

Question Paper

Exam Date & Time: 30-Nov-2018 (02:00 PM - 03:30 PM)



MANIPAL ACADEMY OF HIGHER EDUCATION

THIRD SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - NOVEMBER 2018
SUBJECT: MHA 609 - QUALITY MANAGEMENT IN HEALTHCARE
(2017-2019 BATCH - REGULAR)
Friday, November 30, 2018 (14.00 - 15.30)

Answer all questions.

Budget time across questions accordingly.

Marks: 50

Duration: 90 mins.

Long Essay questions:

- 1) What is Quality of Health Services? Discuss the dimensions of quality in Healthcare. (10)
Discuss the evolution of the concept of quality.
- 2) Discuss Six Sigma and Lean in detail. (10)

3. Short Essay questions:

- 3A) ISO certification in hospitals. (5)
- 3B) Essentials of Hospital Antibiotic policy. (5)
- 3C) Discuss Statistical Process Control with examples from the hospital setting. (5)
- 3D) Mortality review. (5)
- 3E) Enumerate the JCI standards for accreditation of hospitals. (5)
- 3F) Discuss the NABH accreditation process for hospitals. (5)

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