

Rajiv Gandhi University of Health Sciences, Karnataka
III Semester M.H.A Degree Examination – 11-May-2026

Time: Three Hours

Max. Marks: 100

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. Write a note on various National and International accreditation bodies
2. Discuss the significance of various audits in healthcare
3. Discuss the factors influencing patient satisfaction survey, process of conducting it and its importance in improving service quality
4. Briefly explain 5S and Value stream mapping for quality improvement
5. How do you categorize incident types by level of harm? Explain the critical incident reporting system in a hospital
6. What is Root cause analysis? What are the tools that can be used to do root cause analysis?
7. Write a note on:
 - a. Mortality review
 - b. Audit team duties
8. Elaborate the role of infection control committee in quality improvement
9. Explain the concept of patient safety. Write a note on patient safety situations causing concern in a hospital
10. Define quality and what are the costs of quality? Write a note on Donabedian's model
