

Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – MAY 2017

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. Define quality. What are fourteen steps in quality management as per eminent quality guru Deming?
2. Enumerate the benefits of implementing ISO 9001 in a hospital.
3. Explain quality certification system in hospital. Briefly write about NABH.

SHORT ESSAYS (Answer any Eight)

8 x 5 = 40 Marks

4. Explain the organization of the quality management system.
5. Patients feed back form
6. PDCA cycle
7. Define Apex manual.
8. What are the techniques used in the quality control in improving the performance of the hospital?
9. What are the objectives and benefits of accreditation?
10. Give the approaches to the measurement of quality.
11. What are the principal concepts of ISO 9000 QMS?
12. Briefly explain the different methods used to assure quality in hospitals.
13. Pre Assessment Survey

SHORT ANSWERS (Answer any ten)

10 x 2 = 20 Marks

14. Cause and effect analysis
15. Brain storming
16. Flow charting
17. Problem solving
18. Internal audit
19. Quality structure
20. 5 S system of organization
21. What is quality?
22. Six sigma
23. Lean
24. Quality outcome
25. Quality circle
