

**Rajiv Gandhi University of Health Sciences, Karnataka**  
**V Semester Bachelors in Hospital Administration Degree Examination - 23-Nov-2023**

**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 are the types of business process engineering? What are the types of Methodologies involved?
2. How to evaluate the performance of hospital?
3. Explain total quality management. Explain the implementation process in hospital

**SHORT ESSAYS (Answer any Eight)**

**8 x 5 = 40 Marks**

4. Write a note on quality assurance and quality improvement
5. Explain Jurans trilogy and Kaoru ishikawa principal
6. Write a note on Patient satisfaction survey
7. Write a note on quality outcome and outcome management
8. Effects and benefits of ISO 9000 management system
9. Write a note on six sigma
10. Explain Pokayoke. Principles of Pokayoke
11. History of quality
12. Explain briefly the purpose of JCI
13. Attributes of quality

**SHORT ANSWERS (Answer any ten)**

**10 x 2 = 20 Marks**

14. What are key result areas?
15. How audits are conducted in hospitals?
16. Define Quality
17. Principles of TQM
18. Describe CAPA
19. What are determinants of quality?
20. Benchmarking
21. Quality indicators
22. Explain NABL
23. What is quality manual?
24. Dimension of quality
25. What is Why-Why technique?

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