

**MASTER OF HOSPITAL ADMINISTRATION (CBCS-2018 COURSE)**  
**M.H.A.Sem - III : WINTER- 2022**  
**SUBJECT : QUALITY MANAGEMENT & ACCREDITATION**

Day : Friday

Time : 10:00 AM-01:00 PM

Date : 16-12-2022

**W-19584-2022**

Max. Marks : 60

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**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) Explain the concept of quality in healthcare.
- b) What is cost? Explain cost of quality in Health Care.
- c) What is clinical audit? Explain with a suitable example from healthcare.

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

- a) Flow chart
- b) Check list
- c) Pareto Analysis

**SECTION – II**

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

- a) What do you mean by IPHS? Explain in detail inclusions of Quality Assurance for CHC in service under IPHS standard.
- b) What are structure, process, and outcome in service quality? Explain in the context of healthcare.
- c) What is PDCA? Explain with a suitable example from healthcare.

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

- a) Indicator
- b) Juran's quality trilogy
- c) SERVQUAL

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