

[LP 1019]

OCTOBER 2019

Sub. Code: 5043

**MASTER OF HOSPITAL ADMINISTRATION EXAMS
(Regulations for the candidates admitted from 2017-2018)
SECOND YEAR
PAPER III – QUALITY MANAGEMENT IN HOSPITALS**

Q.P. Code : 435043

Time : Three hours

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. a) ISO certification, NABH, JCI Accreditation-discuss the Impact of these quality system in health care field.
2. NABH – standards & documentation procedure answer in detail.

II. Write notes on:

(10 x 6 = 60)

1. Evolution of quality system.
2. Define quality & dimensions of quality in health care.
3. “Quality is free” - discuss.
4. Discuss the TOM principles.
5. Scope of Six Sigma in hospitals.
6. Pareto & Root cause analysis application in hospitals.
7. 5’ S Techniques & its application.
8. Business process Reengineering.
9. Write the significance of quality policy, mission & vision statement.
10. Patient Rights & Responsibilities.

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 0321]

MARCH 2021

Sub. Code: 5043

(OCTOBER 2020 EXAM SESSION)

MASTER OF HOSPITAL ADMINISTRATION (AHS)

SECOND YEAR (Admitted in 2017-2018)

PAPER III – QUALITY MANAGEMENT IN HOSPITALS

Q.P. Code : 435043

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Elaborate of different Quality Certification Systems.
2. Enumerate the benefits of NABH to hospitals with relevance to staff, patients and Third Party Administrators.

II. Write notes on:

(10 x 6 = 60)

1. Elaborate on process capability analysis tools.
2. Quality Management is unique in hospitals unlike other industries. Justify.
3. Differentiate between any two Quality Management Systems.
4. Write briefly on Pareto Analysis.
5. What are the various quality statements? What is Quality Policy?
6. Differentiate “Product Quality” as against “Process Quality”
7. Distinguish between “Quality Management” and “Quality Assurance”.
8. Define Total Quality Management. How six sigma is relevant to Total Quality Management?
9. Write notes on Five S (5’S) philosophy.
10. Define Benchmarking. List various types of benchmarking.

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 0122]

**JANUARY 2022
(OCTOBER 2021 EXAM SESSION)**

Sub. Code: 5043

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
SECOND YEAR (Admitted in 2017-2018)
PAPER III – QUALITY MANAGEMENT IN HOSPITALS
*Q.P. Code : 435043***

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. How accreditation ensures quality of service in hospitals?
2. Enumerate salient features of ISO 9000 certification.

II. Write notes on:

(10 x 6 = 60)

1. What is Quality Function Deployment? What are its benefits?
2. Define Benchmarking. List various types of benchmarking.
3. What are the objectives of NABH accreditation? Enlist NABH standards.
4. Elaborate on process capability analysis tools.
5. Quality Management is unique in hospitals unlike other industries. Justify.
6. Differentiate between any two Quality Management Systems.
7. Write briefly on Root Cause Analysis.
8. Define Quality. What are its dimensions?
9. Define Total Quality Management. How six sigma is relevant to Total Quality Management?
10. Write notes on Five S (5'S) philosophy.

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 0522]

MAY 2022

Sub. Code: 5043

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
SECOND YEAR (Admitted in 2017-2018)
PAPER III – QUALITY MANAGEMENT IN HOSPITALS
Q.P. Code : 435043**

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Explain different Quality Assurance methods.
2. Hospitals serve multiple stakeholders per patient and function under the scanner of several watchdogs. Discuss your view point.

II. Write notes on:

(10 x 6 = 60)

1. What is Quality Function Deployment? What are its benefits?
2. Define Benchmarking. List various types of benchmarking.
3. What are the objectives of NABH accreditation? Enlist NABH standards.
4. Explain different stages of Environmental Management Standards.
5. Elaborate on process mapping tools.
6. Write briefly on Root Cause Analysis.
7. Define Quality. What are its dimensions?
8. Quality in hospitals is a team effort. Elaborate.
9. What is the scope of six sigma in hospitals?
10. What are the quality aspects of processes in hospitals?

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[AHS 1022]

OCTOBER 2022

Sub. Code: 5043

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
SECOND YEAR (Admitted in 2017-2018 & 2020-2021)
PAPER III & II - QUALITY MANAGEMENT IN HOSPITALS**

Q.P. Code : 435043

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Enumerate the process flow diagrams for distinct processes in service departments of hospital.
2. Discuss about JCI standards and its benefits. Mention any 5 JCI accredited hospitals in India.

II. Write notes on:

(10 x 6 = 60)

1. Discuss about quality variables and attributes.
2. Explain quality control in healthcare.
3. How will you apply pareto analysis and root cause analysis in hospitals?
4. Mention the steps in implementing TQM concepts in hospital departments.
5. "Higher quality comes from competition". – Discuss.
6. What are the elements of ISO 9000?
7. How 5's Techniques help the challenges in healthcare?
8. Discuss about process mapping tools in healthcare.
9. What are the steps involved in documentation procedure in NABH?
10. Distinguish between "Quality Management" and "Quality Assurance".

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[AHS 1023]

OCTOBER 2023

Sub. Code: 5043

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
SECOND YEAR (From 2020-2021 onwards)
PAPER II - QUALITY MANAGEMENT IN HOSPITALS**

Q.P. Code: 435043

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Write in detail about NABH standards and its benefits to hospital, employees and patient.
2. Enumerate the TQM principles and its applications in hospital departments.

II. Write notes on:

(10 x 6 = 60)

1. Discuss the various types and dimensions of quality.
2. Explain the process capability analysis tools in healthcare.
3. Describe the scope of Six Sigma in hospitals.
4. Explain the application of Business Process Re-engineering in healthcare.
5. Discuss PDCA cycle in hospital.
6. Define quality policy, mission and vision statement.
7. Write about benchmarking. List various types of benchmarking.
8. What are the stages of environmental management standards as per ISO?
9. What is Quality control?
10. "Higher quality comes from competition" – Discuss.

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 1025]

OCTOBER 2025

Sub. Code: 5043

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
SECOND YEAR (Candidates admitted in 2020-2021)
PAPER II - QUALITY MANAGEMENT IN HOSPITALS**

Q.P. Code: 435043

Time: Three hours

Answer ALL Questions

Maximum: 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. a) Discuss the various forms of defects that can occur in laboratory services.
b) Explain quality of design and quality of specification.
2. Explain the concepts of TQM and Six Sigma.

II. Write notes on:

(10 x 6 = 60)

1. Quality Policy.
2. Product testing and Prototype testing.
3. Quality in the areas of public service.
4. Business Process Reengineering.
5. Mission of Joint Commission International.
6. Key Performance Indicators in Hospitals.
7. Salient features of ISO 9000 certification.
8. Principles of Quality Assurance.
9. Concept of 5'S Technique.
10. Kaizen approach to quality.
