

MASTER OF HOSPITAL ADMINISTRATION
THIRD SEMESTER
QUALITY MANAGEMENT & HOSPITAL ACCREDITATION SYSTEM
MHA – 304

**SET
A**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

(Objective)

Marks: 20

Choose the correct answer from the following:

1 × 20 = 20

- Quality decreases:
 - Price of the services
 - Customer dissatisfaction
 - Accountability
 - Financial Investment
- Quality means:
 - Good product
 - High Quality product
 - Product with all non- measurable attributes
 - Product with well-defined specification at a reasonable price
- Doing the right thing the right way the
 - First time
 - Last time
 - Both
 - None of the above
- Measurable attributes of Quality is:
 - Composition
 - Taste
 - Appearance
 - Services
- Management means:
 - Getting the work done
 - Making the product available for the client
 - Managing people
 - All of the above
- NABH stands for:
 - National Accreditation Board for Hospitals
 - National Accreditation Board for Hospitals and Healthcare Providers
 - National Accreditation Board for Healthcare Providers
 - National Accreditation Board for Healthcare
- Quality indicators helps in:
 - Improving the operations flow
 - Finding flaws in the service provided
 - Improving patient safety
 - All of the Above
- Which of the below mentioned is a dimension of Quality?
 - Customer Appeal
 - Durability
 - Security
 - All of the above

9. Who is known as the father of Japanese Quality Revolution?
 - a. Edward Deming
 - b. Philip Crosby
 - c. Joseph Juran
 - d. Ishikawa
10. PDCA stands for:
 - a. Plan, Design, Correct, Apply
 - b. Plan, Do, Check, Act
 - c. Plan, Develop, Choose, Act
 - d. Plan, Develop, Check, Act
11. Which of the following statement is true?
 - a. A problem is a gap between the actual state of affairs and goals or way things should be
 - b. A problem is an absolute truth
 - c. A problem is considered to exist only when it affects a larger population
 - d. An organization can reach a state of zero defect with the service delivery
12. Which one of the following is not a challenge for CQI?
 - a. Higher customer expectation
 - b. Genetic product
 - c. Decreased competition
 - d. Shorter product cycle
13. Statistical Process Control is highly recommended and extensively used by:
 - a. Edward Deming
 - b. Philip Crosby
 - c. Tuguchi
 - d. Feigenbaum
14. Which one of the following is known as the cause and effect diagram?
 - a. Fish-bone diagram
 - b. Histogram
 - c. Flow chart
 - d. Gantt Chart
15. JIDOKA means:
 - a. Stop and respond to any abnormality
 - b. Fix and correct the immediate condition
 - c. Investigate the root cause and solve it
 - d. All of the above
16. Andon means:
 - a. Visual indication of the trouble
 - b. Verbal indication of the trouble
 - c. Both of the above
 - d. None of the above
17. Just in time is used for:
 - a. Zero Inventory
 - b. Non-stock
 - c. Waste reduction
 - d. All of the above
18. Six sigma means:
 - a. One that 3.4 defective parts per million
 - b. One that produces 4.5 sigmas
 - c. Both the above
 - d. None of the above

19. Which of the following is a type of waste? -
- a. Doing more work than necessary
 - b. Waiting time
 - c. Servicing earlier than the due date
 - d. All of the above
20. Lean Organisation uses:
- a. More capital investment
 - b. More space
 - c. Optimize human resource
 - d. All of the above

(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

[Answer question no.1 & any four (4) from the rest]

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| 1. Explain the impact of Quality management in a hospital setting and how it can create loyal customers. | 10 |
| 2. What is PDCA cycle? Explain in details with example. _ | 10 |
| 3. What is Total Quality Management? Explain how this concept can be applied to improve revenue and achieve delighted customers. | 10 |
| 4. Explain the concept of Continuous Quality Improvement along with its challenges. | 10 |
| 5. Define Six Sigma. Explain the methodologies of Six Sigma. | 10 |
| 6. Define Quality. List down the fourteen quality points for quality management given by Edward Deming. | 10 |
| 7. What is NABH? Discuss in details the structure and the various patient oriented chapters as per the NABH guidelines. | 10 |
| 8. What is patient Safety? Explain the different types of patient safety protocol in a hospital setting. | 10 |

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