

[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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