

**Rajiv Gandhi University of Health Sciences, Karnataka**  
**V Semester Bachelors in Hospital Administration Degree Examination - 22-Nov-**  
**2024**

**Time: Three Hours**

**Max. Marks: 80 Marks**

**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 accreditation? Explain different types of accreditation process
2. Explain patient satisfaction survey. How it helps hospital to improve quality?
3. Explain total quality management. Explain the implementation process in hospital

**SHORT ESSAYS (Answer any Eight)**

**8 x 5 = 40 Marks**

4. Explain JURAN'S trilogy and DEMING'S management guidelines
5. What are quality attributes?
6. Explain the determinants of quality
7. What is fish bone diagram and how it is useful in quality control?
8. Write a note on audit process
9. Explain the measurement of quality in healthcare
10. Write a note on six sigma
11. Write a note on history of quality development
12. How can quality tools be used in healthcare setup?
13. Write a note on quality planning

**SHORT ANSWERS (Answer any ten)**

**10 x 2 = 20 Marks**

14. Obstacles to implementing total quality management
15. What is benchmarking?
16. Define quality assurance
17. What is a quality circle?
18. Dimensions of quality
19. What is CAPA?
20. What is brainstorming?
21. What is antibiotic audit?
22. What is an audit protocol?
23. Importance of HIC committee
24. Determinants of quality
25. What is external and internal audit?

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