

Question Paper

Exam Date & Time: 22-Jun-2022 (10:00 AM - 01:00 PM)



MANIPAL ACADEMY OF HIGHER EDUCATION

MASTERS IN HOSPITAL ADMINISTRATION DEGREE EXAMINATIONS - JUNE 2022
SUBJECT: MHA 562 - QUALITY MANAGEMENT IN HEALTHCARE
BLOCK - VI (REGULARS)

Marks: 60

Duration: 180 mins.

Answer all the questions.

Illustrate with diagrams, flowcharts wherever required.

1A) What is the weakest form of control? (1)

- [Pre-control](#)
- [Simultaneous control](#)
- [Post-control](#)
- [Duel control](#)

1B) Where was Total Quality Management first developed? (1)

- [USA](#)
- [UK](#)
- [Japan](#)
- [Korea](#)

1C) The process mapping is a _____ diagram. (1)

- [Data flow](#)
- [Work flow](#)
- [Circular](#)
- [Audit](#)

1D) The objective of ISO-9000 family of Quality management is: (1)

- [Customer satisfaction](#)
- [Employee satisfaction](#)
- [Skill enhancement](#)
- [Environmental issues](#)

1E) Which of the following is responsible for quality objective? (1)

- [Top level management](#)
- [Middle level management](#)
- [Frontline management](#)
- [All of the above](#)

1F) While setting Quality objective, _____ to be considered. (1)

- [Material quality](#)

[Customer need](#)

[Market](#)

[demand](#)

[All of the above](#)

1G) A "near miss" is defined as the probability of: (1)

[\(a\) No harm](#)

[\(b\) Harm](#)

[\(c\) Both \(a\) & \(b\)](#)

[\(d\) Neither](#)

1H) All the following are Patient's responsibilities, **EXCEPT**: (1)

[Providing information](#)

[Complying with instructions](#)

[Give different kind of care](#)

[Following hospital rules and regulations](#)

1I) ISQua stands for: (1)

[Indian Society for Quality in Health Care](#)

[Internal Standards for Quality in Healthcare](#)

[International Society for Quality in Health Care](#)

[International Standards for Quality in Healthcare](#)

1J) NABH 5th edition has _____ chapters. (1)

[10](#)

[08](#)

[06](#)

[05](#)

Answer all the questions.

Long Answer Questions:

2) Define the term 'Quality'. Discuss the steps in ISO certification implementation at an 800 bedded teaching hospital. (15)
(3+12 = 15 marks)

3) Define Patient Safety. Mention the international Patient Safety Goals and explain them in the light of hospitals & healthcare facilities. (15)
(3+6+6 = 15 marks)

4. Short Answer Questions:

4A) What is Hospital Associated Infection (HAI)? Explain the parameters involved in monitoring HAI. (5)

4B) What is PDCA cycle? Explain its use in bringing about improvement. (5)

4C) What is Six Sigma concept? How can it be applied to bring about improvement in processes? (5)

4D) Define the term 'Clinical Audit'. Describe the role and functions of Medical care review committee? (5)

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