

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.

Marks: 20

(Objective)

Choose the correct answer from the following:

1 × 20 = 20

1. NABH is mainly for.....
 - a. Hospital
 - b. Pharmacy
 - c. Laboratory
 - d. Blood Bank
2. Current CEO of NABH is.....
 - a. Dr. Atul Mohan Kocchar
 - b. Dr. Punam Bajaj
 - c. Ms. Deepti Mohan
 - d. Mr. Rizwan Koita
3. NABH is under.....
 - a. QCI
 - b. MCI
 - c. NMC
 - d. DME
4. Office of NABH is located at.....
 - a. Delhi
 - b. Mumbai
 - c. Ahmedabad
 - d. Hyderabad
5. NABH certification and accreditation is based on.....
 - a. Quality
 - b. Demand
 - c. Supply
 - d. Productivity
6. For a laboratory certification is required from.....
 - a. DME
 - b. NABL
 - c. Fire Department
 - d. Pollution Department
7. Quality in Healthcare is a level of.....
 - a. Experience
 - b. Standard
 - c. Turnover
 - d. Patient footfall
8. Avoiding waste of resources is.....
 - a. Equity
 - b. Efficiency
 - c. Safety
 - d. Effectiveness
9. Ensuring safety during treatment is.....
 - a. Effectiveness
 - b. Patient Centeredness
 - c. Equity
 - d. Efficacy

10. High quality of care is the benefit for.....
 - a. Staff
 - b. Patients
 - c. Hospital
 - d. Community
11. Key activities of NABH is.....
 - a. Accreditation
 - b. Certification
 - c. Both
 - d. None
12. Education and Training of the staff is required to enhance the.....
 - a. Productivity
 - b. Popularity
 - c. Quality
 - d. All the above
13. NABH is internationally recognized by.....
 - a. UNICEF
 - b. WHO
 - c. ISQua
 - d. UNO
14. Government Scheme is supported by.....
 - a. NQAS
 - b. Ministry
 - c. NABH
 - d. None of these
15. NABL gives accreditation to laboratories for.....
 - a. Testing
 - b. Calibration
 - c. Both
 - d. None
16. Staff development is a benefit for.....
 - a. Staff
 - b. Patients
 - c. Community
 - d. Healthcare Organisations
17. Maintenance of quality in healthcare includes.....
 - a. Root cause analyzing
 - b. Proper Documentation
 - c. Incident reporting
 - d. All the above
18. The process of creating a system to prevent errors is.....
 - a. Documentation
 - b. Reporting
 - c. Quality Control
 - d. Quality Assurance
19. Enhanced public health is the benefit for.....
 - a. Hospital
 - b. Staff
 - c. Patients
 - d. Community
20. Factors influencing quality are.....
 - a. Patient factors
 - b. Organizational factors
 - c. Clinical factors
 - d. All the above

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(Descriptive)

Time : 2 Hr. 30 Mins.

Marks : 50

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

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| 1. Highlight the concept of NABH covering all the major points. | 10 |
| 2. Explain the concept of Quality including components and factors. | 10 |
| 3. Mention the benefits of accreditation for patients and staff. | 10 |
| 4. Mention the benefits of accreditation for Healthcare Organization and Community. | 10 |
| 5. What is NABL? Mention all the major points. | 10 |
| 6. How can we measure the quality improvement? Explain in details. | 10 |
| 7. What are the 7 indicators and 6 areas of Healthcare Quality? | 10 |
| 8. Mention the measures to enhance the Patient Safety in hospitals. | 10 |

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