

Rajiv Gandhi University of Health Sciences, Karnataka
V Semester Bachelors in Hospital Administration Degree Examination - 14-May-2025

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. Explain quality control techniques and tools
2. Explain ISO 9000 and effect and benefit of ISO 9000
3. Explain concept of quality management and explain contribution of quality gurus

SHORT ESSAYS (Answer any Eight)

8 x 5 = 40 Marks

4. Write a note on accreditation
5. Write a note on fish bone diagram
6. What is importance of patient satisfaction survey?
7. Write note on antibiotic audit
8. Write note on attributes of quality in healthcare
9. Explain the steps in quality assurance
10. Role of patients in improving quality care
11. Define Deming's management guidelines
12. Explain conceptual model in quality
13. Explain fundamental of quality

SHORT ANSWERS (Answer any ten)

10 x 2 = 20 Marks

14. Uses of flow chart
15. Define TQM
16. Pareto analysis
17. Business process engineering
18. Define quality circle
19. What is affinity diagram?
20. What is benchmarking?
21. Explain HIC committee
22. What is outcome management?
23. What is NABH?
24. Quality indicators
25. What is business process engineering?
