



Rajiv Gandhi University of Health Sciences, Karnataka
V Semester Bachelors in Hospital Administration Degree Examination - 16 May 2023

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. What is business process engineering? What are the benefit of business process engineering
2. Explain quality assurance and what are the determinants of quality?
3. Explain process involved in ISO certification

SHORT ESSAYS (Answer any Eight)

8 x 5 = 40 Marks

4. Explain significance of quality circle
5. Write quality improvement models used in healthcare
6. Write a note on attributes required for good patient practitioner relationship
7. Types and benefits of audits
8. Write a note on quality tools
9. Explain role of quality department
10. Explain steps for measuring quality
11. Explain JCI accreditation. Explain difference between JCI and NABH accreditation
12. What is control chart? Explain application of control chart in hospital
13. Explain key result areas. Explain with examples

SHORT ANSWERS (Answer any ten)

10 x 2 = 20 Marks

14. Types and benefits of audit
15. Define quality
16. Six sigma
17. Explain NABL
18. Explain statistical process control
19. What are KPI?
20. What is RCA?
21. What is PDCA?
22. Explain cause and effect diagram
23. What is SOP?
24. What is quality manual?
25. Explain quality assurance
