

# Rajiv Gandhi University of Health Sciences

## IV Semester M.H.A Degree Examination – 23-Oct-2019

[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.

#### **LONG ESSAY**

**2 X 20 = 40 Marks**

1. Enumerate the common standards and criteria used in healthcare setting. What are the salient features of National and International accreditation bodies? Discuss in detail about the need for Accreditation in hospitals
2. What are the critical factors in Brainstorming, which should be, addressed before it manifest as limitation? Discuss in detail about the importance of Brainstorming session in rendering quality services

#### **SHORT ESSAY (Answer any six)**

**6 X 10 = 60 Marks**

3. Six Sigma concept
4. Quality circle
5. Nursing audit
6. Patient focus and involvement
7. LAMA
8. Continuous Quality Improvement versus Total Quality Management
9. Process chart
10. Deming's contribution and fourteen principles.

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