Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 14-May-2025

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. Explain quality control techniques and tools
2. Explain ISO 9000 and effect and benefit of ISO 9000
3. Explain concept of quality management and explain contribution of quality gurus

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

4. Write a note on accreditation
5. Write a note on fish bone diagram
6. What is importance of patient satisfaction survey?
7. Write note on antibiotic audit
8. Write note on attributes of quality in healthcare
9. Explain the steps in quality assurance
10. Role of patients in improving quality care
11. Define Deming's management guidelines
12. Explain conceptual model in quality
13. Explain fundamental of quality

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

14. Uses of flow chart
15 Define TQM
16. Pareto analysis
17. **Business process Re-engineering**
18. Define quality circle
19. What is affinity diagram?
20. What is benchmarking?
21. Explain HIC committee
22. What is outcome management?
23. What is NABH?
24. Quality indicators
25. **Write a note on Brain storming**

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 27-May-2025

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. Define Medical Insurance. Explain different kinds of medical insurance available in India
2. Explain disaster. Explain various kinds of manmade disaster and how to manage them
3. Write a note on hospital acquired infection in detail

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

4. **Role of voluntary agencies and the government in handling disaster management**
5. Explain different kind of waste generated in hospital. Explain the drawback of improper disposal of water
6. **Explain importance of hazard management and safety training in hospitals**
7. What is needle stick injury? How reporting is done in hospitals? How it can be prevented?
8. Explain role of CSSD and housekeeping in preventing infection in hospitals
9. Write note on natural disaster
10. **Write a note on Autoclaving as a method of sterilisation**
11. Write note on liability and indemnity
12. Write note on National Health Insurance
13. Write note on epidemic, how it can be controlled?

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

14. Expand UTI and VAP
15. Effluent treatment plant
16. What is the role of HIC Nurse?
17. Define chemical disaster
18. What are the types of hazards in hospital?
19. Aims of sewage disposal
20. Explain the use of safety sheet in hospital
21. Incineration and deep burial
22. Methods of excreta disposal
23. Explain the step taken by hospital to prevent infection
24. Role of TPA
25. Why segregation of waste is important?

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Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – 30-May-2025

Time: Three Hours **Max. Marks: 80 Marks**

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. What is finance? Explain sources of finance with example.

2. Star company Ltd is capitalized with Rs.10,00,000 divided into 1,00,000 equity shares of Rs.10. The management desires to raise another Rs.10,00,000 to finance a major expansion program.
   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 7% interest.
   d. Rs. 5 Lakhs in equity & 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.

3. What is capital budgeting? Explain importance and techniques of capital budgeting.

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

4. Reliance Ltd issued Rs.1,00,000, 9% debentures of at a premium of 10%, the cost of fluctuation is Rs.2500. The tax rate is 50%, Compute Cost of debt Capital.

5. The capital structure of ABC Ltd as on 31-03-2021 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 & Tax rate 50%. Calculate EPS.

6. XYZ Ltd present the following information calculate operating, financial and combined leverage

15% Debentures of Rs.100 each	Rs.10,00,000
Sale price per unit	Rs.15
Variable cost per unit	Rs.8
Tax rate	35%
Fixed cost	Rs.2,00,000

   Assume the output to be1,00,000 units. What will be the leverages, if the output goes up to 2,00,000 units?

7. Sunshine Enterprises furnishes the following information estimate working capital

Requirement using operating cycle	
a) Average Inventory	Rs.
Raw Material	4,00,000
Work In Progress	6,00,000
Finished Goods	8,00,000
b) Particulars of Daily Operation	
Raw Material Consumed	40,000
Cost of Production	1,00,000
Cost of Goods Sold	1,60,000
Credit Sale	1,50,000
Credit purchases	80,000
c) Total Debtors	18,00,000
d) Total Creditors	10,40,000

8. What is financial planning? Explain principles of a sound financial planning.
9. Write a note on optimum capital structure.
10. What is investment decision and financial decision?
11. Define financial management? Explain objectives of financial management.
12. Explain types and forms of dividend policy.
13. Write a note on time value of money.

