

Question Paper

Exam Date & Time: 06-Jan-2021 (02:30 PM - 04:30 PM)



MANIPAL ACADEMY OF HIGHER EDUCATION

THIRD SEMESTER MASTER OF HOSPITAL ADMINISTRATION DEGREE EXMINATIONS-DECEMBER 2020 / JANUARY
2021

SUBJECT: MHA 609: QUALITY MANAGEMENT IN HEALTHCARE
(REGULARS)

Answer all the questions.
Budget time across questions accordingly

Marks: 50

Duration: 120 mins.

Long essay questions:

- 1) Discuss Mortality review in detail. (10)
- 2) Discuss Hospital Antibiotic Policy in detail. (10)

3. Short essay questions:

- 3A) Objectives and benefits of NABH accreditation. (5)
- 3B) Discuss Histogram as a tool of quality with an example from the hospital setting. (5)
- 3C) Six sigma hierarchy and training. (5)
- 3D) Near miss, Adverse and Sentinel events. (5)
- 3E) Basic tools of Quality. (5)
- 3F) Discuss Lean thinking with examples from the hospital setting. (5)

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