

Rajiv Gandhi University of Health Sciences, Karnataka
III Semester M.H.A Degree Examination – 12-May-2025

Time: Three Hours

Max. Marks: 100 Marks

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. Explain the benefits of BPR and how business process engineering implemented in health care sector?
2. Why patient safety survey is conducted in healthcare sector?
3. Explain PDCA cycle and how it helps in quality improvement
4. What is the protocol for audit? Explain responsibilities of audit team
5. Differentiate sentinel event and adverse event
6. Explain Benchmarking and its role in quality improvement
7. Patient safety in an essential component of hospital quality. Explain
8. Importance of mortality review
9. Importance and significance of TQM in healthcare
10. What is fish bone diagram? When and how it is used
