

Rajiv Gandhi University of Health Sciences, Karnataka
III Semester M.H.A Degree Examination – 27-Nov-2024

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. What do you mean by Total Quality Management? What are the elements of it and explain each element.
2. What do you understand by Deming's 14 points on Quality management?
3. What are the seven Quality Control tools developed by Prof. Ishikawa? Discuss briefly
4. What do you mean by Quality Functional Deployment? What are the key objectives and benefits of it?
5. Discuss briefly the DMAIC procedures in implementation of six-sigma.
6. Enumerate the healthcare standards prescribed by National and International Accreditation Bodies (NABH & JCAHO).
7. What is Audit protocol? Describe the duties and responsibilities of audit team in hospitals.
8. Define patient safety? Why is it important in the delivery of care to the patient?
9. Patient care is an important component in the hospital. Justify the standards for evaluation for the same.
10. Define Benchmarking. Explain various kinds of Benchmarking.
