Rajiv Gandhi University of Health Sciences, Karnataka

IV Semester M.H.A Degree Examination - 22-Jul-2021

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

HOSPITAL ADMINISTRATION

QUALITY MANAGEMENT IN HEALTHCARE – (RS-4)

Q.P. CODE: 8726

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. Audits are helpful in improving quality in hospitals. Give a note on the different audits held in hospitals in view of quality improvement.
2. Write a note on Edward Demings the principles of quality.
3. Quality is the result of team work. Explain the various teams that should function in a teaching hospital.
4. Explain the role and functioning of Quality Cirlces in hospitals.
5. Compare and contrast ‘accreditation’ and ‘certification’
6. Define ‘Quality’. Explain it with the framework used by Donabedian and illustrate the same with an example from hospital situation.
7. Write a note on PDCA cycle, brainstorming and benchmarking.
8. Write a note on NABH accreditation process in a hospital.
9. Write a note on patient safety and measures taken with respect to safety of children’s and Elderly.
10. Write a note on lean management and six-sigma concept in health care.

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IV Semester M.H.A Degree Examination – 03-Aug-2021

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

HOSPITAL ADMINISTRATION

QUALITY MANAGEMENT IN HEALTH CARE (RS-2)

Q.P. CODE: 8372

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 role of clinical practice guidelines in enhancing quality of patient care.
2. Antibiotic audit.
3. Write a note on Demings principles.
4. Define TQM, steps to implement TQM.
5. Write note on Quality control tools.
6. Role of patient satisfaction survey in evaluating hospital service.
7. What is Benchmarking? Enumerate the advantage and disadvantage of Benchmarking process.
8. What is Accreditation and write a note on NABH accreditation.
9. Ensuring patient safety in hospitals.
10. What are the various quality indications in hospitals/ health care? Write note on Discharge Against Medical Advice (DAMA).

Rajiv Gandhi University of Health Sciences, Karnataka

IV Semester M.H.A Degree Examination – 09-Feb-2021

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

HOSPITAL ADMINISTRATION
QUALITY MANAGEMENT IN HEALTH CARE (RS-2)
Q.P. CODE: 8372

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 Deming's Philosophy. Explain how quality in healthcare can be achieved through patient satisfaction.
2. Explain in detail the different types of statistical tools use in Total quality management.
3. Describe the determinants of quality.
4. Describe the steps involved in measuring quality.
5. Enumerate the need of continuous quality improvement in hospitals.
6. Write a note on medical audit and Nursing audit.
7. Explain the role of Medical records in quality management.
8. Write a note on various international hospital accreditation bodies.
9. Write a note on hospital statistics.
10. Write a note on Benchmarking and different types of Benchmarking.

Rajiv Gandhi University of Health Sciences, Karnataka

IV Semester M.H.A Degree Examination - 09-Feb-2021

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

HOSPITAL ADMINISTRATION

QUALITY MANAGEMENT IN HEALTH CARE – (RS-4)

Q.P. CODE: 8726

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 prerequisites and problems in implementing medical audit in hospitals?
2. Explain the role of medical records in quality management.
3. Explain the steps involved in measuring quality.
4. Enumerate the need of continuous quality improvement in hospitals.
5. Explain the steps in process review.
6. Write a note on ISO.
7. Explain Deming's philosophy.
8. Define Benchmarking and explain the various kinds of Benchmarking.
9. Explain the principles of Total quality management in context to hospitals.
10. Explain the requirements for the implementation of NABH standards

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IV Semester M.H.A Degree Examination - 11-Feb-2021

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

HOSPITAL ADMINISTRATION

STRATEGIC MANAGEMENT AND PROJECT MANAGEMENT (RS-4)

Q.P. CODE: 8727

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 strategic planning & strategic decision making.
2. Explain GE multi factor analysis and PEST analysis
3. What is behavioral implementation? Explain.
4. Write a note on structural implementation in detail.
5. Explain the project planning cycle in detail.
6. Explain different types of business level strategy.
7. Write a note on organization change.
8. Write a note on project cost management.
9. Write the importance of environmental scanning and how is environmental scanning.
10. Write a note on balance score card.

