

**M.H.A. SEM-IV (2012 COURSE) (CHOICE BASED CREDIT
SYSTEMS) : WINTER - 2017
SUBJECT : QUALITY ASSURANCE IN HEALTH-II**

Day : **Monday**
Date : **13/11/2017**

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

W-2017-1041

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) Answers to both the sections should be written in **SEPARATE** answer books.
 - 3) Figures to the **RIGHT** indicate full marks.
 - 4) Draw neat diagrams **WHEREVER** necessary.
-

SECTION-I

Q.1 Answer any **TWO** of the following: **(14)**

- a) What is seven "S" framework? Explain.
- b) What is ISO? Explain the process of ISO certification.
- c) What is bench marking in healthcare? Explain.

Q.2 Write short notes on any **FOUR** of the following: **(16)**

- a) Principles of TQM
- b) Ishikawa Diagram
- c) Histogram
- d) Continuous Quality Improvement
- e) PDCA

SECTION-II

Q.3 Answer any **TWO** of the following: **(14)**

- a) What is NABH accreditation? Explain in detail benefits of NABH accreditation.
- b) Quality can be improved with the help of information technology in a hospital. Explain
- c) What do you understand by hospital acquired infection? Explain

Q.4 Write short notes on any **FOUR** of the following: **(16)**

- a) Leap frog
- b) AHRQ
- c) IOM
- d) JCI
- e) IHI

* * *