

Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 28-Oct-2025

Time: Three Hours

Max. Marks: 80

QUALITY IN HEALTH CARE - (RS)

Q.P. CODE: 3245

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. Explain Total Quality Management. How to implement TQM in healthcare?
2. Explain the steps in the JCI accreditation process. What are the main benefits of JCI accreditation?
3. Explain benchmarking. What are the different types of benchmarking?

SHORT ESSAYS (Answer any Eight)

8 x 5 = 40 Marks

4. Write a note on different statistical process control tools
5. Explain the steps in the formation of quality circles
6. What is Six Sigma? Explain the steps in Six Sigma implementation
7. Write a note in continuous quality improvement (CQI)
8. What is Pareto Chart? Explain the application of Pareto chart
9. Explain the main factors that need to be included in the patient satisfaction survey
10. What is business process reengineering (BPRE)? Explain the main steps in the implementation of BPRE
11. Explain different phases in the implementation of NABH
12. What is brainstorming? Explain the different steps for conducting brain storming
13. What is audit process? Explain the steps for conducting an audit

SHORT ANSWERS (Answer any ten)

10 x 2 = 20 Marks

14. What is antibiotic audit?
15. Define quality assurance
16. What is infection control review?
17. What is ISO 9000 management system?
18. What are the functions of the tissue committee?
19. Advantages of NABL accreditation
20. Criteria for measuring quality in healthcare
21. Write four attributes of healthcare quality
22. What is Kaizen?
23. What is Poka-yoke?
24. Write any four factors determining service quality
25. What is fishbone diagram?
