

[LN 1018]

OCTOBER 2018

Sub. Code: 5013

**MASTER OF HOSPITAL ADMINISTRATION EXAMS
(Regulations for the candidates admitted from 2016-2018)
SECOND YEAR
PAPER III – QUALITY MANAGEMENT IN HOSPITALS**

Q.P. Code : 435013

Time : Three hours

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Explain the NABH standards with example.
2. Explain the Accreditation norms in terms of hospital design, layout facilities and architecture.

II. Write notes on:

(10 x 6 = 60)

1. What are the various parameters to measure service quality?
2. Explain control units.
3. Quality is a new competitive weapon. Justify.
4. What is process mapping?
5. Explain Root Cause Analysis with an illustration.
6. Trace the evolution & characteristics of Quality.
7. What is failure testing?
8. Bring out the significance of Management Responsibility and quality policy.
9. What are the tools used for process capability analysis?
10. What are the benefits of NABH to patients and employees?
