



**SURESH  
GYAN VIHAR**  
UNIVERSITY  
Accredited by NAAC with 'A' Grade

**INTERNAL ASSIGNMENT - 1**

<b>Course</b>	<b>MBA</b>	<b>Hospital Services Quality Management</b>
<b>Semester</b>	<b>3</b>	
<b>Total Marks:</b>	<b>15</b>	

**Q.1. Write answers for any two questions from below. (5 marks each – Word limit – 500)**

- A.** Explain various quality accreditation programs for hospitals.
- B.** What are the five key concepts of Total Quality Management?
- C.** Nursing in particular have well-documented issues pertaining to workload stress and burn out. Justify the statement.

**Q.2. Write short notes on all of the following topics (1 mark each - Word limit - 100)**

- A.** Explain internal audits.
- B.** Define Health care.
- C.** Explain Continuation process.
- D.** Define Short term gains.
- E.** What is QI?



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**INTERNAL ASSIGNMENT - 2**

<b>Course</b>	<b>MBA</b>	<b>Hospital Services Quality Management</b>
<b>Semester</b>	<b>3</b>	
<b>Total Marks:</b>	<b>15</b>	

**Q.1. Write answers for any two questions from below. (5 marks each – Word limit – 500)**

- A.** Quality assurance, Quality control and Total quality management are same? Justify
- B.** Quality is the responsibility of one person or group with in Hospital/Company. Explain this.
- C.** Quality is costly-comment about this misconception.

**Q.2. Write short notes on all of the following topics (1 mark each - Word limit - 100)**

- A.** Real-time
- B.** Define risk management.
- C.** What is total quality management?
- D.** What is professional commitment?
- E.** Explain the term Equitability.