

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

[AHS 0522]

MAY 2022

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. Explain different Quality Assurance methods.
2. Hospitals serve multiple stakeholders per patient and function under the scanner of several watchdogs. Discuss your view point.

**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. Explain different stages of Environmental Management Standards.
5. Elaborate on process mapping tools.
6. Write briefly on Root Cause Analysis.
7. Define Quality. What are its dimensions?
8. Quality in hospitals is a team effort. Elaborate.
9. What is the scope of six sigma in hospitals?
10. What are the quality aspects of processes in hospitals?

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