

[Time: 3 Hours]

[Max. Marks: 100]

**HOSPITAL ADMINISTRATION**  
**QUALITY MANAGEMENT IN HEALTH CARE**  
**(Revised Scheme)**

**Q.P. CODE : 8372**

Your answers should be specific to the questions asked.  
Draw neat labeled diagrams wherever necessary. Answer all questions

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

1. Define brainstorming and benchmarking. Explain the role and functions of statistical process control in a hospital
2. Explain about the national and international accreditation bodies and role of the accreditation bodies in on proving quality and customer focused patients care

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

3. Concepts of quality assurance
4. Explain antibiotic audit its importance in hospital
5. Post delivery review
6. Role and use of Clinical practice guidelines
7. What is the role of mortality review meeting in hospitals
8. Average length of stay
9. Comment – Hospital infection control and its impact on quality of care
10. Define audit protocol, duties and responsibilities of audit team

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