Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination - APRIL-2018

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

HOSPITAL ADMINISTRATION

HOSPITAL PLANNING AND ORGANIZATION

(Revised Scheme)

Q.P. CODE : 8370

Your answers should be specific to the questions asked.
Draw neat labeled diagrams wherever necessary.

LONG ESSAY 2 X 20 = 40 Marks

1. What is saturated steam? Discuss the planning, organizing and administration of Central Sterile Supply Department of a 750-bed superspeciality hospital.
2. Discuss in detail the management of biomedical waste in hospital.

SHORT ESSAY (Answer any six) 6 X 10 = 60 Marks

3. Zoning
4. Architects Brief
5. Guiding principles in Hospital Planning
6. Classification of hospitals
7. Planning consideraiton for Blood Bank
8. Laundry management
9. Role of Hospital Administrator in hospital planning
10. Electrical safety in hospitals

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Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination – APRIL / MAY 2018

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

HOSPITAL ADMINISTRATION

MANAGEMENT OF HOSPITAL SERVICES

(Revised Scheme)

Q.P. CODE : 8371

Your answers should be specific to the questions asked.
Draw neat labeled diagrams wherever necessary.

LONG ESSAY 2 X 20 = 40 Marks

1. Briefly describe the Central Sterile Supply Department (CSSD). Explain the importance of Centralized and Decentralized sterile supply departments in an 800 bedded hospital.
2. Discuss the term Laundry and Linen. Enumerate the distinguishing features of laundry system. Explain the distribution of linen in a hospital.

SHORT ESSAY (Answer any six) 6 X 10 = 60 Marks

3. Nuclear Medicine Department
4. Burns Unit
5. Thoracic Surgery services
6. Oxygen manifold / concentrator
7. Central billing and Accounts
8. Physical Medicine and Rehabilitation
9. Pediatric services
10. Telemedicine

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Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination – APRIL / MAY 2018

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

HOSPITAL ADMINISTRATION

QUALITY MANAGEMENT IN HEALTH CARE

(Revised Scheme)

Q.P. CODE : 8372

Your answers should be specific to the questions asked.
Draw neat labeled diagrams wherever necessary.

LONG ESSAY 2 X 20 = 40 Marks

1. National and International Accreditation bodies in health care, and their role in improvement of healthcare services
2. What do you understand by 'Reviews'? Enumerate the distinguishing features of retrospective review and concurrent process review. Explain the role and function of average length of stay.

SHORT ESSAY (Answer any six) 6 X 10 = 60 Marks

3. Feigenbaum's philosophy of quality
4. TQM models
5. Fish bone diagram
6. Tissue Committee
7. Six Sigma concept
8. Integration of the health care system
9. Patient Satisfaction Survey
10. Nursing Audit

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Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination - APRIL 2018

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

HOSPITAL ADMINISTRATION

Quality Management in Healthcare

Q.P. CODE: 8726

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. Define Retrospective Review. Briefly explain the role of medical records in Quality Management.

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. Short note on Tissue Committee
3. Prerequisites of Quality Management in Hospitals
4. Short note on Audit Protocol
5. Six Sigma and its benefits in Healthcare
6. Importance of patient satisfaction survey in healthcare
7. Role of National and International Accreditation system in Healthcare
8. Discuss the statistical tool in TQM.
9. Short note on Quality Circle

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Define Benchmarking.
11. CQI
12. What is Business Process Reengineering?
13. Define TQM.
14. What is Pareto analysis?
15. LAMA and DAMA

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Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination - MAY-2018

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

HOSPITAL ADMINISTRATION

Strategic Management and Project Management

Q.P. CODE: 8727

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. What is Strategic evaluation and control? What is its importance strategic control plays major role in strategic management. Comment on it.

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. Define strategy. Discuss the strategic decision making process. Briefly explain the levels at which strategy operates.
3. Describe the steps involved in strategic planning process. Mergers are the key part of corporate growth strategy. Discuss.
4. Discuss the inter-relationship between formulation and implementation. Write a note on the role of structural implementation in strategic implementation.
5. Define Project Management. Briefly discuss the phases of Project management. What is Work Breakdown Structure (WBS) and how is it useful for project planning?
6. What is feasibility study of a project? Write a note on types of feasibility.
7. Discuss the importance of PERT and CPM in project management.
8. Write a note on the importance of BCG growth share matrix and McKinsey's 7s Model in strategic management.
9. Define environment. Explain the components of environment. Discuss the importance of SWOT analysis in strategic planning with an example.

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Business intelligence
11. Environment scanning
12. Restructure strategy
13. Project manager as staff manager
14. What are the issues involved in strategic implementation?
15. Key Result Area

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Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination - MAY-2018

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

HOSPITAL ADMINISTRATION

Entrepreneurship and Consultancy Management

Q.P. CODE: 8728

Your answers should be specific to the questions asked.
Draw neat, labeled diagrams wherever necessary.

LONG ESSAY 1 X 20 = 20 Marks

1. Discuss the characteristics of entrepreneur. What are the challenges faced by entrepreneur?

SHORT ESSAY (Answer any Seven) 7 X 10 = 70 Marks

2. Importance of maintaining client confidentiality and privacy
3. Discuss the components of feasibility study.
4. Functions of healthcare consultancies
5. NGOs and entrepreneurship
6. Different sources of finance for entrepreneurship
7. Decision making and entrepreneurship
8. Startup companies and entrepreneurship
9. Phases of consulting process

SHORT ANSWERS (Answer any Five) 05 X 02 = 10 Marks

10. Business environment
11. Intellectual property rights
12. What is seed capital?
13. Problems of entrepreneurship
14. Opportunities in healthcare sector
15. Clint relationship

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