

MASTER OF HOSPITAL ADMINISTRATION (CBCS-2018 COURSE)
M.H.A.Sem - III : WINTER : 2021
SUBJECT: QUALITY MANAGEMENT & ACCREDITATION

Day : Tuesday
Date : 18-01-2022

W-19584-2021

Time : 10:00 AM-01:00 PM
Max. Marks: 60

N.B.

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the **RIGHT** indicate **FULL** marks.
 - 3) Answer to both the sections should be written in **SEPARATE** answer book.
 - 4) Draw neat diagram **WHEREVER** necessary.
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SECTION – I

Q.1 Answer **ANY TWO** of the following. **(20)**

- a) What do you mean by standards in healthcare quality? Describe types of standards with suitable examples from healthcare.
- b) What do you mean by structure, process and outcome in healthcare? Describe the quality of structure, process and outcome of Pathology Laboratory of a multispecialty hospital.
- c) Describe in Brief Kaya-Kalp standards for hospital.

Q.2 Write short notes on **ANY TWO** of the following. **(10)**

- a) Cost of conformance in hospital quality.
- b) Quality Indicators
- c) Quality Assurance

SECTION – II

Q.3 Answer **ANY TWO** of the following. **(20)**

- a) What is Audit? Prepare an audit checklist for Fire Safety audit.
- b) Explain the principles of TQM. Explain with a suitable examples from Operation Theatre.
- c) What is accreditation? Explain process of NABH Pre Accreditation Entry Level Certification.

Q.4 Write short notes on **ANY TWO** of the following. **(10)**

- a) DMAIC
- b) National Patient Safety Goals
- c) Six Sigma

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