Rajiv Gandhi University of Health Sciences, Karnataka

I Semester M.H.A Degree Examination - 03-Jan-2022

Time: 3 Hours **Max. Marks: 100 Marks**

HOSPITAL ADMINISTRATION

Hospital Organization and Management Theory (RS-4)

Q.P. CODE: 8711

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

Answer All The Questions **10 X 10 = 100 Marks**

1. What is leadership? Explain types of leadership
2. What is conflict? What are the types of conflict?
3. Discuss the importance of communication in hospitals
4. Explain different approach to management
5. Discuss the methods of establishing control in hospitals
6. Explain organization life cycle
7. Foundation of individual behavior and its impact on organization
8. Discuss about the evaluation of management theories
9. Discuss stages of planning
10. Write note on group cohesiveness

I Semester M.H.A Degree Examination - 07-Jan-2022

Time: 3 Hours **Max. Marks: 100 Marks**

HOSPITAL ADMINISTRATION

Management of Hospital Services and Patient Care Management (RS4)

Q.P. CODE: 8712

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

Answer All The Questions **10 X 10 = 100 Marks**

1. In providing patient care, out-patient department plays an important role. Interrelationship and co-ordination of OPD with other departments is essential for smooth running of hospital - Discuss
2. Discuss the role of managers in enhancing quality of patient care.
3. Write a note on infection control practices in Operation Theatre (OT).
4. Explain the managerial issues faced by administrators in central billing and accounts department.
5. Explain the importance of Engineering services in providing patient care in terms of safety and risk management in hospitals.
6. Write a note on ARDRG.
7. Discuss the functions of hospital laundry department. Describe the various linen distribution systems in a hospital.
8. Explain advantages and disadvantages of outsourcing hospital services.
9. Duties of nurse administrator. Write a note on Nursing Audit.
10. Enlist support services in hospital and write a note on patient counselling.

Rajiv Gandhi University of Health Sciences, Karnataka

I Semester M.H.A Degree Examination - 13-Jan-2022

Time: 3 Hours **Max. Marks: 100**

HOSPITAL ADMINISTRATION
Research Methodology and Operations Research (RS 4)
Q.P. CODE: 8713
(QP contains two pages)

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

Answer All The Questions **10 X 10 = 100 Marks**

1. Explain the different steps in decision analysis.

2. What do you mean by smoothening of data in Time series analysis? Calculate three days moving averages for the following data.

Sl. No	Day of the week	Daily sales in hundreds of Rs
1	Mon	750
2	Tue	769
3	Wed	797
4	Thu	755
5	Fri	700
6	Sat	650
7	Sun	450
8	Mon	760
9	Tue	779
10	wed	807
11	Thu	765
12	Fri	710
13	Sat	660
14	Sun	460

3. Explain the scope of research in hospital administration.

4. Differentiate between CPM and PERT. How do you estimate the time for an activity in PERT?

5. What is meant by crashing a network? Describe considerations to be kept in mind while crashing of a Network.

6. In a hospital there are three Operation theatres, each working for 12 hours a day. The hospital can undertake two types of surgeries A and B. Each of Type A surgery can fetch Rs. 400 while Type B surgery can fetch Rs.800. Type A surgery utilises 3 hours of OT time while Type B surgery utilises 5 hours. Surgeons engaged for performing surgery are to be paid Rs 200 per A type of surgery and Rs 400 for Type B surgery. Hospital can spend only Rs.100000 on payments to surgeons.

7. Construct Objective function and Constraint in equalities to estimate the number of these two types of surgeries which can be performed in a month's time of 25 working days in the hospital so that hospital earns maximum revenue under the above constraints.

8. What is Systems analysis? Describe steps involved in Systems analysis.

9. Describe Different indicators which can be calculated under Queuing theory for efficient management of queue in a hospital OPD.

10. Write a note on forecasting techniques.

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I Semester M.H.A Degree Examination – 17-Jan-2022

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

HOSPITAL ADMINISTRATION
Marketing Management in Healthcare (RS4)
Q.P. CODE: 8723

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

Answer All The Questions **10 X 10 = 100**

1. "The money spent on advertising in healthcare is an investment and is not a wa Critically comment on this statement.
2. Write a note on pricing strategies. What are the forces affecting market i microenvironment?
3. Explain the importance of public relations in health care marketing.
4. Discuss briefly the significance of product positioning.
5. Illustrate with example the different stages in the Product Life Cycle
6. Write a note on pricing strategies.
7. Write a note on guest relation. Explain Market segmentation
8. What is network marketing? Briefly explain the steps in social marketing in service indust
9. Customer relationship management and its relevance in healthcare
10. Write a note on e-marketing. What is Niche marketing.

