Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - APRIL-2019

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

HOSPITAL ADMINISTRATION

PRINCIPLES OF MANAGEMENT

(Revised Scheme)

Q.P. CODE: 8359

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

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

1. Define motivation. Briefly explain Maslow's need hierarchy theory and vroom's expectancy theory.
2. Define orientation. Explain the different training and development methods used in organizations.

SHORT ESSAY (Answer any six) **6 X 10 = 60 Marks**

3. Tows matrix and portfolio matrix
4. Manpower planning
5. Barriers to effective communication
6. Organizational manual
7. Fayols 14 principles
8. Financial and non financial incentives
9. Schools of management
10. Management is a science, an art or profession. Discuss.

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - March-2019

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

HOSPITAL ADMINISTRATION

Epidemiology and Public Health Administration (RS-4)

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. Write on epidemiological methods with special reference to cohort studies.

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

2. Describe the indicators of health.
3. How is an investigation of an epidemic done and what are the roles of hospital in its control?
4. National health policy
5. Write a brief note on "International Health agencies".
6. What are the causes of mental ill health in today's world and name some of the preventive strategies for the same?
7. What are the sources of health information? Briefly explain health planning and management.
8. What are the channels, types and barriers to health communication?
9. Health for all

SHORT ANSWERS (Answer any Five) **5 X 02 = 10 Marks**

10. Spectrum of health
11. Concept of causation
12. Indian Red cross
13. Regions of world health organization
14. Ergonomics
15. Indigenous system of medicine

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - APRIL-2019

[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. "Different leadership styles exist among in different times, different situations and with different people". Explain leadership in the light of this statement and give the important leadership styles required by a hospital administrator.

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

2. What are the Principles, Barriers and Channels of communication in an organization?
3. Write on the contribution of Henri Fayol to management.
4. What are the emerging challenges of Organisation Behaviour and explain any two in detail?
5. Compare and contrast delegation and decentralization
6. Name the different types of groups in an organization. Add a note on advantages and disadvantages of informal groups.
7. Compare and contrast a) Policies and procedures
   b) Strategies and tactics
8. Why are organizational change often resisted by individual and groups within the organization? How can such resistance be prevented or overcome?
9. Explain the concept and process of control. State the requirements of an effective control system in hospital.

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

10. Zero based budgeting
11. Transactional analysis
12. Grapevine
13. Perception
14. Types of management plans
15. Territorial departmentation

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - APRIL-2019

[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. Define hospital. Explain in detail about laboratory services in hospital.

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

2. What are the licenses that are required for a radiology department for a 500 bedded hospital and how would you obtain them?
3. Which are the critical assets of the hospital and add a note on the development of security technology plan of the hospital?
4. List the functions of the house keeping department. Which are the cleaning agents that are used in the hospital and what are the policies for selection of these agents?
5. What is the process followed for nursing audit?
6. Classification of hospitals.
7. Explain the different nursing care methods.
8. What are the licenses required to be possessed by a blood bank for a tertiary care teaching hospital?
9. Write about the work flow process of the dietary department, also add a note on the organagram of dietary department.

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

10. Services provided by plastic surgery department
11. Sensitive areas of the hospital
12. Records to be maintained in blood bank
13. Nursing needs of patients
14. Importance of CSSD in hospital
15. HBG classification systems

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - APRIL-2019

[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. From the following data calculate
   i) Current Ratio
   ii) Quick Ratio
   iii) Stock Turnover Ratio
   iv) Operating Ratio
   v) Rate of Return on Equity capital

Balance Sheet on 31.03.2016

Liabilities	Amount	Assets	Amount
Equity capital (Rs. 10 each	1000000	Plant and Machinery	640000
Profit loss account	368000	Land and Building	80000
Creditors	104000	Cash	160000
Bills payable	200000	Debtors 360000	
Other current liabilities	20000	Less: RBD 40000	320000
		Stock	480000
		Prepaid Insurance	12000
	1692000		**1692000**

Income Statement for the year 31st March, 2016

Sales	4000000
Less:- Cost Goods Sold	3080000
Gross Profit	**920000**
Less:- Operating Expenses	680000
Net Profit	**240000**
Less:- Income Tax	120000
Profit after tax	**120000**

Balance of Debtors on 01.04.2015 Rs. 300000

Balance of Stock on 01.04.2015 Rs. 400000

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

2. Explain fixed assets.
3. Factors influencing pricing of Hospital services
4. Analysis of financial statements
5. Leasing and Installment purchase
6. Activity based costing
7. Capital and revenue expenses
8. Inventory valuation
9. Accounting concepts and conventions

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

10. Cost center and cost units
11. Variable expenses and Fixed expenses
12. Journal and Ledger
13. Budgetary control
14. Internal control
15. Overheads

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - APRIL-2019

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

HOSPITAL ADMINISTRATION

Epidemiology and Public Health Administration (RS-4)

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. Define national health program. Enumerate various national health programs in India for control of communicable diseases and non-communicable diseases. Discuss the role of hospital in implementation of national programs.