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

14. Any few functions of financial management.
15. Define capital market and money market.
16. What is Net working capital?
17. Explain equity, preference and debenture.
18. What is leverage?
19. What is retained earnings.
20. What is weighted average cost of capital?
21. What is meant by inventory management?
22. Define EPS.
23. Cash management.
24. Marginal cost of capital.
25. What is capitalization?

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Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 28-Oct-2025

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 Total Quality Management. How to implement TQM in healthcare?
2. Explain the steps in the JCI accreditation process. What are the main benefits of JCI accreditation?
3. Explain benchmarking. What are the different types of benchmarking?

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

4. Write a note on different statistical process control tools
5. Explain the steps in the formation of quality circles
6. What is Six Sigma? Explain the steps in Six Sigma implementation
7. Write a note in continuous quality improvement (CQI)
8. What is Pareto Chart? Explain the application of Pareto chart
9. Explain the main factors that need to be included in the patient satisfaction survey
10. What is business process reengineering (BPRE)? Explain the main steps in the implementation of BPRE
11. Explain different phases in the implementation of NABH
12. What is brainstorming? Explain the different steps for conducting brain storming
13. What is audit process? Explain the steps for conducting an audit

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

14. What is antibiotic audit?
15 Define quality assurance
16. What is infection control review?
17. What is ISO 9000 management system?
18. What are the functions of the tissue committee?
19. Advantages of NABL accreditation
20. Criteria for measuring quality in healthcare
21. Write four attributes of healthcare quality
22. What is Kaizen?
23. What is Poka-yoke?
24. Write any four factors determining service quality
25. What is fishbone diagram?

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Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 30-Oct-2025

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 recruitment. Explain the nature and methods of recruitment
2. Explain the concept of quality of work life
3. Explain the principles and techniques of wage fixation

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

4. Describe the objectives and functions of human resource management
5. Examine the role of HR managers in a changing economic scenario
6. Explain personnel records and personnel audits.
7. Explain the roles, duties and responsibilities of human resource
8. Write a brief note on job analysis and design
9. Explain the need for industrial safety
10. Why is health and safety important in a hospital
11. Write a note on the importance and meaning of placement
12. What is fatigue? Discuss the causes and means of overcoming fatigue
13. Explain the concept of executive development

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

14. **What is performance appraisal**
15. List the different types of selection tests.
16. What are the different types of transfers
17. Give the meaning of work environment
18. What is employee retention
19. What is exit interview
20. **What is human resource planning**
21. What is knowledge management
22. Differentiate between job description and job specification
23. What are fringe benefits
24. What is workplace harassment
25. What do you mean by reference checking

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Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 06-Nov-2025

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. Explain in detail the determinants of working capital requirements of the company
2. Pharma limited requires 25,00,000 for a new plant. This plant is expected to yield earnings before interest and taxes of 5,00,000. While deciding about the financial plan the company considers the objective of maximizing earning per share. It has three alternatives to finance the project – by raising debt of 2,50,000 or 10,00,000 or 15,00,000 and the balance in each case by issuing equity shares. The tax rate applicable to the company is 50%. Calculate EPS in all the above three plans and analyse
3. Explain in detail the financial market and its classification

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

4. Explain different types of finance
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 10 year 9% redeemable debentures for 100 each at par of 5,00,000 and incites issue expense at 2%. The company is in the 40% tax bracket. Calculate the cost of debt.
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. Consider the following data of XYZ Ltd.,
    Selling price per unit – Rs.60
    Variable cost per unit – Rs.10
    Fixed cost - Rs.3,00,000
    Interest burden - Rs.1,00,000

    Calculate operating leverage and financial leverage if the number of units sold is 10,000 units

13. Mention the need for financial planning

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

14. What is net present value of a project?
15 Expand EAT, EBIT and PAT
16. What do you mean by investment decision?
17. Wealth maximization
18. What is preference share capital?
19. What is net and gross working capital?
20. What is marginal cost of capital?
21. Cash management
22. What is inventory management?
23. What is break even analysis?
24. What is capital market?
25. What are the functions of finance?

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