

# Rajiv Gandhi University of Health Sciences, Karnataka

**III Semester M.H.A Degree Examination – 31-Oct-2025**

**Time: Three Hours**

**Max. Marks: 100 Marks**

**HOSPITAL ADMINISTRATION**  
**Quality Management in Health Care**  
**PAPER-IV (RS-5)**  
**Q.P. CODE: 8741**

Your answers should be specific to the questions asked  
Draw neat, labeled diagrams wherever necessary

**Answer All The Questions**

**10 x 10 = 100 Marks**

1. Explain the contributions of Quality Guru E. Demings
2. Briefly explain the determinants of Quality? What is Quality Assurance?
3. Define TQM and explain why everybody (Top management, managers and all employees) in an organization has to participate in achieving Customer Satisfaction.
4. What is meant by root cause analysis? Explain PDCA cycle.
5. Write a note on Medical Audit and Nursing Audit
6. Write a note on Patient Safety. What is meant by Critical Incident reporting, Near miss and Sentinel event?
7. What is accreditation? Mention the 10 Chapters of NABH.
8. What is meant by Pre Assessment survey? Explain Gap Analysis
9. Write a note on Feed back survey in Hospital; mention its advantages to the Hospital administration.
10. What is Six Sigma? Write a note on Bench marking

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