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I Semester M.H.A Degree Examination - 19-Jan-2022

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

HOSPITAL ADMINISTRATION (RS-4)
Accounting in Health Care
Q.P. CODE: 8714

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

Answer All The Questions **10 X 10 = 100 Marks**

1. Write a note on trial balance.
2. plain accounting principles.
3. plain ABC costing.
4. plain hospital rate setting and pricing of new equipment in hospitals.
5. plain different elements of cost in hospitals.
6. plain different kinds of liquidity and long term solvency ratios.
7. iefly explain leasing and hire-purchasing.
8. plain emerging trends in accounting in health care.
9. plain marginal costing. What is meant by standard costing?
10. Write a note on break even analysis. What is return on investment?

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I Semester M.H.A Degree Examination - 03-Jan-2022

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

HOSPITAL ADMINISTRATION
FUNDAMENTALS OF MANAGEMENT AND ORGANIZATION BEHAVIOR (RS5)
Q.P. CODE: 8730

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

Answer All The Questions **10 X 10 = 100 Marks**

1. Write a note on organizational change.
2. Define Attitude. How attitudes are formed? What are the factors influencing formation of Attitude?
3. Enumerate different styles of leadership and briefly explain the skills required and functions of a Hospital administrator as a leader of health care team.
4. Describe the steps in recruitment and selection process.
5. Write a note on Entrepreneurship process.
6. Define communication. Write type of communication and explain why it is inevitable in any organization.
7. Write a note on functions of Management.
8. Enumerate contributions of Henry Foyal and his principles of management.
9. What is directing and nature of directing? Write a note on delegation of authority.
10. Explain perception. Comment on perceptual process.

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I Semester M.H.A Degree Examination - 03-Jan-2022

HOSPITAL ADMINISTRATION
FUNDAMENTALS OF MANAGEMENT AND ORGANIZATION BEHAVIOR (RS5)
Q.P. CODE: 8730

Corrections

Read Question No. 7 and 9 as follows:

7. Write a note on functions of Management.
9. What is directing and nature of directing? Write a note on delegation of authority.

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Rajiv Gandhi University of Health Sciences, Karnataka

I Semester M.H.A Degree Examination - 06-Jan-2022

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

HOSPITAL ADMINISTRATION
EPIDEMIOLOGY AND PUBLIC HEALTH ADMINISTRATION
PAPER-II - (RS5)/Q.P. CODE: 8731

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

Answer All The Questions **10 X 10 = 100 Marks**

1. Define incidence and prevalence. Explain the relationship of incidence and prevalence.
2. Explain the salient features of RNTCP. Mention the role of hospitals in RNTCP.
3. Define surveillance. Explain types of surveillance with its advantages and disadvantages.
4. Define primary health care. Discuss the elements and principles of primary health care.
5. Classify epidemiological studies. Explain randomized control trial with example.
6. Discuss the features and importance of international classification of diseases (ICD-10).
7. Explain planning cycle.
8. Discuss the colour coding biomedical waste / hospital waste.
9. Define disaster. Explain the role of hospital administrator during man casualty.
10. Explain with examples levels of prevention.

I Semester M.H.A Degree Examination - 11-Jan-2022

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

HOSPITAL ADMINISTRATION
Research Methodology, Quantitative Techniques and Business Statistics
Paper-III - (RS-5) /Q.P. CODE: 8732

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

Answer All The Questions **10 X 10 = 100 Marks**

1. Explain the different data collection methods.
2. Discuss about application of normal distribution and elucidate the properties and normal probability curve.
3. Define sample and population. Why sampling is preferred than census study? Explain.
4. Discuss about steps and layout of writing the scientific research report.
5. Define correlation. Calculate the correlation between age and SBP from the following data.

Age (years)	30	32	40	44	50	55	60	66	70
SBP	120	122	130	134	140	145	150	156	160

6. An interventional study on awareness programme on biomedical waste management revealed the following data.

Pre test	18	16	20	14	22	17	16	23	21	15
Post test	24	26	22	26	24	28	25	28	24	27

Do the data sufficiently evidence that the awareness programme is effective? (t-value for 9 df at 0.05 level is 2.262)

7. Discuss the meaning and relevance of non parametric tests. Bring out the merits and demerits over parametric tests.
8. Explain PERT and CPM techniques and its importance in hospital administration.
9. Define sampling. Explain different sampling methods.
10. Discuss about scale of measurement and scale construction methods.

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I Semester M.H.A Degree Examination - 14-Jan-2022

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

HOSPITAL ADMINISTRATION
Management of Non Clinical Services
Paper-IV - (RS-5)
Q.P. CODE: 8733

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

Answer All The Questions **10 X 10 = 100 Marks**

1. Write a note on biomedical waste management in hospitals.
2. Write a note on CSSD and its functions. How is it contributory to hospital infection control process?
3. Write a note on prevention of stock outs in hospital stores. What is hospital formulary?
4. Write a note on classification of medical records. Define indexing and filing of records.
5. How is quality assessed in laboratory? Explain the policies and procedures carried out in the laboratory.
6. Explain in brief about manifold department of a hospital.
7. Explain the different types of inventory control techniques used in hospital.
8. Describe Electronic Health Records in detail
9. Explain the HVAC system in ICUs and operation theatres.
10. Describe fire safety system in hospital. What is code red protocol?

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