

PG
M.H.A. Semester-II Examination, 2022
MASTER IN HOSPITAL ADMINISTRATION
PAPER: MHA 204
(QUALITY MANAGEMENT IN HOSPITAL)



Full Marks: 40

Time: 2 Hours

GROUP-A

Answer any four questions of the following:

4×5=20

1. Define Quality. Write down the various dimensions of quality. 1+4
2. Define the concept of PDCA cycle.
3. Write a short note on 'Kaizen'.
4. What is hospital accreditation? What are the benefits of accreditation? 2+3
5. In which areas six sigma can be implemented in health care industry?
6. Mention the benefits of TQM in a hospital.

GROUP-B

Answer any two questions of the following:

2×10=20

1. What do you mean by benchmarking? State its purpose in healthcare industry. 2+8
2. How can NABH improve the overall quality performance of a Health care provider?
3. Define Juran's "Quality Trilogy". What are the strengths and weakness of his concept? 2+8
