

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – OCT-2019

Time: Three Hours

Max. Marks: 80 Marks

Quality in Health Care

Q.P. CODE: 1317

Your answers should be specific to the questions asked.

Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two)

2 x 10 = 20 Marks

1. Enumerate the steps entailed for measuring quality in healthcare.
2. Discuss the key steps to implement outcome management to improve the status of the patient.
3. Briefly explain the process and benefits of ISO certification in hospitals.

SHORT ESSAYS (Answer any Eight)

8 x 5 = 40 Marks

4. Accreditation features and benefits
5. Steps in implementing TQM
6. Determinants of Quality
7. Attributes of good patient practitioner relationship
8. Importance of patient satisfaction survey
9. Requirement of Quality Assurance in healthcare
10. Deming's contribution and his management guidelines
11. How can we conduct audits in hospital?
12. Draw the quality improvement model of Daily Patient Care.
13. Essentials of quality improvement in healthcare services

SHORT ANSWERS (Answer any ten)

10 x 2 = 20 Marks

14. What is legitimacy?
15. Define quality.
16. What is brainstorming?
17. Uses of flow diagram
18. Dimensions of quality
19. What is appreciative quality?
20. Define TQM.
21. Uses of cause and effect diagram
22. What is quality assurance?
23. Define structure.
24. What is quality control?
25. What is optimality?
