

Total page: 1

PG (NEW) CBCS
PG Semester-II Examination, 2020
MHA
PAPER: MHA-204
(Quality Management in Hospital)

Full Marks: 20

Time: 1 Hours

Answer any one Question from the followings:

20X1=20

- 1) Define National Accreditation Board for Hospitals & Healthcare Providers (NABH). Discuss the accreditation process of a hospital.
- 2) What is quality management? Discuss briefly the various dimensions used in assessing Total Quality Management (TQM) in hospital.
- 3) What do you mean by Kaizen? Discuss briefly the Kaizen principles in respect to hospital.
- 4) Discuss the various approaches which are used by the hospitals to measure their service quality.
