Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination - 20-Jul-2021

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

HOSPITAL ADMINISTRATION - (RS4)
HOSPITAL INFORMATION SYSTEM AND MEDICAL RECORDS MANAGEMENT
Q.P. CODE: 8721

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. Describe any two modules of HIS in detail. Briefly explain the clinical decision support system.
2. Write a note on output devices of computer. What are the basis principles of database management? How do you update and retrieve data from database? Discuss.
3. What are the functions of Health Informatics? Write a note on types of information system. Briefly explain the use of information system in business.
4. Write a note on DICOM. Discuss the impact of telemedicine in healthcare.
5. Discuss the principles of record keeping. Write a note on classification, indexing and filing of medical records.
6. Write a note on data security, privacy and data confidentiality.
7. Discuss in detail about data warehousing and data mining.
8. Write a note on OBG and paediatrics department service statistics.
9. What is EHR? Explain briefly on modeling of HIS.
10. Write a note on medico-legal-care medical records. What is morbidity and mortality statistics?

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III Semester M.H.A Degree Examination - 02-Aug-2021

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

HOSPITAL ADMINISTRATION
LEGAL ISSUES IN HEALTHCARE AND BUSINESS ETHICS
(Revised Scheme)
Q.P. CODE: 8369

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. Enumerate various laws regarding employment and management of man power. Explain ESI act and rules.
2. Explain the various procedures applicable in respect of handling Bio-medical waste and their application and relevance in health care management under Bio-medical waste management rules, 2016.
3. Sources of law
4. Write a note on Human Organs Transplant Act.
5. PC-PNDT act
6. Discuss Drug and Cosmetics Act.
7. What is medical negligence? Define vicarious liability and Resp-Ipsa-liquiter.
8. Birth and Death Registration act
9. Ethical code of conduct. Define patient's rights.
10. Write a note on consumer protection Act 1986 and various levels of consumers courts.

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Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 02-Aug-2021

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

HOSPITAL ADMINISTRATION

Marketing Management in Health Care (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 Marks

1. Explain market segmentation. How would you apply market segmentation, targeting and positioning for promoting any cosmetics.
2. The 'marketing mix' is one of the major concepts in modern marketing. Justify the statement.
3. What is sales forecasting? Explain the methods of sales forecasting.
4. Define marketing environment. Explain the forces which affect the marketing in the microenvironment.
5. 'Packaging is a silent salesman'. Comment with a suitable example.
6. Explain the stages of product life cycle with suitable examples.
7. Explain the nature & characteristics of services marketing.
8. Write a note on social marketing. What is network marketing?
9. What are the steps in developing an effective advertising programme?
10. Differentiate market demand and market potential. Write a note on brand equity and skimming pricing strategy.

III Semester M.H.A Degree Examination - 08-Feb-2021

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

HOSPITAL ADMINISTRATION

Hospital Hazards and Disaster Management

Q.P. CODE: 8725

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 hospital hazards. Write in detail about hospital hazards management.
2. What is the role of Central Sterile Supply Department (CSSD) in prevention of hospital acquired infection?
3. Describe the steps in organizing medical camp.
4. Explain the categories of biomedical waste. How to dispose them?
5. Write a note on modern methods of sewage disposal.
6. What are the measures to be taken to prevent physical hazards in hospital?
7. Explain about common Nosocomial infection and their causative agents.
8. Describe the steps involved in management of disaster.
9. Role of hospitals and community in disaster management
10. Write a note on fire safety measures adopted in hospitals.

Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination - 11-Aug-2021

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

HOSPITAL ADMINISTRATION (RS-4)

Hospital Hazards and Disaster Management

Q.P. CODE: 8725

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. Describe the fire safety measures in hospitals. Write on the procedure for evacuation.
2. Briefly write on the different types of hospital hazards. Add a note on the impact of hospital hazards on employees.
3. Explain various staff health measures in hospitals.
4. Briefly write on various categories of biomedical waste.
5. Explain the functioning of modern Sewage Treatment Plant.
6. Discuss on segregation and disposal of biomedical waste. What are the drawbacks of improper waste disposal?
7. Write a note on disaster plan and crisis management.
8. Discuss the role of hospitals in disaster management.
9. Describe the measures to prevent Hospital Acquired Infection.
10. Explain the methods of waste disposal in hospitals.

