

[LF 1014]

OCTOBER 2014

Sub. Code :2029

**MBA (HOSPITAL & HEALTH MANAGEMENT) DEGREE EXAMINATION  
SECOND YEAR  
(2011-2012 Batch onwards)  
PAPER IX – QUALITY ASSURANCE AND MANAGEMENT IN  
HEALTH CARE**

*Q.P. Code: 432029*

**Time: Three hours**

**Maximum : 100 Marks**

**I. Elaborate on:**

**(2 x 20 = 40)**

1. Outline a strategy to approach quality and patient orientation for total patient satisfaction with reference to an outpatient clinic in a tertiary teaching hospital.
2. Discuss in detail about process approach to quality management in hospital.

**II. Write notes on:**

**(10 x 6 = 60)**

1. Describe the barriers in implementing a TQM programme in a multi-specialty Hospital.
2. Explain the principles of six sigma.
3. Draw the process flow chart of Pharmacy in a hospital.
4. How can quality and profitability be correlated?
5. Explain how will you design quality assurance system with the help of quality policy and quality manual.
6. “5’S Technique reduces waste and improves organizational efficiency” – Discuss this statement by illustrating the 5’S concept in super-specialty Hospital.
7. Discuss the roles and responsibilities of quality improvement team.
8. Discuss the features of ISO 14000.
9. What does 99.9% quality means?
10. Explain briefly:
  - a) Quality Audit
  - b) Zero Defect
  - c) SOP

\*\*\*\*\*