

MASTER OF HOSPITAL ADMINISTRATION (CBCS-2018 COURSE)

M.H.A.Sem - III : : SUMMER - 2022

SUBJECT : QUALITY MANAGEMENT & ACCREDITATION

Day : Monday
Date : 13-06-2022

S-19584-2022

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 books.
 - 4) Draw a neat diagram **WHEREVER** necessary.
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SECTION-I

- Q.1** Answer **ANY TWO** out of the following. **(20)**
- a) What is Quality? Explain the concept of quality in healthcare.
 - b) What do you mean by standards in healthcare quality? Describe characteristics and types of standard.
 - c) What is PDCA cycle? Explain with a suitable example from healthcare quality management.
- Q.2** Write short notes on **ANY TWO** of the following. **(10)**
- a) Pareto Analysis
 - b) Causes and Effect Diagram
 - c) IPHS

SECTION-II

- Q.3** Answer **ANY TWO** out of the following. **(20)**
- a) What is clinical audit? Explain with an example.
 - b) Describe “Donabedian” model with a suitable example from hospital management.
 - c) What is accreditation? Explain in detail NABH accreditation process.
- Q.4** Write short notes on **ANY TWO** of the following. **(10)**
- a) Six Sigma
 - b) National Patient Safety Goal
 - c) QCI

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