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III Semester M.H.A Degree Examination - 27-Jul-2021

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

HOSPITAL ADMINISTRATION

Hospital Planning and Operations Management

Q.P. CODE: 8722

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. Discuss the various stages in the planning of a multi specialty hospital.
2. Explain the planning and design consideration for the pharmacy in a hospital.
3. Explain the role of a hospital administrator. Write a note on design consideration for CSSD.
4. Write a note on internal and external circulation routes in hospitals. What is laboratory space unit.
5. Write a note on the importance of manifold system and its planning consideration.
6. Role of housekeeping department in improving patient safety
7. Consideration for designing admission department
8. Design consideration for an ICU to improve efficiency of work
9. Write a note on the planning for burns therapy unit in a hospital.
10. What is Architects brief? Write a note on floor area ratio and what is site cover percentage.

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Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 19-Jul-2021

Time: Three Hours | Max. Marks: 100 Marks

HOSPITAL ADMINISTRATION

Human Resource Management & Industrial Relations

PAPER-I - (RS-5)

Q.P. CODE: 8738

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 role of Human resource managers as strategic partner in healthcare organizations.
2. What is human resource planning? Explain the process of human resource planning in an organization.
3. What is training needs analysis? Explain the different methods of off-the training methods.
4. What are the different methods of performance appraisal? Explain how 360 – degree appraisal can be implemented for doctors in a hospital.
5. Explain the different types of occupational safety measures to be employed in a hospital for its employees.
6. Explain the salient objects of Minimum Wages Act and Payment of Wages 1936.
7. What is gratuity? Explain the Payment of Gratuity Act, 1972
8. What are the reasons for industrial disputes? Briefly explain the dispute settlement mechanism.
9. What is collective bargaining? Explain the process of collective bargaining.
10. Which are the different types of teams? What are the characteristics of a successful team?

III Semester M.H.A Degree Examination – 22-Jul-2021

Time: Three Hours | Max. Marks: 100 Marks

HOSPITAL ADMINISTRATION

Public Relations and Marketing Management in Health Care

PAPER-II (RS-5)

Q.P. CODE: 8739

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 process of new product development.
2. What is Social Media Marketing? Add a note on e-marketing strategies.
3. What is pricing? Explain the methods of pricing.
4. What is marketing environment? Explain the importance of studying the marketing environment.
5. What is advertising? Explain the objectives of advertising.
6. What is product mix? Explain the same with relevant examples.

7. Explain the buying behavior models.

8. Explain the types of product classification? Add note on its importance.

9. Explain the marketing strategies in health care organizations.

10. Explain the Ethical issues, Travel formalities and legal requirements in medical tourism.

III Semester M.H.A Degree Examination – 26-Jul-2021

Time: Three Hours Max. Marks: 100 Marks

HOSPITAL ADMINISTRATION

Legal Aspects in Health Care and Business Ethics

PAPER-III (RS-5)

Q.P. CODE: 8740

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 PCPNDT Act

2. Explain how Human Organs Transplant is regulated in India.

3. Define Consumer and write a note on Consumer Protection Act

4. Write a note on Death Certificate and Birth Certificate. Why is it relevant to the Government?

5. Define Medical Negligence. Explain Vicarious Liability

6. Mention the various Licenses required to start a Hospital

7. Explain the important provisions of ESI Act.

8. Define Contract. Write a note on essential requirements for a valid contract

9. Write a note on Mental Health Act

10. Write a note on Bio Medical Waste Management rules.

III Semester M.H.A Degree Examination – 28-Jul-2021

Time: Three Hours Max. Marks: 100 Marks

HOSPITAL ADMINISTRATION

Quality Management in Health Care

PAPER-IV (RS-5)

Q.P. CODE: 8741

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 o n Quality Guru Deming's principles.

2. What is an Ishikawa Diagram and how it is useful in quality control?

3. Define Total Quality Management? Write the importance and significance of Total Quality Management.

4. What is Business Process Reengineering? What are the benefits of Business Process Reengineering?

5. Discuss briefly the 5-S concepts, significance and the benefits in housekeeping department of a hospital.

6. What are the five best outcomes of implementing a clinical audit in hospital?

7. Explain ISO 9000:2000 for health care quality system.

8. What are the types of accidents in hospital? How to report an error? The role of healthcare organizations in error reporting.

9. Facility management plays a very important role for any organizations. Justify.

10. Explain the importance of nursing audit in the hospitals.

III Semester M.H.A Degree Examination - 02-Aug-2021

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

HOSPITAL ADMINISTRATION
LEGAL ISSUES IN HEALTHCARE AND BUSINESS ETHICS
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