

ADMISSION NUMBER											

School of Business

Integrated Bachelor of Business Administration - Master of Business Administration
Semester End Examination - Nov 2023

Duration : 180 Minutes
Max Marks : 100

Sem IX - MBHC6002 - Quality in Healthcare

General Instructions

Answer to the specific question asked

Draw neat, labelled diagrams wherever necessary

Approved data hand books are allowed subject to verification by the Invigilator

- 1) Define the term Quality and its need with a Suitable examples K1 (2)
- 2) Outline the importance of clinical audit for Quality of care. K2 (4)
- 3) Outline the use and benefits of computers in a medical audit process K2 (6)
- 4) Identify the importance & benefits Of NABH in Hospital Sector K3 (9)
- 5) Identify some of the key accreditation standards and criteria used by accreditation bodies in India to assess healthcare facilities? K3 (9)

- 6) Recommend the rights and responsibilities of patients . K5 (10)
- 7) Discover the Concept & Policy Of NABH. K4 (12)
- 8) Decide an example of how a Cause and Effect Diagram is applied in Indian hospitals to address a common healthcare challenge and what are the main categories or "bones" typically used in Cause and Effect Diagrams for healthcare issues in Indian hospitals? K5 (15)
- 9) Design how can Indian hospitals involve frontline healthcare workers in creating Cause and Effect Diagrams for problem-solving and What are the key benefits of using Cause and Effect Diagrams in hospitals in India for problem-solving and quality improvement? K5 (15)
- 10) Choose the core services provided by Indian hospitals, and how have they evolved over the years and how can Indian hospitals ensure service excellence in patient care while managing high patient volumes and limited resources. K6 (18)