# Rajiv Gandhi University of Health Sciences, Karnataka

**IV Semester M.H.A Degree Examination - 24-Aug-2020**

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

## HOSPITAL ADMINISTRATION
## HOSPITAL PLANNING AND ORGANIZATION (RS-2)
## 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. Define Hospital. Discuss in detail about the role of Hospital Design in prevention of fire hazard.
2. Enumerate the various types of linen used in the hospital. Discuss planning, organizing and equipping Laundry Services for a 750-bed hospital.

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

3. Hospital information system
4. OT Ventilation and design consideration
5. Regionalization of Hospital service
6. Planning consideration for dietary department
7. General standards in planning a hospital
8. Circulation pattern in hospital
9. Occupational safety
10. Planning consideration for pharmacy

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**IV Semester M.H.A Degree Examination – 26-Aug-2020**

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

## HOSPITAL ADMINISTRATION
## MANAGEMENT OF HOSPITAL SERVICES (RS-2)
## 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. Enumerate the various causes of Hospital Acquired Infection. Discuss in detail about the salient aspects of Burns Unit with respect to policies, procedures and infection control.
2. Enumerate the various Superspeciality services offered in the hospital. Discuss about the emerging trends in providing Superspeciality care to the patients. Discuss in detail about the Operational issues and Marketing strategies adopted by Cardiology Unit.

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

3. SOP's of Central Sterile Supply Department
4. Role of medical social worker
5. Anesthesia Department
6. Physiotherapy services
7. Dialysis unit
8. Disposal of medical records and confidentiality
9. Hospital formulary
10. Operational issues in managing of dietary service

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# Rajiv Gandhi University of Health Sciences, Karnataka

**IV Semester M.H.A Degree Examination – 28-Aug-2020**

**[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.

**LONG ESSAY** **2 X 20 = 40 Marks**

1. The experience of the patient may be important than clinical outcome. Discuss this changing definition of Quality in the context of Patient satisfaction. Explain the role of Patient Satisfaction Survey in enhancing quality of services rendered with an example.
2. Discuss the term process control. Enumerate the distinguishing features of Brainstorming and Benchmarking. Explain the role and function of Statistical Process Control in a hospital.

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

3. "End the Practice of awarding the business on Price tag alone". Explain this Demings philosophy with an example.
4. Audit in health care
5. Healthcare standards on Patient safety
6. Average length of stay
7. Post Anaesthesia Review
8. Is there a need for review in health care delivery
9. Accreditation
10. NABH Standards

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# Rajiv Gandhi University of Health Sciences, Karnataka

**IV Semester M.H.A Degree Examination -** 24-Aug-2020

**[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.

**LONG ESSAY** **1 X 20 = 20 Marks**

1. Define the term 'Accreditation'. Discuss the NABH standards adopted by QCI for accreditation of hospitals in India. Explain the requirements for the implementation of the same.

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

2. Describe the determinants of quality.
3. Write a note on business process reengineering.
4. How do quality circles improve quality in hospitals?
5. Explain different types of statistical tools in TQM.
6. Write a note on tissue committee in hospitals.
7. Explain the process of improving the efficiency of patient care administration.
8. Write a note on quality improvement projects.
9. Explain the process of implementing Total Quality Management in a hospital.

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

10. Steering committee.
11. Characteristics of six sigma.
12. Stages of ISO.
13. Need for quality.
14. Benchmarking strategy.
15. Affinity Diagram.

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# Rajiv Gandhi University of Health Sciences, Karnataka

**IV Semester M.H.A Degree Examination - 26-Aug-2020**

**[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.

**LONG ESSAY** **1 X 20 = 20 Marks**

1. Discuss the steps in strategic planning process. How to use expansion strategy to grow your sales? Discuss illustrate BCG growth share matrix.

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

2. Discuss the components of environment in detail. Write a note on importance of SWOT analysis in strategic planning.
3. Write a note on Business level strategy. Mergers are the key part of corporate growth strategy. Discuss.
4. Discuss the different issues involved in strategic implementation. Write a note on the role of structural implementation 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. What is project life cycle in project management? Why is work breakdown structure important?
7. Discuss the significance of strategic management in an organization. Briefly explain the levels at which strategy operates.
8. Discuss the importance of PERT and CPM in project management.
9. Describe why feasibility study is necessary in project development.

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

10. Define strategy.
11. PEST analysis
12. Procedural implementation
13. Operational control
14. What is the difference between product management and project management?
15. Business Intelligence

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# Rajiv Gandhi University of Health Sciences, Karnataka

**IV Semester M.H.A Degree Examination - 28-Aug-2020**

**[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.

**LONG ESSAY** **1 X 20 = 20 Marks**

1. Business feasibility study is an important part of developing successful business. Enumerate.

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

2. Define Entrepreneurship. Discuss the importance and limitations of entrepreneurship. How nominal group technique does helps in decision making?
3. Discuss the role of support systems for new enterprise creation. What are the different sources of finance available for starting a new business?
4. Write a note on importance of professional code of ethics in consulting. Discuss the behavioural roles of consultants.
5. What is consulting process? Discuss the phases of consulting process.
6. What is an environmental scanning in business? Discuss the roles of R and D in new firm growth.
7. Explain the significance of a project report. Discuss the components of a formal report.
8. Describe the prerequisites required to set up a new business enterprise. Write a note on the challenges faced by entrepreneurs while starting a business.
9. What is healthcare consulting and what types of firms provide it? Explain the type of work done by healthcare consultants.

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

10. Brain Storming
11. Team development
12. Consultant - client relationship
13. What are the important characteristics of an entrepreneur?
14. Intellectual Property Right
15. What is venture and startup capital?

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