Rajiv Gandhi University of Health Sciences

Second Year M.H.A. Degree Examination - April 2008

[Time: 3 Hours] [Max. Marks: 80]

HOSPITAL ADMINISTRATION

HEALTH INFORMATION / SOCIAL MARKETING IN HEALTH CARE – PAPER I

(Old Scheme)

Q.P. CODE : 8354

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

ANSWER THE FOLLOWING **4 X 15 = 60 Marks**

1. What is medical audit? Discuss the important features of medical audit. Explain its uses and functions in maintaining standards of the organization
2. What is management information system? Discuss its essential features in a hospital. Explain its merits and demerits as an application system
3. What is inventory management? Explain the various types of inventory control systems. Discuss the merits and demerits of safety stock
4. What is marketing strategy? Explain the distinguishing features of managing service quality. Discuss managing productivity

SHORT NOTES (Answer any TWO) **2 X 10 = 20 Marks**

5. Bed occupancy
6. Medical research
7. Tools and measurement of customer satisfaction
8. Price-quality strategies

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Rajiv Gandhi University of Health Sciences

Second Year M.Sc. Degree Examination - April 2008

Time: 3 Hours] [Max. Marks: 80]

HOSPITAL ADMINISTRATION

HOSPITAL ORGANISATION, FINANCE AND MEDICAL ETHICS – PAPER II

Q.P. CODE : 8355

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

ANSWER THE FOLLOWING **4 X 15 = 60 Marks**

1. What is Management By Objective? How 'MBO Technique' is helpful in 'Review and Evaluation of Health Care Services'?
2. Discuss in detail on (i) Economies of Health and (ii) Health Insurance
3. What is the importance of Medical Ethics? How ethics helps in (i) understanding patient's rights and (ii) Holistic Approach to Health Care?
4. Discuss in detail on advance quality management techniques to define standards and continuous quality improvement of Health Care Organization?

SHORT NOTES (Answer any TWO) **2 X 10 = 20 Marks**

5. Ethical principles involved with reference to collaborating with other health care organizations
6. Continuous Quality Improvement in Health Care Organization
7. Emerging trends in Health Care Management
8. Significance of Capital Budgeting

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Rajiv Gandhi University of Health Sciences

Second Year M.Sc. Degree Examination - April 2008

(6)

ime: 3 Hours] [Max. Marks: 80]

HOSPITAL ADMINISTRATION

HOSPITAL PLANNING, QUALITY MANAGEMENT, HRM AND IR – PAPER III

Q.P. CODE : 8356

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

NSWER THE FOLLOWING **4 X 15 = 60 Marks**

. What are personnel records? Enumerate the essential features of reports, audit and research. Discuss the medical health and safety report

. What is hospital acquired infection? Explain the role of quality and its effects on cost-benefit and cost-effectiveness in controlling hospital acquired infection. Discuss its uses and application in a hospital

. Define hospital. Explain the various types of health facilities that a hospital provides. Discuss the role of hospital in a community

. What is employee safety? What is international labour organizations model code of safety regulations? Discuss occupational hazards and occupational disease

HORT NOTES (Answer any TWO) **2 X 10 = 20 Marks**

. Discipline and disciplinary action

. Against medical advice discharge

. Day care centre

. Domestic enquiry

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Rajiv Gandhi University of Health Sciences

Second Year MHA Degree Examination - April 2008

(7)

ime: 3 Hours] [Max. Marks: 80]

HOSPITAL ADMINISTRATION

HOSPITAL ADMINISTRATION AND HEALTH MANAGEMENT – PAPER IV

Q.P. CODE: 8357

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

NSWER THE FOLLOWING **4 X 15 = 60 Marks**

1. What is health planning? Enumerate the distinguishing features of planning cycle. Discuss the management methods and techniques in health management
2. What is health information? Enumerate the various sources of health information. Discuss the requirements and uses of health information
3. Explain the various levels of prevention. Enumerate them with suitable examples. Discuss the phenomenon of iceberg
4. Define disaster. Discuss the short term effects of disaster. Enumerate the essential features of disaster management

