Rajiv Gandhi University of Health Sciences, Karnataka

IV Semester M.H.A Degree Examination – 18-Jan-2022

[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. The various audit committees of the hospital and its functions in view of quality of the health care delivered
2. Role of hospital statistics in quality
3. Write a note on brain storming and bench marking in health care
4. Concepts of quality assurance
5. What is accreditation? Explain six sigma concepts
6. Continuous Quality Improvement (CQI)
7. Mention designs 14 principles.
8. Write a note on PDCA cycle. What is pre-assessment?
9. Quality improvement and patient safety
10. Write a note on NABH accreditation.

IV Semester M.H.A Degree Examination - 06-Jan-2022

[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. Explain Deming's the principles. Discuss the contributions made by Deming. Briefly explain the relevance in Healthcare organization.
2. Write a note on ISO.
3. What is quality assurance and quality control?
4. Explain the role of audit in improving the quality of services in healthcare. Comment on nursing audit.
5. Explain how quality in healthcare can be achieved through patient satisfaction.
6. Comment on length of stay in hospital. Write a note on NABH. Enlist the 10 chapters of NABH accreditation process.
7. How does lean management technique increase healthcare productivity.
8. Write a note on retrospective review in healthcare.
9. What is benchmarking and explain various types of benchmarking.
10. Write a note on Ishikawa diagram and PDCA cycle.

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IV Semester M.H.A Degree Examination - 12-Jan-2022

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

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

Rajiv Gandhi University of Health Sciences, Karnataka

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 environment. Discuss the importance of SWOT analysis in strategic planning with an example.
2. What is strategic evaluation and control? Strategic control plays a major role in strategic management. Comment on it.
3. What is feasibility study of a project? Write a note on types of feasibility.
4. Write a note on the importance of porter's five force model and Mc Kinsey's 7s model in strategic management.
5. Explain strategic implementation. What are the issues involved in strategic implementation.
6. What is SBU? Explain PEST analysis with an example.
7. Define strategy. Briefly explain the levels at which strategy operates.
8. Write a note on business analytics and business intelligence.
9. What is Work Breakdown Structure (WBS) and how is it useful for project planning?
10. What is the difference between product and project management? Explain project planning.

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IV Semester M.H.A Degree Examination - 18-Jan-2022

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

HOSPITAL ADMINISTRATION – (RS-4)
ENTREPRENEURSHIP AND CONSULTANCY MANAGEMENT
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. Enumerate NGO and development of entrepreneurship.
2. How nominal groups technique and lateral thinking helps in decision making.
3. Discuss the phase of consulting process.
4. Business feasibility is an important part of developing successful business. Enumerate.
5. Explain the various steps involved in setting up an enterprise. What are the source of fund available for starting a new business?
6. Decision making and entrepreneurship.
7. Write a note on Client confidentiality and privacy in health care consultancy.
8. What is healthcare consulting and what types of firms provide it?
9. What is an environmental scanning in business? Discuss the role of Intellectual property in Innovation and new product?
10. Define Entrepreneurship. Discuss the importance and limitations of entrepreneurship.

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