

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 1023]

OCTOBER 2023

Sub. Code: 5043

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
SECOND YEAR (From 2020-2021 onwards)
PAPER II - QUALITY MANAGEMENT IN HOSPITALS**

Q.P. Code: 435043

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Write in detail about NABH standards and its benefits to hospital, employees and patient.
2. Enumerate the TQM principles and its applications in hospital departments.

II. Write notes on:

(10 x 6 = 60)

1. Discuss the various types and dimensions of quality.
2. Explain the process capability analysis tools in healthcare.
3. Describe the scope of Six Sigma in hospitals.
4. Explain the application of Business Process Re-engineering in healthcare.
5. Discuss PDCA cycle in hospital.
6. Define quality policy, mission and vision statement.
7. Write about benchmarking. List various types of benchmarking.
8. What are the stages of environmental management standards as per ISO?
9. What is Quality control?
10. "Higher quality comes from competition" – Discuss.
