



## **Rajiv Gandhi University of Health Sciences, Karnataka**

V semester Bachelors in Hospital Administration Degree Examination – APRIL 2015

**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. Briefly explain the need and importance of quality assurance in healthcare.
2. Explain the process of implementing Total Quality Management in a hospital.
3. Discuss the role of outcome management to improve the eventual impact of healthcare.

#### **SHORT ESSAYS (Answer any Eight)**

**8 x 5 = 40 Marks**

4. Steps in implementation of ISO and its benefits
5. Patient satisfaction survey
6. Short note on Audit process
7. Attributes of quality in healthcare
8. Essentials and different approaches of quality improvement in healthcare services
9. Conceptual model of potential patient contribution in quality care
10. Deming's contribution and his management guideline
11. Determinants of quality
12. How can we improve the hospital performance through quality management system?
13. Role of accreditation in healthcare

#### **SHORT ANSWERS (Answer any ten)**

**10 x 2 = 20 Marks**

14. Define quality.
15. What is appreciative quality?
16. Techniques of quality management
17. Define benchmarking.
18. What is operational efficiency?
19. Obstacles to implement TQM
20. Define quality control.
21. Define quality improvement.
22. What is brainstorming?
23. Define Audit and Audit process.
24. What is legitimacy?
25. What is Delphi technique?

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