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

2. Define indigenous system of medicine. Explain the importance and prevalence of various types of ingenuous system of medicine in India.
3. Discuss the concepts of disease control.
4. Define health indicators. List the various health indicators required to measure the health status of people and communities.
5. Discuss the types of epidemiological studies.
6. National health policy 1983
7. Define maternal and child health. Discuss the various determinants.
8. Enumerate international health agencies. Discuss contribution of WHO in healthcare development.
9. Explain the role of media in health education.

SHORT ANSWERS (Answer any Five) **5 X 02 = 10 Marks**

10. Importance of ICD – 10 coding
11. Integrated Child Development Services (ICDS)
12. Surveillance
13. Concepts of causation
14. Demographic cycle
15. Classification of hospitals.

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - SEP-2019

[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. Define leadership and its importance in a hospital. Discuss the various kinds of leadership style and which kind of leadership style required for a hospital administrator.

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

2. Briefly explain the importance of communication and barriers of communication.
3. Write a note on types of panning.
4. Explain the process of manpower planning for a 500 bedded hospital.
5. Span of management
6. Techniques of motivation
7. Role plays by group in on organization
8. Human relations approach
9. Compare and contrast of delegation and decentralization

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

10. Define management.
11. Abraham Maslow's need hierarchy theory
12. Douglas McGregor's theory X and theory Y
13. Define MBO.
14. Types of departmentation
15. Organizational culture

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCT-2019

[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. Discuss the role of Radio Imaging services in a hospital. Briefly explain various diagnostic imaging modalities. List out the protective measures adopted by the radiology dept.

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

2. Define Medical Record, components and explain Medico Administrative significance of medical records in a hospital.
3. Importance of clean linen in a hospital, describe the various linen distribution systems in a hospital
4. Role of managers in enhancing care in a multispeciality hospital
5. Define ambulance. Discuss the functional types of ambulances.
6. Short note on ARDRG
7. Discuss the functions of hospital dietary services, comment on therapeutic diets
8. Nursing audit
9. Functional areas in pharmacy, discuss importance of pharmacy services and scope of drug information system

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

10. What is ambulatory care?
11. Color coding – BMW
12. Define crowd management.
13. Neonatology service
14. Triage in accident and emergency dept
15. HBG

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCT-2019

[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. Design a questionnaire to measure customer satisfaction regarding services offered by master health check up section of a tertiary care teaching hospital.

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

2. Describe the methods of collection of data from primary sources.
3. Explain briefly the research process.
4. What is sampling and explain the various types of sampling techniques.
5. Describe the importance of operations research in decision making.
6. State two major reasons for using simulation. Explain the Monte Carlo simulation. Add a note on its application in the hospitals.
7. Errors and dummies in network analysis.
8. What are the ethical aspects to be considered before research?
9. Write a structure of a queue system and add a note on its classification models.

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

10. Holtzman Ink blot test
11. Coding of data
12. Discrete variable
13. Kendal lee notation
14. Advantages of model building in operations research
15. Expected monetary value

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Rajiv Gandhi University of Health Sciences

I Semester M.H.A Degree Examination - OCT-2019

[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. Appolo Ltd., purchased on 1st April, 2013 a small plant for Rs.45,000. On 1st October in the same year additional plant was purchased costing Rs. 22,900. On 1st October 2014, plant purchased on 1st April 2013 having become obsolete, was sold for Rs. 18,000. On 1st October 2015 fresh plant was purchased for Rs. 54,000 and the plant on 1st October 2013 was sold for Rs. 18,900. Depreciation is provided at 10% p.a on straight line method for every year on 31st March. Show machinery account upto 31st March 2016.

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

2. What is inventory valuation and explain briefly LIFO and FIFO method?
3. Explain the accounting concepts with relevant examples.
4. Explain the significance of ABC costing in hospital organization.
5. Explain the applications of standard costing in hospital operation management.
6. What is meant by CVP analysis? Briefly explain the assumptions and uses of CVP analysis for a hospital administration.
7. What are the essential features of an efficient system of budgetary control in a hospital?
8. Explain briefly the various pricing strategies used by a hospital administrator.
9. Illustrate the uses of accounting information for a corporate hospital.

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

10. Explain the concept window dressing.
11. What is variable cost?
12. What do you mean by zero base budgeting?
13. Briefly explain the use of debt equity ratio.
14. Explain the concept of depreciation.
15. What is budget manual?

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