

Rajiv Gandhi University of Health Sciences, Karnataka
V Semester Bachelors in Hospital Administration Degree Examination - 05-May-2026

Time: Three Hours

Max. Marks: 80

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 process involved in ISO certification, NABH certification
2. Explain patient satisfaction survey. How it helps hospital to improve quality?
3. Explain quality improvement programs in healthcare

SHORT ESSAYS (Answer any Eight)

8 x 5 = 40 Marks

4. Write a note on process charts
5. Define accreditation and importance of accreditation
6. Contribution of quality gurus
7. Concept of Six sigma. Application of six sigma in healthcare
8. What is quality? Its importance in health care?
9. What is Audits? Explain tissue committee audit and antibiotic audit
10. Write a note on quality tools
11. Explain significance of quality circle
12. TQM
13. Write a note on quality audit

SHORT ANSWERS (Answer any ten)

10 x 2 = 20 Marks

14. Benefits of total quality management
15. Attributes of quality in healthcare
16. Quality assurance
17. PDCA
18. What is SOP?
19. External assessment
20. Importance of HIC committee
21. Brainstorming
22. Uses of flow diagram
23. Steps in planning quality
24. Structure, process, outcome
25. Benchmarking
