Rajiv Gandhi University of Health Sciences, Karnataka

III Semester M.H.A Degree Examination – 11-Nov-2026

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 in detail the standards for evaluation for Equipment management in hospitals.

2. What is cost of quality? What are the components of it? Discuss briefly.

3. What do you mean by Bench marking? What are the benefits of it? Also list the pitfalls of bench marking.

4. List the Deming's 14 principles of quality management. Explain the continual improvement concept in relation to healthcare briefly.

5. Explain the contribution of three quality gurus in the field of Total Quality Management.

6. What do you mean by the lean production? What are elements to be considered to address the elimination of waste?

7. Describe the process and the protocol of audits. Explain how system of audits should be implemented for the betterment of patient care in the hospital with examples.

8. What are critical incidents in healthcare? What is the importance of critical incident reporting and how to do it?

9. How to manage sentinel events in a patient safety protocol.

10. What is the importance of Hospital Accreditation? Write a note on 10 chapters of NABH standards.

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