

Rajiv Gandhi University of Health Sciences

IV Semester M.H.A Degree Examination - 25-Oct-2019

[Time: 3 Hours]

[Max. Marks: 100]

HOSPITAL ADMINISTRATION **Quality Management in Healthcare**

Q.P. CODE: 8726

Your answers should be specific to the questions asked.

Draw neat, labeled diagrams wherever necessary.

LONG ESSAY**1 X 20 = 20 Marks**

1. "The time spent on Medical Audit has an effect on patient care". Comment on this statement

SHORT ESSAY (Answer any Seven)**7 X 10 = 70 Marks**

2. Short note on Quality Circle
3. Briefly explain the tangible and intangible benefits of ISO in healthcare.
4. Role of Medical Records in Quality management
5. Integration of healthcare system
6. "Is Pharmacy Audit desirable". Comment on it
7. Patient satisfaction survey
8. Discuss the duties and responsibilities of Audit team.
9. Explain the difference between Licensing and Accrediting.

SHORT ANSWERS (Answer any Five)**05 X 02 = 10 Marks**

10. LAMA and DAMA
11. Define Benchmarking.
12. Advantages of cause and effect diagram
13. Indicators of healthcare quality
14. What is Retrospective Review?
15. What is CQI?

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