Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination – APRIL 2019

[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. Discuss the stages for Planning 250 bedded superspeciality hospital
2. Write a note on design consideration and policy for segregation and disposal of bio-medical waste in hospital.

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

3. Occupational safety
4. Illustrate different types of ward design.
5. Planning and design consideration for a pharmacy in a hospital
6. Write a note on manifold system in hospital.
7. Plan and design of the linen and laundry
8. Prepare a model schematic layout of an ICCU and discuss the design consideration.
9. Zoning in hospital
10. Role of engineering department in hospitals

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Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination – APRIL-2019

[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. Discuss the term critical care services. Enumerate the aspects involved in management of critical care services.
2. What are the functions of accident and emergency department? What is the role of this department in handling medico legal cases?

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

3. Cardiology unit
4. Inpatient services
5. Management Information System
6. Central billing and accounts system
7. Dialysis unit
8. Occupational therapy unit
9. Anesthesia services
10. Pharmacy

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Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination – APRIL 2019

[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. Discuss the various components of a successful accreditation system.
2. Enumerate the core principles that guide quality in health care. Discuss the term review

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

3. Quality assurance
4. Medical audit
5. Define accreditation ? National and international accreditation bodies
6. Patient satisfaction survey
7. Brain storming
8. Deming's fourteen steps
9. Average length of stay
10. Poor quality care is a major contributor to health care costs. Discuss.

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Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination - APRIL-2019

[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. Money spent on quality in hospitals in an expense and an investment. Critically comment with your arguments to convince the management of a hospital about the need to spend on quality.

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

2. Medical audit: the process, benefits and challenges
3. Patient's need identification and patient satisfaction survey are two major pillars of quality service delivery in hospitals. Elaborate your understanding of them
4. PDCA cycle and its application in hospital context
5. Structure-Process-Outcome model of quality in healthcare service
6. Quality Assurance in hospitals
7. Safety considerations in designing hospitals
8. Role of medical records in quality improvement
9. Hospital Accreditation

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

10. LAMA and DAMA
11. Pareto analysis
12. Quality manual
13. Quality circle
14. Benchmarking
15. Credentialing

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Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination - MAY 2019

[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. Define environment. Explain the components of environment. Discuss the importance of SWOT analysis in strategic planning with an example.

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. What is growth strategy? Discuss the three important strategies of growth. When and why does a company choose growth strategy?
4. Discuss the inter-relationship between formulation and implementation. Write a note on the role of functional and operational policy and plan in strategic implementation.
5. What are the different steps involved in evaluation and control process? KRAs – a tool to boost up employee productivity. Comment.
6. Define project management. Briefly discuss the phases of Project management. What is Work Breakdown Structure (WBS) and how is it useful for project planning?
7. What is CPM how is it useful in project management? Discuss the advantages and disadvantages of CPM.
8. Write a note on the importance of Porter's five force model and McKinsey's 7s Model in strategic management.
9. Describe the significance and components of feasibility study in project development.

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

10. Business analytics
11. What are the reasons for strategic plans to fail?
12. Four important features of effective control system
13. Project manager as a line manager
14. Stability strategy
15. What is the difference between product management and project management?

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Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination - MAY-2019

[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. Define Entrepreneurship and an entrepreneur. Discuss the characteristics of an entrepreneur. Explain the steps involved in opportunity screening. Why creativity is so crucial for entrepreneurs? Explain.

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

2. Discuss the importance of maintaining client confidentiality and privacy in consulting industry. Write a note on behavioural roles of consultants.
3. Explain the significance of feasibility study. Discuss the components of a formal report.
4. What is healthcare consulting and what types of firms provide it? Explain the type of work done by healthcare consultants.
5. Write a note on role of NGOs in developing entrepreneurship in India.
6. Discuss the various steps involved in setting up an enterprise. What are the different sources of finance available for starting a new business?
7. How nominal group technique and lateral thinking helps in decision making?
8. Why do entrepreneurs and startup companies file for patents? Reverse engineering your way to success. Elaborate.
9. Discuss the phases of consulting process.

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

10. Environmental scanning
11. Intellectual Property Right
12. What is venture and startup capital?
13. Limitations of entrepreneurship
14. Opportunities in healthcare
15. Consultant - client relationship

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