Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 16-May-2023

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. What is Human Resource planning? Discuss its importance.
2. Give a brief note on job description and job specification.
3. Describe the need for evaluation of training programmes.
4. What are the methods of competency mapping in an organization?
5. Describe in brief the different types of incentive schemes and their benefits.
6. Explain the different kinds of fringe benefits.
7. What do you mean by transfer and promotion? State the objectives and guidelines of transfer?
8. What are the safety measures adopted by organizations for the health of the employees?
9. Describe various methods of wage payment in brief.
10. What is employee grievance? What are the various causes for employee grievance? Explain the process of grievance handling?

III Semester M.H.A Degree Examination – 18-May-2023

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. Enumerate the distinguishing characteristics of service. Write a note on service quality and delivery.
2. Explain Insurance marketing and uniqueness of insurance markets.
3. What is marketing research? Explain the characteristics of a good marketing research.
4. What is demand forecasting? How can we measure the current market demand?
5. Define healthcare marketing. Explain branding in healthcare.
6. Explain marketing mix.
7. Define sales promotion. Discuss sales promotion practices in healthcare organization.
8. Role of customer relationship management and its benefits.
9. Explain the steps in segmentation and targeting.
10. What are the importance of public relations in hospitals? Role of public relation officer in the hospital.

Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 20-May-2023

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. Discuss conciliation with regard to the Industrial disputes act
2. Elucidate the implications of the Minimum Wages Act
3. Discuss trade unions, their relevance and the historical evolution of trade unions in India
4. Explain law of Torts
5. Explain the concepts of criminal liability, civil liability and vicarious liability
6. Elaborate the beliefs and standards of Ethics in Health Care
7. Discuss the drug regulation and controlling mechanism in India
8. Explain MTP Act
9. Write a note on Societies Registration Act
10. Explain the basic notions of Environment Protection Act

III Semester M.H.A Degree Examination – 23-May-2023

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. Describe Armand V. Feigenbaum contribution to quality. Write a note on costs of quality.
2. How does accreditation help in quality improvement? Explain about authorities for hospital accreditation in India.
3. Write short notes on a) Medication errors and b) Documentation errors.
4. What is the purpose of antibiotic audit? Explain antibiotic audit process.

5. What is Root cause analysis? What are the tools that can be used to do root cause analysis?

6. What are the criteria and quality standards for evaluation of patient care?

7. Explain role of quality circles in continuous quality improvement.

8. Explain the different tools of total quality management.

9. Describe contributions of quality gurus Taguchi and Ishikawa.

10. Explain the essential features of continuous quality improvement program. How does quality function deployment (QFD) help in customer satisfaction?

III Semester M.H.A Degree Examination - 23-May-2023

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

HOSPITAL ADMINISTRATION (RS-4)

LEGAL ISSUES IN HEALTH CARE AND BUSINESS ETHICS

Q.P. CODE: 8724

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 the implication of the PCPNDT Act & its relevance to Healthcare administration.

2. Discuss the salient features of State Medical Establishment Act.

3. Importance of Bio Medical Waste rules & regulations for hospital

4. Define Contract and essential requirements of a valid contract

5. AERB and Radiation Safety Rules

6. Salient features of ESI Act, Gratuity Act and Provident Fund Act.

7. Write a note on Birth and Death registration Act and its importance. What is dying declaration?

8. Define MTP Act. Discuss the regulations governing termination of pregnancy & rules to be followed by the institution conducting MTP.

9. What is Negligence? Write a note on “Res Ipsa Loquitur”

10. Write a note on Consumer Protection Act?

III Semester M.H.A Degree Examination - 24-Nov-2023

[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. Explain various parts of a computer. What do you understand by computer networking and telecommunications?

2. Explain the basic principles of database management.

3. Write a note on health informatics.

4. Define data, information and knowledge. Discuss the organization and strategy of information system.

5. Illustrate the information processing tools in hospital information system.

6. With block diagram explain Architecture of HIS.

7. Discuss on medical coding, data sharing and data transfer.

8. Explain health level 7 and digital imaging and communication in medicine.

9. Write a note on classification of records and indexing and filling of records.

10. Explain hospital statistics in detail.

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