

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 is 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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