

# Question Paper

Exam Date & Time: 11-Feb-2020 (10:00 AM - 11:30 AM)



## MANIPAL ACADEMY OF HIGHER EDUCATION

THIRD SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - FEBRUARY 2020  
SUBJECT: MHA 609 - QUALITY MANAGEMENT IN HEALTHCARE  
(REPEATER)

Answer all questions.  
Budget time across questions accordingly.

Marks: 50

Duration: 90 mins.

### Long essay questions:

- 1) Discuss JCI in detail. (10)
- 2) Discuss the basic tools of quality in detail. (10)

### 3. Short essay questions:

- 3A) Lean six sigma. (5)
- 3B) Near miss, Adverse and Sentinel events. (5)
- 3C) Enumerate the different kinds of Healthcare organisations that can go in for NABH accreditation in India. (5)
- 3D) Discuss the Check list as a tool of quality with an example from the hospital setting. (5)
- 3E) Hospital Antibiotic policy. (5)
- 3F) Patient satisfaction survey. (5)

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