

[LB 1012]

OCTOBER 2012

Sub. Code: 2029

**MBA HOSPITAL AND HEALTH SYSTEM
MANAGEMENT DEGREE EXAMINATION
SECOND YEAR
PAPER IX – QUALITY ASSURANCE AND
MANAGEMENT IN HEALTH CARE
Q.P. Code : 432029**

**Time : 3 hours
(180 Min)**

Maximum : 100 marks

Answer ALL questions in the same order.

I. Elaborate on :

**Pages Time Marks
(Max.)(Max.)(Max.)**

- | | | | |
|--|----|----|----|
| 1. What are fourteen steps in quality management as per eminent quality gurus? | 17 | 40 | 20 |
| 2. Discuss in detail the standard operating procedure (SOP) to be followed in a hospital pharmacy. | 17 | 40 | 20 |

II. Write Notes on:

- | | | | |
|--|---|----|---|
| 1. Enumerate the benefits of implementing ISO 9001 in a hospital. | 4 | 10 | 6 |
| 2. Explain the implementation procedure and benefits of “5 S”. | 4 | 10 | 6 |
| 3. Impact of Florence Nightingale’s quality improvement model for healthcare (1854) on current quality assurance systems in hospitals. | 4 | 10 | 6 |
| 4. Discuss in detail the concepts, implementation – methodology and benefits of the six sigma approach. | 4 | 10 | 6 |
| 5. Outline a strategy to approach quality and patient orientation for total patient satisfaction with reference to an outpatient clinic in a tertiary teaching hospital. | 4 | 10 | 6 |
| 6. Is a TQM program required for every hospital? Justify your response. | 4 | 10 | 6 |
| 7. Explain the role of hospital stores in quality assurance. | 4 | 10 | 6 |
| 8. Describe quality assurance with relevance to outpatients. | 4 | 10 | 6 |
| 9. What are the quality aspects in house keeping. | 4 | 10 | 6 |
| 10. How will you connect personnel and quality? Illustrate with suitable example. | 4 | 10 | 6 |

[LC 0413]

APRIL 2013

Sub. Code: 2029

**MBA HOSPITAL AND HEALTH SYSTEM
MANAGEMENT DEGREE EXAMINATION
SECOND YEAR**

**PAPER IX – QUALITY ASSURANCE AND
MANAGEMENT IN HEALTH CARE**

Q.P. Code : 432029

Time : 3 hours

Maximum : 100 marks

I. Elaborate on :

(2x20=40)

1. Explain how quality can be examined at three levels by an organization that is committed to quality
2. Explain Quality certification system in Hospital. Elucidate the various features of ISO 14000.

II. Write notes on :

(10x6=60)

1. Explain quality engineering
2. Discuss the comprehensive design program.
3. Describe the importance and impediments of reducing time for product quality.
4. “Prevention of defects is better than detection of defects” – Discuss.
5. Explain the elements of Total Quality Management (TQM).
6. Briefly illustrate how to construct a house of quality.
7. Draw a process flow chart of blood bank services in a hospital.
8. Explain the process of six sigma.
9. Explain the various benefits of joint commission international accreditation
10. Write short notes on:
 - a. PDCA cycle
 - b. Quality Audit
 - c. Quality Manual

[LD 1013]

OCTOBER 2013
MBA HOSPITAL AND HEALTH SYSTEM
MANAGEMENT DEGREE EXAMINATION
SECOND YEAR
PAPER IX – QUALITY ASSURANCE AND
MANAGEMENT IN HEALTH CARE
Q.P. Code : 432029

Sub. Code: 2029

Time : 3 hours

Maximum : 100 marks

I. Elaborate on :

(2x20=40)

1. Enumerate the 14 steps in quality improvement programme designed by Philip B. Crosby.
2. Explain Quality certification system in Hospital. Elucidate the various features of ISO 9001.

II. Write notes on :

(10x6=60)

1. Explain the various standard operating procedures in quality assurance methods.
2. Draw a process flow chart of nursing services in hospital.
3. Describe the types of quality.
4. Discuss the seven deadly sins of Edward Deming.
5. Explain the principles of Total Quality Management (TQM).
6. “Quality is a new competitive weapon”- Discuss.
7. Describe the various aspects of customer-driven quality.
8. Discuss the eight dimensions of service quality.
9. Explain the various principles of six sigma.
10. Write short notes on:
 - a. Control limits
 - b. Quality of conformance
 - c. Quality of performance

[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
