost – 6 per unit
10% debt capital of 120000
Calculate all types of leverages

13. Mention the need for financial planning

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

14. What is preference share capital?
15. **What is net and gross working capital?**
16. What is contribution?
17. What is operating cycle?
18. What is retained earnings?
19. Receivable management
20. What is permanent and temporary working capital?
21. What are the scope of financial management?
22. Expand EAT, EBIT and PAT
23. What are the decisions involved in financial management?
24. What are the functions of finance?
25. What is inventory management?

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Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 22-Nov-2024

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 accreditation? Explain different types of accreditation process
2. Explain patient satisfaction survey. How it helps hospital to improve quality?
3. Explain total quality management. Explain the implementation process in hospital

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

4. **Explain JURAN's Trilogy and DEMING's management guidelines.**
5. What is quality attributes?
6. Explain the determinants of quality
7. What is fish bone diagram and how it is useful in quality control?
8. Write a note on audit process
9. Explain the measurement of quality in healthcare
10. Write a note on six sigma
11. Write a note on history of quality development
12. How quality tool can be used in healthcare setup?
13. Write a note on quality planning

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

14. Obstacles to implement total quality management
15 What is benchmarking?
16. Define quality assurance
17. What is quality circle?
18. Dimensions of quality
19. What is CAPA?
20. What is brainstorming?
21. What is antibiotic audit?
22. What is audit protocol?
23. Importance of HIC committee
24. Determinants of quality
25. What is external and internal audit?

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Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 25-Nov-2024

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 work environment. What are the factors affecting work environment
2. Meaning of HRD. Write the various training methods in HRD
3. What is promotion? Explain purpose and basis for promotion

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

4. Impediments to effective training
5. Methods of performance appraisal
6. Write note on selection process
7. Employee grievance
8. Types of interview
9. Welfare programs
10. Impact of globalization on human resource management
11. Role of a human resource manager
12. Enumerate the importance and steps in Human Resource Planning
13. Describe the basic policies and objectives of compensation

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

14. Types of induction
15 Off the job training
16. Fringe benefits
17. Implications of fatigue
18. Types of transfers
19. Quality of work life
20. Recruitment process
21. Industrial accidents
22. Steps in grievance handling
23. Knowledge management
24. Difference between Downsizing and right sizing of employees
25. Challenges in reference checking

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 27-Nov-2024

Time: Three Hours | Max. Marks: 80

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. **Explain different kinds of occupational hazards.**
2. Explain the fundamental aspects of disaster management
3. Explain biomedical waste management rules. Importance of biomedical waste management

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

4. Write a note on autoclaving, microwaving, deep burial
5. How health care employees are affected by hospital hazard?
6. Explain modern sewage treatment with diagram
7. **Explain various measures taken during emergencies and disasters.**
8. Write a note on typhoid and cholera management
9. **Write a note on prevention of occupational diseases.**
10. **Write a note on measures to prevent hospital hazards to health workers.**
11. Write a note on medical insurance
12. Write a note on manmade disaster
13. Organizing medical camps

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

14. Name few Nosocomial infection and how to prevent them
15 NDMA
16. What are the safety measures taken by hospitals?
17. How to handle mass casualties in emergency department?
18. Management of epidemic
19. Role of ambulance in managing disaster
20. Need for hospital disaster plan
21. Principles of hospital hazards management
22. HAI
23. Incineration
24. How identification of dead bodies is done during disaster?
25. Types of occupational hazard

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 03-Dec-2024

Time: Three Hours Max. Marks: 80

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. Calculate operating leverage, financial leverage and combined leverage
   Number of units sold 15,000
   Variable cost per unit Rs.60
   Interest on loan Rs.1,50,000
   Preference dividend Rs.60,000
   Selling price per unit Rs.125
   Fixed cost Rs.2,50,000
   Tax rate 44%
2. Define financial management. What are its objectives and importance of financial management?
3. Explain different methods of appraising capital investment proposals

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

4. Calculate payback period from the following particulars:

   Cost of the project Rs.1,50,000

Year	Estimated earnings
1	90,000
2	15,000
3	18,000
4	17,000
5	22,000

5. Explain the concept of wealth maximization
6. Distinguish between debts funds and equity funds
7. What are the determinants of capital structure?
8. What are the features of long term fund?
9. Differentiate between primary and secondary market
10. Explain the significance of investment management
11. Explain determinants of dividend policy
12. Explain the concept of EBIT and EPS analysis
13. Explain the concept of receivable management and cash management

Rajiv Gandhi University of Health Sciences, Karnataka

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

14. Explain the concept of time value of money
15 What is money market?
16. How is cost of equity calculated?
17. What is cash management?
18. Concept of gross and networking capital
19. Explain NPV and IRR
20. Meaning of operating leverage. How is it calculated?
21. What is Marginal cost of capital?
22. What is annuity due and annuity immediate?
23. Write a note on capitalization
24. What are the different types of dividend?
25. Write a note on discounting method of time value of money

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