

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MSc DEGREE EXAMINATION MAY 2024
(Fourth Semester)

Branch - HOSPITAL ADMINISTRATION

QUALITY MANAGEMENT AND ACCREDITATION

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 In TQM Quality represent _____.
(i) Made up of the whole (ii) Degree of excellence
(iii) Art (iv) Manner of handling
- 2 The P-D-C-A stands for
(i) Plan-Do-Check-Act (ii) Plan-Do-correct-Act
(iii) Proceed-Do-Check-Act (iv) Proceed-Do-Correct-Act
- 3 _____ is a systematic method by which organizations can measure themselves against the best industry practices.
(i) Kaize (ii) Six sigma
(iii) JIT (iv) Bench marking
- 4 EMS stands for
(i) Environmental management system (ii) Employees management system
(iii) Engineering management system (iv) Equipment management system
- 5 NABH stands for
(i) National Accreditation Board for Hospitals and Healthcare providers
(ii) National Accreditation Board for Hospitals
(iii) National Accreditation Board for Health
(iv) National Accreditation Board for Health and Hospital care providers

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a Explain the value concept of Quality.
OR
b Analyze the Dimensions of Quality.
- 7 a List the objectives of Quality Management.
OR
b Enumerate a note on hospital stores.
- 8 a Interpret the principles of TQM.
OR
b Infer a note on importance of quality improvement Teams.
- 9 a Interpret a short note on quality control tools.
OR
b Explain the role of Information technology in Healthcare Quality Assessment.
- 10 a Enumerate the importance of SOP's.
OR
b Infer a note on NABL.

Cont...

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11 a Explain Quality and quality charecteristics.

OR

b Enumerate a note on cost of conformance and non – conformance to quality.

12 a Analyze the function of Pharmacy.

OR

b Explain the quality aspect of blood bank procedure.

13 a Enumerate a note on Six sigma and explain its procedure.

OR

b Explain the principles of TQM.

14 a Interpret and explain patient centric Hospital.

OR

b Infer in your own words the importance of green and clean hospital .

15 a Explain the patient center standard of NABH.

OR

b Interpret the stages of Environmental Management standards.

Z-Z-Z

END