

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

[AHS 0122]

**JANUARY 2022
(OCTOBER 2021 EXAM SESSION)**

Sub. Code: 5043

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
SECOND YEAR (Admitted in 2017-2018)
PAPER III – 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. How accreditation ensures quality of service in hospitals?
2. Enumerate salient features of ISO 9000 certification.

II. Write notes on:

(10 x 6 = 60)

1. What is Quality Function Deployment? What are its benefits?
2. Define Benchmarking. List various types of benchmarking.
3. What are the objectives of NABH accreditation? Enlist NABH standards.
4. Elaborate on process capability analysis tools.
5. Quality Management is unique in hospitals unlike other industries. Justify.
6. Differentiate between any two Quality Management Systems.
7. Write briefly on Root Cause Analysis.
8. Define Quality. What are its dimensions?
9. Define Total Quality Management. How six sigma is relevant to Total Quality Management?
10. Write notes on Five S (5'S) philosophy.
