

Question Paper

Exam Date & Time: 09-Feb-2019 (10:00 AM - 11:30 AM)



MANIPAL ACADEMY OF HIGHER EDUCATION

THIRD SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - FEBRUARY 2019
SUBJECT: MHA 609 - QUALITY MANAGEMENT IN HEALTHCARE
(2017-2019 BATCH - REPEATER)
Saturday, February 09, 2019 (10.00 - 11.30)

Answer ALL the questions.

Budget time across questions accordingly.

Marks: 50

Duration: 90 mins.

Long Essay questions:

- 1) Discuss the implementation of Quality Management program in a hospital. (10)
- 2) Discuss the ISO 9001:2000 standards. (10)

3. Short Essay questions:

- 3A) Discuss the NABH accreditation process for hospitals. (5)
- 3B) Discuss Statistical Process Control with examples from the hospital setting. (5)
- 3C) Discuss Pareto chart as a tool of quality with an example from the hospital setting. (5)
- 3D) Patient Satisfaction survey. (5)
- 3E) Contributions of Avedis Donabedian and Abraham Flexner to Quality in Healthcare. (5)
- 3F) Commonly used criteria for evaluation of quality in a hospital. (5)

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