Rajiv Gandhi University of Health Sciences, Karnataka

IV Semester M.H.A Degree Examination - 17-May-2023

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

HOSPITAL ADMINISTRATION – (RS-4)

QUALITY MANAGEMENT IN HEALTH CARE

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. Define quality assurance. What is meant by Quality control?
2. Quality in healthcare is dependent on structure, process and outcome. Comment.
3. Write a note on ISO and steps to implement ISO certification.
4. Quality management is a team work involving all the employees from top to bottom. Give your opinion.
5. Six- sigma as a tool for quality improvement.
6. Write the 10 students of NABH.
7. Deming and his contribution to quality.
8. Define TQM and tools in TQM.
9. Role of National and International Accreditation system in healthcare.
10. Define PDCA cycle, Ishikawa Diagram and what is Parto analysis?

IV Semester M.H.A Degree Examination - 19-May-2023

[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 briefly the techniques of environmental scanning. Write in detail on SWOT analysis
2. Discuss on the importance of strategic decision – making. What are the reasons for failure in strategic management?
3. Explain the strategic planning process
4. What is the importance of strategy formulation? Add a note on BCG growth share matrix strategy
5. Discuss on organizational design and change. Write briefly on behavior implementation
6. Explain the concepts of strategy evaluation and control
7. What are the steps in project planning? Explain work breakdown structure
8. Explain in detail on PERT and CPM
9. Explain the different corporate level strategies
10. Discuss on corporate culture and corporate politics

Rajiv Gandhi University of Health Sciences, Karnataka

IV Semester M.H.A Degree Examination - 22-May-2023

[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 characteristics of an entrepreneur that makes one successful.
2. Explain the importance of operational feasibility and economic forecasting in setting up a new enterprise
3. Write a note on "The rise of India as a startup Nation".
4. Write a note on project report writing and its importance.
5. Write a note on reasons for failure of entrepreneurship.
6. Write a note on stages of team development and what are the rules of brainstorming.
7. What are the ethics to be followed in consultancy? Why it is important to maintain client confidentiality and privacy in consulting industry?
8. Explain the different methods of new idea generation.
9. Explain the role of venture capitalist and angel funding in starting new enterprise.
10. Diagnosis is an important step in consulting process. Justify.