



Rajiv Gandhi University of Health Sciences, Karnataka
V semester Bachelors in Hospital Administration Degree Examination – APRIL-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. Discuss the role of outcome management to improve the eventual impact of healthcare.
2. Define quality. Briefly explain the steps entailed for the measurement of quality.
3. Explain the process of improving quality healthcare through patient satisfaction survey.

SHORT ESSAYS (Answer any Eight)**8 x 5 = 40 Marks**

4. Write a note on organization of quality management system.
5. Deming's contribution and his management guideline
6. Principles of TQM
7. Short note on Audit process
8. Quality assurance in health care
9. ISO certification and its benefits in hospitals
10. Conceptual model of potential patient contribution in quality care
11. Steps in planning quality
12. Attributes of quality in healthcare
13. Patient participation

SHORT ANSWERS (Answer any ten)**10 x 2 = 20 Marks**

14. Accreditation
15. Perceptive quality
16. Techniques of quality management
17. Define legitimacy.
18. Factors of quality assessment
19. Obstacles to implement TQM
20. Define quality control.
21. Define quality improvement.
22. Uses of flow diagram
23. Define structure.
24. Dimension of quality
25. Define benchmarking.
