

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 determinents 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
