Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination – APRIL 2017

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

OPERATION RESEARCH AND RESEARCH METHODOLOGY INCLUDING RESEARCH ETHICS

(Revised Scheme)

Q.P. CODE : 8361

Your answers should be specific to the questions asked.
Draw neat labeled diagrams wherever necessary.

LONG ESSAY **2 X 20 = 40 Marks**

1. Discuss the steps in preparing a research report.
2. Explain the use of measure of central tendency and dispersion in decision making in the field of hospital administration.

SHORT ESSAY **6 X 10 = 60 Marks**

3. Explain various research designs.
4. Describe briefly time series analysis.
5. Describe use of queuing theory in decision making.
6. Explain the use of chi-square test and Anova as tools of testing hypothesis.
7. Graphical representation of data
8. Scaling technique
9. Describe different methods of sampling.
10. Describe techniques of data collection.

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I Semester M.H.A Degree Examination - APRIL 2017

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Hospital Organization and Management Theory

Q.P. CODE: 8711

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY **1 X 20 = 20 Marks**

1. Discuss the term planning. Enumerate the various steps involved, types of planning with suitable example.

SHORT ESSAY (Answer any Seven) **7 X 10 = 70 Marks**

2. What is communication? Explain the process of communication.
3. Departmentation
4. Explain the importance of group behavior in a hospital.
5. Social responsibilities of management
6. Sources and factors responsible for formation of attitudes
7. Henry Fayol's 14 principles
8. Financial and non financial incentives
9. Difference between health care and other services with respect to management

SHORT ANSWERS (Answer any Five) **05 X 02 = 10 Marks**

10. Levels of management
11. SWOT Analysis
12. Leadership styles
13. Authority and responsibility
14. Roles of a manager
15. Equity theory

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I Semester M.H.A Degree Examination - APRIL 2017

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Management of Hospital Services and Patient Care Management

Q.P. CODE: 8712

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY **1 X 20 = 20 Marks**

1. Describe the case mix innovations and the patient empowering classification systems.

SHORT ESSAY (Answer any Seven) **7 X 10 = 70 Marks**

2. Describe the organization of blood bank services and the policies laid down for waste management in that area.
3. Duties of nursing superintendent for a 1000 bedded hospital.
4. Role of security services in the smooth functioning of the hospital.
5. Planning of the manpower for the general surgery department for a 1500 bedded hospital.
6. Name at least 10 occupational hazards in a hospital and add a note of prevention of any five of them.
7. What are the managerial issues in the linen and laundry department and how will you solve those issues?
8. What is the meaning of patient counselling and how does one go about doing it?
9. What are the functions of the hospital in the current health scenario?

SHORT ANSWERS (Answer any Five) **05 X 02 = 10 Marks**

10. Policies and procedures followed in dietary department
11. Organization of housekeeping department
12. Nursing by-laws
13. Management of queue in OPD
14. Objectives of nursing care
15. Different types of staff giving care to patients in the hospital.

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - APRIL 2017

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Research Methodology and Operations Research

Q.P. CODE: 8713

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY **1 X 20 = 20 Marks**

1. What is interpretation? What are the techniques and precautions in interpretation? Elaborate the various steps in report writing.

SHORT ESSAY (Answer any Seven) **7 X 10 = 70 Marks**

2. Differentiate between questionnaire and schedule.
3. What is operations research? Discuss various types of research.
4. What is hypothesis? Explain the different types of Hypothesis.
5. Enumerate the fields of applications of queuing theory. Explain the queue discipline and its various forms.
6. Phases of project management
7. Explain any two forecasting techniques in detail.
8. List out the differences between survey and experiment.
9. Explain the differences between PERT and CPM.

SHORT ANSWERS (Answer any Five) **05 X 02 = 10 Marks**

10. Sampling size
11. Discuss linear programming technique.
12. Universe
13. Differentiate research methods and methodology.
14. Descriptive research
15. Basic feasible solution

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - APRIL 2017

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Accounting in Health Care

Q.P. CODE: 8714

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY **1 X 20 = 20 Marks**

1. The following particulars are available for two periods:

Particulars	Period 1st	Period 2nd
Sales	200000	300000
Total Cost	180000	260000

Calculate: a) Profit Volume Ratio
b) Breakeven point
c) Sales required to earn a profit of Rs. 50000
d) Profit when the sales are Rs. 500000
e) Margin of safety at a profit of Rs. 25000
f) Fixed Cost

SHORT ESSAY (Answer any Seven) **7 X 10 = 70 Marks**

2. Explain current assets and current liabilities.
3. Operating costing
4. Classification of cost
5. Pricing of hospital services
6. Management accounting
7. Ratio analysis
8. Computerized accounting in hospitals
9. Cash flows and fund flows statements

SHORT ANSWERS (Answer any Five) **05 X 02 = 10 Marks**

10. Hospital rate setting
11. Human resource accounting
12. Economic ordering quantity
13. Accounting concept
14. Accounting systems
15. Common size analysis

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - April 2017

[Time: 3 Hours] [Max. Marks: 100]

HOSPITAL ADMINISTRATION

Epidemiology and Public Health Administration

Q.P. CODE: 8715

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY **1 X 20 = 20 Marks**

1. Name the national health programmes in India and explain in detail about the components and packages of services under Reproductive and Child Health Programmes.

SHORT ESSAY (Answer any Seven) **7 X 10 = 70 Marks**

2. What is Quality Adjusted Life Years (QALY)?
3. What are the levels of prevention? Explain each one in detail.
4. Explain the dimensions of health. Add a note on the concept of health and well being.
5. International health regulations.
6. Millennium development goals
7. Enumerate and explain the principles of health education and communication.
8. District health organization
9. Explain the demographic cycle.

SHORT ANSWERS (Answer any Five) **05 X 02 = 10 Marks**

10. Mortality rate
11. What is incidence and prevalence of disease?
12. What is DOTS? What are its advantages?
13. Role of medico social worker in the community.
14. List six voluntary health agencies in India.
15. Write the importance of IEC in health.

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