Rajiv Gandhi University of Health Sciences, Karnataka

V Semester Bachelors in Hospital Administration Degree Examination - 23-Oct-2026

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. What is statistical process control? Explain different tools used in statistical process control
2. Explain business process reengineering (BPR). What are the different steps for implementing BPR?
3. How to conduct a patient satisfaction survey? How does a patient satisfaction survey help in improving the quality of healthcare?

SHORT ESSAYS (Answer any Eight) **8 x 5 = 40 Marks**

4. Explain fishbone diagram with the help of a neat labeled diagram
5. What is quality assurance? Explain different approaches for quality assurance
6. How to implement organization-wide quality improvement in healthcare?
7. What are the attributes of a good patient-practitioner relationship?
8. Write a short note in JCI accreditation
9. What is an audit? Explain antibiotic audit
10. What are the responsibilities of infection control committee?
11. What are quality circles? Write a short note on the benefits of quality circles to employees
12. What is Six Sigma implementation?
13. Explain the contribution of Edward Deming

SHORT ANSWERS (Answer any ten) **10 x 2 = 20 Marks**

14. List the phases in NAGH accreditation
15 What is benchmarking?
16. What does CQI stand for?
17. Write any four attributes of quality in healthcare
18. What is ISO 9000 management system?
19. Role of tissue committee
20. Objectives of TQM
21. Philip Crosby’s principles
22. What is quality outcome?
23. What is brainstorming?
24. Define Accreditation
25. What is the meaning of organization-wide quality improvement?

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