

**M.H.A. SEM-III (2012 COURSE) (CHOICE BASED CREDIT  
SYSTEMS) : WINTER - 2017  
SUBJECT : QUALITY ASSURANCE IN HEALTH – I**

Day : **Saturday**  
Date : **25/11/2017**

**W-2017-1040**

Time : **02.00 PM TO 05.00 PM**  
Max. Marks : 60

**N.B.**

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in **SEPARATE** answer book.
- 4) Draw neat and labelled diagrams wherever necessary.

**SECTION – I**

- Q.1** Solve any **TWO** of the following: **(14)**
- a) What is the concept of quality in Health Care? Explain.
  - b) Describe the dimensions of quality according to Institute of Medicine (IOM).
  - c) What is Clinical Audit? Explain in detail.

- Q.2** Write short notes on any **FOUR** of the following: **(16)**
- a) TQM
  - b) Clinical pathway
  - c) Juran's Quality Trilogy
  - d) Process mapping
  - e) JCI

**SECTION – II**

- Q.3** Solve any **TWO** of the following: **(14)**
- a) What do you mean by structure, process and outcome in health care? Explain the structure process and outcome for Radio Imaging service department.
  - b) What is NABH? Discuss in detail advantages of NABH accreditation.
  - c) Define quality control and quality assurance. Discuss in detail with an example.

- Q.4** Write short notes on any **FOUR** of the following: **(16)**
- a) Pareto's analysis
  - b) Flow chart
  - c) Fish bone diagram
  - d) Halo effect
  - e) IPHS

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