Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 09-May-2025

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 Medical Negligence. Write a note on the liability of healthcare professionals under vicarious liability
2. Define Mental Health Act. Distinguish features of Mental Health Act
3. Explain human drug trial regulations under ICMR
4. Explain Indian Medical Council Act and Indian Nursing Council Act
5. Discuss the EPF act and scheme in detail
6. **Explain the role of the authorities established for purposes of investigation and settlement of industrial dispute under ID Act**
7. Mention the basic differences between companies, partnerships, societies and charitable trusts
8. Explain the ethical guidelines for Bio-Medical Research
9. Elaborate the importance drugs and cosmetics ACE
10. Explain Contract Act and Trust Act

III Semester M.H.A Degree Examination – 12-May-2025

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. Explain the benefits of BPR and how business process engineering implemented in health care sector?
2. Why patient safety survey is conducted in healthcare sector?
3. Explain PDCA cycle and how it helps in quality improvement
4. What is the protocol for audit? Explain responsibilities of audit team
5. Differentiate sentinel event and adverse event
6. Explain Benchmarking and its role in quality improvement
7. Patient safety in an essential component of hospital quality. Explain
8. Importance of mortality review
9. Importance and significance of TQM in healthcare
10. What is fish bone diagram? When and how it is used

Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 26-May-2025

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 organization of Human Resource management? Discuss the major approaches to strategic human resource management.
2. What is job analysis? Explain the process and the methods of collecting information of job analysis.
3. Critically discuss the various sources of recruitment?
4. What are the modern methods of performance appraisal?
5. Explain the ways of managing stress at work place.
6. What are the various methods for fixation and revision of minimum wages under the minimum wages Act 1948?
7. Discuss the benefits available to workers under the Employees State Insurance Act, 1948
8. Explain the objectives and process of Industrial relations.
9. Outline the grievance redressal procedure? Write a note on disciplinary settlement procedure.
10. What are the importance of human relations and team work in hospitals?

III Semester M.H.A Degree Examination – 28-May-2025

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. Describe the duties and responsibilities of public relations officer in a hospital.
2. Describe the regulatory laws and ethical issues for Medical Tourism in India.
3. Describe the need and significance of product positioning.
4. Explain the tools and importance of sales promotion for a hospital set up.
5. How can current market demand be measured and explain briefly major concepts in demand measurement?
6. Explain the characteristics and importance of a good marketing research.
7. What are the challenges faced in healthcare marketing of hospitals? Identify strategies to overcome.
8. Describe consumer buying and adoption process.
9. **Explain the importance and process of service marketing**
10. Describe the role and benefits of customer relationship management.

Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 27-Oct-2025

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 market segmentation. Describe steps in segmentation and targeting
2. Describe how medical tourism may aid the growth of the Indian Healthcare Business
3. Define health care marketing. Explain challenges of health care marketing. Describe how branding may benefit hospitals in marketing
4. Describe the role of marketing and servicing of health insurance. Explain uniqueness of health insurance market
5. Discuss the components of marketing mix and its significance in health care
6. What is the marketing environment, exactly? Explain why researching the environment is so important?
7. What is the definition of advertising? Describe the goals of advertising
8. What is Public Relations? Explain role of Public Relation Officer in a hospital
9. What role des the pricing decision have in marketing? Make a list of the elements that influence your pricing decision
10. In the hospital sector, distinguish between customer satisfaction and customer delight

III Semester M.H.A Degree Examination – 29-Oct-2025

Time: Three Hours **Max. Marks: 100**

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. Differentiate between "Contract of service" and Contract for service. What are the important provisions under Indian Contracts Act
2. Differentiate between Criminal Liability and Civil Liability explain vicarious liability with suitable examples
3. Write a note on Law of Torts and its implication in health with suitable examples
4. What are the guidelines under AERB rules and Indian Boilers Act?
5. Explain the relevance and the provisions of consumer protection Act
6. **What are the types and legal aspects pertaining to patient consent?**
7. Elaborate on organ transplantation act
8. Enumerate the distinguishing features of Industrial disputes act
9. Define Medical Negligence. Write a note on the liability of healthcare professionals under vicarious liability
10. Salient features of environment protection act

Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 31-Oct-2025

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. Explain the contributions of Quality Guru E. Demings
2. Briefly explain the determinents of Quality? What is Quality Assurance?
3. Define TQM and explain why everybody (Top management, managers and all employees) in an organization has to participate in achieving Customer Satisfaction.
4. What is meant by root cause analysis? Explain PDCA cycle.
5. Write a note on Medical Audit and Nursing Audit
6. Write a note on Patient Safety. What is meant by Critical Incident reporting, Near miss and Sentinel event?
7. What is accreditation? Mention the 10 Chapters of NABH.
8. What is meant by Pre Assessment survey? Explain Gap Analysis
9. Write a note on Feed back survey in Hospital; mention its advantages to the Hospital administration.
10. What is Six Sigma? Write a note on Bench marking