

**[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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