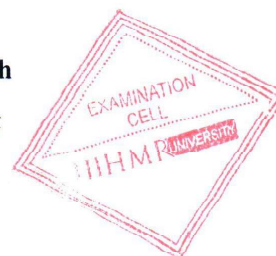


LIHMR UNIVERSITY
Institute of Health Management Research
MBA Hospital and Health Management
Batch-23 (2018-2020)
Health Management



Quality Management and Patients' Safety

Term Examination
January 2020

Time - 3 Hour

MM-70

The question paper contains 1 printed page.

	Marks
Q. 1. Define Quality and enumerate Quality perspectives, while applying it to Users, Providers and Managers of health care. How do these contribute to patient's satisfaction?	12
Q. 2. The quality of services offered by a healthcare organization considerably depends on the constitution of right team. In the light of this statement focus on the instrumentality of a team in improving the quality of healthcare services.	12
Q.3. Describe the detailed assessment parameters of Intensive Care Unit on which gap analysis can be performed.	12
Q.4. Define and discuss need of Standard. Explain with Example How Standards are Developed	12
Q.5. Discuss in detail	12
a. All IPGs with at least one example each.	
b. What do you mean by Quality Circle	10
Q.6. Write short note on	
a. The process map for hospital registration	
b. Nine patient safety solutions by WHO	