

**M.H.A. SEM-III (2012 COURSE) (CHOICE BASED CREDIT  
SYSTEMS) : SUMMER - 2018  
SUBJECT : QUALITY ASSURANCE IN HEALTH – I**

Day : **Saturday**  
Date : **21/04/2018**

**S-2018-1155**

Time : **02.00 PM TO 05.00 PM**  
Max. Marks : 60

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**N.B.**

- 1) All questions are **COMPULSORY**.
  - 2) Figures to the right indicate **FULL** marks.
  - 3) Answers to both the sections should be written in **SEPARATE** answer book.
  - 4) Draw neat and labelled diagrams wherever necessary.
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**SECTION – I**

- Q.1** Solve any **TWO** of the following: **(14)**
- a) What is PDCA cycle? Explain with an example.
  - b) What are the minimum infrastructure requirement under IPHS standards for a Community Health Centre (CHC)?
  - c) What do you understand by accreditation? Explain in detail NABH accreditation process.
- Q.2** Write short notes on any **FOUR** of the following: **(16)**
- a) TQM
  - b) Clinical Pathway
  - c) Quality Control
  - d) KAIZEN
  - e) SERVQUAL

**SECTION – II**

- Q.3** Solve any **TWO** of the following: **(14)**
- a) What is Benchmarking? Discuss in detail with examples.
  - b) What do you mean by structure, process and outcome? Explain the structure, process and outcome for laboratory medicine department.
  - c) What is cost? Explain in detail cost of quality in health care.
- Q.4** Write short notes on any **FOUR** of the following: **(16)**
- a) JCI
  - b) Protocol for prevention of fall while shifting of patient from OT to ICU
  - c) Cause and effect analysis
  - d) Histogram
  - e) Six sigma

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