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Rajiv Gandhi University of Health Sciences, Karnataka

IV Semester M.H.A Degree Examination - 15-Feb-2021

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

HOSPITAL ADMINISTRATION

ENTREPRENEURSHIP AND CONSULTANCY MANAGEMENT (RS-4)

Q.P. CODE: 8728

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 various steps involved in setting up an enterprise.
2. Define Entrepreneurship. Discuss the characteristics of entrepreneur. Brainstorming is important for entrepreneurial success. Discuss.
3. A top team is Key for growth. Elaborate
4. Discuss the components of a feasibility study. Explain the significance of a project report.
5. Discuss the phases of consulting process.
6. Write a note on different sources of finance available for starting a new business.
7. What is healthcare consulting? Who uses healthcare consultants?
8. Discuss the role of Intellectual Property in Innovation and new product. Why do entrepreneurs and startup companies file for patents? Explain.
9. Discuss the behavioural roles of consultants. Explain the significance of an effective client - consultant relationship.
10. Write a note on lateral thinking and R and D process.

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IV Semester M.H.A Degree Examination - 22-Jul-2021

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

HOSPITAL ADMINISTRATION

QUALITY MANAGEMENT IN HEALTHCARE – (RS-4)

Q.P. CODE: 8726

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. Audits are helpful in improving quality in hospitals. Give a note on the different audits held in hospitals in view of quality improvement.
2. Write a note on Edward Demings the principles of quality.
3. Quality is the result of team work. Explain the various teams that should function in a teaching hospital.
4. Explain the role and functioning of Quality Cirlces in hospitals.
5. Compare and contrast ‘accreditation’ and ‘certification’
6. Define ‘Quality’. Explain it with the framework used by Donabedian and illustrate the same with an example from hospital situation.
7. Write a note on PDCA cycle, brainstorming and benchmarking.
8. Write a note on NABH accreditation process in a hospital.
9. Write a note on patient safety and measures taken with respect to safety of children’s and Elderly.
10. Write a note on lean management and six-sigma concept in health care.

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Rajiv Gandhi University of Health Sciences, Karnataka

IV Semester M.H.A Degree Examination - 28-Jul-2021

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

HOSPITAL ADMINISTRATION
STRATEGIC MANAGEMENT AND PROJECT MANAGEMENT (RS-4)
Q.P. CODE: 8727

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 different levels of strategy in detail.
2. What are the reasons for failure of strategic management?
3. Write a note on McKinsey 7'S model & five force model.
4. Write a PERT & CPM note.
5. Explain the different types of organizational structure.
6. Write a note on feasibility of project.
7. Write a note on strategic evaluation.
8. Explain the various evaluation techniques of operational control.
9. Explain the functions of project management in detail.
10. Explain work breakdown structure.

IV Semester M.H.A Degree Examination - 03-Aug-2021

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

HOSPITAL ADMINISTRATION
ENTREPRENEURSHIP AND CONSULTANCY MANAGEMENT (RS4)
Q.P. CODE: 8728

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 various steps in setting up a business enterprise.
2. Describe the functions and tasks performed by healthcare consultants.
3. What are the benefits of reverse engineering for an entrepreneur?
4. Describe the challenges faced by an entrepreneur in setting up a business enterprise.
5. Describe the role and importance of research and development in Ventures and Start-ups.
6. Identify the environmental trends that are most instrumental in creating business opportunities.
7. Describe the major forms of intellectual property rights.
8. How does nominal group technique and creativity help an entrepreneur?
9. Describe the need and characteristics of an entrepreneur.
10. What is the importance of Professionalism and Ethics for a consultant?