

Rajiv Gandhi University of Health Sciences, Karnataka
V Semester Bachelors in Hospital Administration Degree Examination - 30-May-2024

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 TQM? Describe process of implementation TQM model for a healthcare industries
2. Role of outcome management to improve the eventual impact of healthcare
3. Discuss the process of improving quality healthcare through patient satisfaction survey

SHORT ESSAYS (Answer any Eight)

8 x 5 = 40 Marks

4. Explain the objectives and concept of quality management
5. Write a detail explanation on Quality circle
6. Quality assurance in healthcare
7. ISO certification and its benefits in hospitals
8. Write a note on importance of NABL
9. Briefly describe on infection control committee and tissue committee review
10. Write short notes on antibiotic audit
11. Explain measurement of quality in health care
12. Write a note on six sigma
13. Briefly describe Jurans Trilogy

SHORT ANSWERS (Answer any ten)

10 x 2 = 20 Marks

14. Pareto chart
15. Brain storming
16. Flow charting
17. What is Poka yoke?
18. Benchmarking
19. Four dimensions of quality
20. Define quality
21. What is JCI?
22. Importance of audit for a healthcare industries
23. Write a note on statistical process control
24. What is BPR?
25. Write a note on CQI
