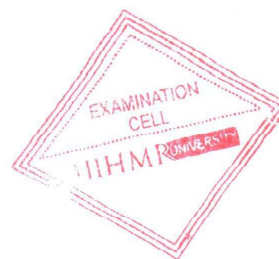


**LIHMR UNIVERSITY**  
**Institute of Health Management Research**  
**MBA Hospital and Health Management**  
**Batch-23 (2018-2020)**  
**Hospital Management**



**Quality Management and Patients' Safety**

**Term Examination**  
**January 2020**

**Time - 3 Hour**

**MM-70**

The question paper contains 1 printed page.

- |                                                                                                                                                                                                                                                          | Marks |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| <b>Q. 1.</b> 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    |
| <b>Q. 2.</b> 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    |
| <b>Q.3.</b> Describe the detailed assessment parameters of Intensive Care Unit on which gap analysis can be performed.                                                                                                                                   | 12    |
| <b>Q.4.</b> Define and discuss need of Standard. Explain with Example How Standards are Developed                                                                                                                                                        | 12    |
| <b>Q.5.</b> Discuss in detail                                                                                                                                                                                                                            | 12    |
| a. All IPSGs with at least one example each.                                                                                                                                                                                                             |       |
| b. What do you mean by Quality Circle                                                                                                                                                                                                                    |       |
| <b>Q.6.</b> Write short note on                                                                                                                                                                                                                          | 10    |
| a. The process map for hospital registration                                                                                                                                                                                                             |       |
| b. Nine patient safety solutions by WHO                                                                                                                                                                                                                  |       |