HORT NOTES (Answer any TWO) **2 X 10 = 20 Marks**

5. Enumerate various national health programme
6. UNICEF
7. Medical social worker
8. School health service

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Rajiv Gandhi University of Health Sciences

Second Year MHA Degree Examination - April 2008

me: 3 Hours] [Max. Marks: 80]

HOSPITAL ADMINISTRATION

HOSPITAL MANAGEMENT – PAPER IV

Q.P. CODE: 8358

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

SWER THE FOLLOWING **4 X 15 = 60 Marks**

. Define hospital. Discuss the origin and historical growth of hospital. Enumerate the various types of hospital and their functions

. What are committees and sub-committees? Enumerate the various kinds of committees in a hospital. Explain the role and functions of the committee system in a hospital

. What are the various ancillary services? Explain the essential features of diet and menu planning. Enumerate the merits and demerits centralized diet service

. Classify the various types of beds used in a hospital. Enumerate the distinguishing features of bed turnover rate. Explain its role and uses in hospital management

ORT NOTES (Answer any TWO) **2 X 10 = 20 Marks**

. Hospital information system

. Audit protocol

. Material management

. Central sterile supply department

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Rajiv Gandhi University of Health Sciences

Second Year M.H.A. Degree Examination - October 2008

(9)

me: 3 Hours] [Max. Marks: 80]

HOSPITAL ADMINISTRATION

HEALTH INFORMATION / SOCIAL MARKETING IN HEALTH CARE – PAPER I

(Old Scheme)

Q.P. CODE : 8354

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

SWER THE FOLLOWING **4 X 15 = 60 Marks**

What are the functions of the purchase department? And procedure for the capital equipment purchase in the hospital

What is a storage system? Explain the important features of centralization and decentralization of store. Discuss the various system of codification

Define marketing. Explain the various marketing concepts. Discuss its role and uses in a service oriented organization

Define service. Explain the various categories of service mix. Discuss the distinguishing features of services

IORT NOTES (Answer any TWO) **2 X 10 = 20 Marks**

Pricing of service

Inventory control

SWOT – analysis

Role of marketing in a Government hospital

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Rajiv Gandhi University of Health Sciences

Second Year M.Sc. Degree Examination - October 2008

(10)

ne: 3 Hours] [Max. Marks: 80]

HOSPITAL ADMINISTRATION

HOSPITAL ORGANISATION, FINANCE AND MEDICAL ETHICS – PAPER II

Q.P. CODE : 8355

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

SWER THE FOLLOWING **4 X 15 = 60 Marks**

What is evaluation? Explain the standards for the evaluation of hospital system. Discuss the role and uses of productivity and work standards in a hospital

Write a note on a) Cost centers b) HMO's

What is budget? Explain the various types of budget. Discuss the role and uses of budget in managing a hospital

What is working capital management? How should a 500-bedded super speciality hospital manage its working capital efficiently?

ORT NOTES (Answer any TWO) **2 X 10 = 20 Marks**

. Responsibility accounting

. Long term finance

. Write note on a) Patient rights b) Social justice

. Hospital rate setting

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Rajiv Gandhi University of Health Sciences

Second Year MHA Degree Examination - October 2008

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ıe: 3 Hours] [Max. Marks: 80]

HOSPITAL ADMINISTRATION

HEALTH MANAGEMENT – PAPER IV

Q.P. CODE : 8357

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

ŚWER THE FOLLOWING **4 X 15 = 60 Marks**

What is the health care delivery system in India? Discuss the health status and health problems in India. Enumerate the various functions of primary health centre

Discuss world health organization (WHO). Enumerate the various objectives of WHO. Explain the various responsibilities of WHO in the field of health

What is budgeting? Discuss the role and importance of capital budgeting in hospital

What is nutrition? Enumerate the various national nutrition programme in India. Discuss food fortification

ORT NOTES (Answer any TWO) **2 X 10 = 20 Marks**

Tenth five year plan

Methods in health communication

Mid-day meal programme

Medical termination of pregnancy

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