

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

[AHS 1022]

OCTOBER 2022

Sub. Code: 5043

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
SECOND YEAR (Admitted in 2017-2018 & 2020-2021)
PAPER III & 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. Enumerate the process flow diagrams for distinct processes in service departments of hospital.
2. Discuss about JCI standards and its benefits. Mention any 5 JCI accredited hospitals in India.

II. Write notes on:

(10 x 6 = 60)

1. Discuss about quality variables and attributes.
2. Explain quality control in healthcare.
3. How will you apply pareto analysis and root cause analysis in hospitals?
4. Mention the steps in implementing TQM concepts in hospital departments.
5. "Higher quality comes from competition". – Discuss.
6. What are the elements of ISO 9000?
7. How 5's Techniques help the challenges in healthcare?
8. Discuss about process mapping tools in healthcare.
9. What are the steps involved in documentation procedure in NABH?
10. Distinguish between "Quality Management" and "Quality Assurance".
