



Rajiv Gandhi University of Health Sciences, Karnataka

V semester Bachelors in Hospital Administration Degree Examination – May 2016

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. What is Accreditation? Write a note on NABH accreditation.
2. What is quality and Deming's contribution?
3. Explain the process of ISO certification.

SHORT ESSAYS (Answer any Eight)

8 x 5 = 40 Marks

4. Quality manual
5. Various approaches to quality in health care
6. Types and benefits of audit
7. Benchmarking
8. Steps entailed for the measurement of quality
9. Patients satisfaction
10. Flow diagram
11. Principles of TQM
12. Determinants of quality
13. Dimensions of quality of training

SHORT ANSWERS (Answer any ten)

10 x 2 = 20 Marks

14. What is a structure?
15. Nursing audit
16. Pre assessment survey
17. What is process?
18. Evaluation of quality in healthcare
19. What is appreciative quality?
20. Define legitimacy.
21. Obstacles to implement TQM
22. Quality improvement tools
23. The six sigma principle
24. External audit and internal audit
25. What is Outcome management?
