RajivGandhiUniversity of Health Sciences, Karnataka

IIISemester M.H.A Degree Examination–28-May-2024

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. Describe the phases in the human resource planning process
2. What is performance appraisal? Identify the most serious issues with performance appraisal
3. Describe the procedures involved in recruiting human resources
4. Explain the various methods for training employees, emphasizing the benefits and drawbacks of each
5. Human resource management is to help people achieve their personal and societal objectives. Explain in terms of hospital human resource management
6. Explain the sources of recruiting in a critical manner
7. What exactly is induction? Clarify its goals
8. Elucidate the different methods of job analysis
9. Describe the importance of employee welfare and safety in hospitals
10. What documents should be considered for a human resource development audit and what is the scope of the audit?

    Or

    Write a note on wages Act and payment of wages Act 1936.

RajivGandhiUniversity of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 30-May-2024

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. Define customer relationship management. What is the importance CRM in hospitals?
2. Describe the functions of public relations department in hospital and importance of public relations in hospital.
3. Explain the challenges faced by the healthcare marketing.
4. Define market segmentation. Explain the bases for market segmentation in services.
5. Write a note on market demand measurement.
6. Describe the nature and distinguishing characteristics of service.
7. Write a note on tour operation management.
8. Explain the different pricing strategies used in service marketing.
9. Discuss the importance of marketing research in healthcare.
10. Define health insurance. Discuss the different elements of insurance marketing.

*****

RajivGandhiUniversity of Health Sciences, Karnataka

III Semester M.H.A Degree Examination - 05-Jun-2024

[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. "No man is bound in law to be good surgeon, but all men are bound not to act as surgeon until he is good and capable as such" – Analyze the statement in the light of the standard of care to be followed by medical professionals is treating the patients.

2. Explain constitution of courts under Consumer Protection Act, their monetary and territorial jurisdiction and their powers.

3. Write a note on Res-ipsa loquitur and Vicarious Liability.

4. Enumerate sources of law. Define contract.

5. Define organ transplantation act. Discuss the role of organ transplantation act in health care.

6. How does a hospital as an industry settle disputes with reference to Industrial Disputes Act?

7. Define mental health act. Explain the distinguishing features of mental health act.

8. "No doctor shall proceed for treatment without proper consent from the patient". Discuss. Elaborate the term consent.

9. Write a note on Minimum Wages Act and equal remuneration Act.

10. Write a note on rights of patients. Define process of obtaining Birth and Death Certificate.

* * * * *

RajivGandhiUniversity of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 03-Jun-2024

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. Explain the salient features of the law pertaining to manufacture and sale of drugs.
2. Describe the hazards of biomedical waste in a hospital.
3. Explain the regulations of ICMR in human drug trials in India.
4. What is the importance of ESI Act and Rules in healthcare?
5. Describe the legal framework in India with reference to consent and medical treatment.
6. Explain the implications of the consumer protection act for the hospitals.
7. Write a note on Medical Termination of Pregnancy Act and its latest amendment.
8. Enumerate Human Organs transplant Act. Write a note on Zonal coordination committee in organs transplant.
9. Why is it important to have the register for the Births and Death of every district/state? How does this become relevant for planning of resources?
10. Is it important to prevent the prohibition of smoking in public places? Justify your answer.

*****

RajivGandhiUniversity of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 05.06.2024

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. What are the types of business process engineering? What are the types of methodologies involved in BPR?
2. Importance of committees in the hospital sector
3. Explain the importance of NABH and JCI implementation
4. What is medication error? What are the precautions taken to avoid medication error?
5. What are concepts and approaches of lean management?
6. What is total quality management? Explain the Principles involved in TQM?
7. Elucidate the application of six sigma in healthcare
8. Explain the contribution of Deming to quality
9. Explain integrated health system
   Or
   Write an essay on audits in health care.
10. What is key performance indicator? What is the importance of KPI in hospitals?

