

**School of Business**

**Integrated Bachelor of Business Administration - Master of Business Administration  
Semester End Examination - Jul 2024**

**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*

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|-----|---|--------|
| 1)  | How does a hospital's quality policy demonstrate its commitment to patients in India  | K1(2)  |
| 2)  | Interpret the difference between Quality Vs Productivity  | K2(4)  |
| 3)  | Interpret the term Bench Marking and elaborate process of benchmarking.   | K2(6)  |
| 4)  | Plan the role of staff training in improving patient service in Indian hospitals and How do Indian hospitals handle complaints and feedback from patients regarding service   | K3(9)  |
| 5)  | Identify the importance & benefits Of NABH in Hospital Sector   | K3(9)  |
| 6)  | Appraise the importance of effective communication , problem solving , time management in a corporate hospital  | K5(10) |
| 7)  | Inspect how can hospitals use control charts as part of SPC to monitor and improve healthcare processes and what are some key performance indicators (KPIs) that hospitals commonly monitor using SPC techniques?   | K4(12) |
| 8)  | Criticize the role of data in the creation and analysis of Cause and Effect Diagrams in Indian hospitals and how can Indian hospitals ensure that the use of Cause and Effect Diagrams aligns with their quality improvement goals and regulatory requirements. | K5(15) |
| 9)  | Explain Quality council of India and its various members and its apex bodies. Describe various challenges in practicing quality.  | K5(15) |
| 10) | Discuss the quality policies of any three hospitals across India  | K6(18) |