

# Question Paper

Exam Date & Time: 24-Mar-2021 (02:30 PM - 04:30 PM)



## MANIPAL ACADEMY OF HIGHER EDUCATION

THIRD SEMESTER MASTER OF HOSPITAL ADMINISTRATION DEGREE EXAMINATIONS - MARCH 2021  
SUBJECT: MHA 609: QUALITY MANAGEMENT IN HEALTHCARE  
(REPEATERS)

Answer all questions.

Budget time across questions accordingly.

Marks: 50

Duration: 120 mins.

### Long Essay questions:

- 1) Discuss the commonly used criteria for evaluation of quality in a hospital. (10)
- 2) Discuss NABH in detail. (10)

### 3. Short Essay questions:

- 3A) Discuss Ishikawa diagram with an example from the hospital setting. (5)
- 3B) Discuss Lean thinking with examples from the hospital setting. (5)
- 3C) Contributions of Ernest Armory Codman and Florence Nightingale to the field of healthcare quality. (5)
- 3D) Six sigma. (5)
- 3E) Mortality review. (5)
- 3F) JCI. (5)

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