*****

RajivGandhiUniversity of Health Sciences, Karnataka

III Semester M.H.A Degree Examination - 05-Jun-2024

[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. "No man is bound in law to be good surgeon, but all men are bound not to act as surgeon until he is good and capable as such" – Analyze the statement in the light of the standard of care to be followed by medical professionals is treating the patients.

2. Explain constitution of courts under Consumer Protection Act, their monetary and territorial jurisdiction and their powers.

3. Write a note on Res-ipsa loquitur and Vicarious Liability.

4. Enumerate sources of law. Define contract.

5. Define organ transplantation act. Discuss the role of organ transplantation act in health care.

6. How does a hospital as an industry settle disputes with reference to Industrial Disputes Act?

7. Define mental health act. Explain the distinguishing features of mental health act.

8. "No doctor shall proceed for treatment without proper consent from the patient". Discuss. Elaborate the term consent.

9. Write a note on Minimum Wages Act and equal remuneration Act.

10. Write a note on rights of patients. Define process of obtaining Birth and Death Certificate.

* * * * *

RajivGandhiUniversity of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 20-Nov-2024

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. Emphasize the value of staff training and the necessity for it. Outline three methods for providing staff training
2. Manpower planning is not a stand-alone activity, but rather an essential management role. Discuss
3. Describe the key steps in the recruiting process
4. The main components of management development are management education and training. Explain
5. Make a note about job design, with a focus on job enlargement and enrichment
6. Investigate the meanings, causes and consequences of "Grievances"
7. Bring the criteria and goals of the performance appraisal to light
8. What are the goals of Human Resource Planning? Is human resource planning required in the hospital industry?
9. Explain "Job analysis" and "Job description". Recognize the functions of a job description
10. Make brief note on the selection procedure

RajivGandhiUniversity of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 22-Nov-2024

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. Differentiate between customer satisfaction and customer delight with respect to hospital industry.
2. What is Product Life Cycle (PLC)? Draw and explain PLC for a standardized product.
3. Enlist and explain the factors that affect the pricing strategies.
4. Describe the ethics and issues of healthcare marketing.
5. What is distribution strategy? Describe the channels of distribution.
6. What are the characteristics of services marketing? Add a note on how the marketing of services are different from the other products.
7. What is marketing? Explain the various orientations of marketing.
8. How does Internal and External Audit, help to understand the market?
9. Hospital is a public service organization. Explain the role of Public Relation officer in the hospital.
10. Elucidate the importance of Customer Relationship Management in the service sector.

*****

RajivGandhiUniversity of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 25-Nov-2024

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. Define trade union. Explain the procedure for the registration of trade union
2. Explain the various provisions of drugs and cosmetics Act
3. Write a note on privileged communication and patient consent
4. Explain the provisions under ESI Act
5. Explain the rules governing operation of lift
6. Define the term Law and explain the sources of Law
7. Enumerate the provisions of Indian Nursing Council Act
8. **Write a note on rule governing electricity in India.**
9. State the differences between companies and partnerships
10. Explain the provisions of Narcotics and Psychotropic Substances Act

RajivGandhiUniversity of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 27-Nov-2024

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. What do you mean by Total Quality Management? What are the elements of it and explain each element.
2. What do you understand by Deming's 14 points on Quality management?
3. What are the seven Quality Control tools developed by Prof. Ishikawa? Discuss briefly
4. What do you mean by Quality Functional Deployment? What are the key objectives and benefits of it?
5. Discuss briefly the DMAIC procedures in implementation of six-sigma.
6. Enumerate the healthcare standards prescribed by National and International Accreditation Bodies (NABH & JCAHO).
7. What is Audit protocol? Describe the duties and responsibilities of audit team in hospitals.
8. Define patient safety? Why is it important in the delivery of care to the patient?
9. Patient care is an important component in the hospital. Justify the standards for evaluation for the same.
10. Define Benchmarking. Explain various kinds of Benchmarking.