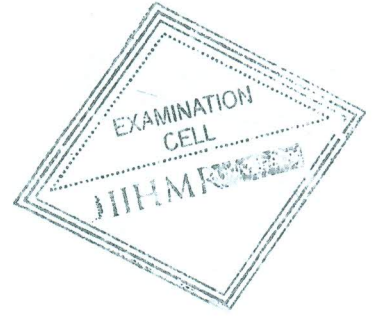


LIHMR UNIVERSITY
Institute of Health Management Research
MBA Hospital and Health Management
Batch-22 (2017-2019)
Hospital Management
Quality Management and Patients' Safety
Term Examination



Time - 3 Hour

MM-50

The question paper contains One printed page.

Answer all the Questions. Marks of each Question are shown separately.

1. Enumerate the perspectives of quality with reference to Users, Providers and Managers of health care. [6]
2. What is Total Quality Management (TQM)? How does the approach differ from the approaches of quality improvement? Briefly explain the focus area of TQM. [6]
3. What is Cost of Quality? Explain this with examples of cost of prevention. [6]
4. Write down the different methods of Quality Assessment? Describe Situation Analysis Approach for Quality Assessment. [6]
5. What do you mean by Cause Effect Diagram? Explain in detail the purpose of Cause Effect Diagram by giving appropriate example. [6]
6. What is the purpose of Quality Assurance Cycle? Explain with the help of example. [6]
7. Illustrate the Benefits of Accreditation to the healthcare organization by giving suitable examples. [6]
8. Write notes on any two of the following [8]
 - a. Regulation Vs Accreditation
 - b. Structure of NABH
 - c. NABH Patient-Centered Standards