

Question Paper

Exam Date & Time: 06-Dec-2019 (10:00 AM - 11:30 AM)



MANIPAL ACADEMY OF HIGHER EDUCATION

THIRD SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - DECEMBER 2019
SUBJECT: MHA 609 - QUALITY MANAGEMENT IN HEALTHCARE
(REGULAR & REPEATERS)

Friday, December 06, 2019 (10.00 - 11.30)

Answer all questions.

Budget time across questions accordingly.

Marks: 50

Duration: 90 mins.

Long Essay Questions:

- 1) Discuss Near Miss, Adverse and Sentinel events with examples. (10)
- 2) Discuss ISQUA and CRISIL. (10)

3) Short Essay Questions:

- 3A) Enumerate the NABH standards. (5)
- 3B) Lean six sigma (5)
- 3C) Commonly used criteria for evaluation of quality in a hospital. (5)
- 3D) Discuss the Check list as a tool of quality with an example from the hospital setting. (5)
- 3E) Contributions of Ernest Armory Codman and Florence Nightingale to the field of healthcare quality. (5)
- 3F) Quality circles (5)

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