



Institute of Health Management Research

MBA Hospital and Health Management

Batch-26th (2021-2023)

Hospital Management

Second Year, Term 5 End Term Examination, November 2022

HOM-712 Quality Management and Patients' Safety

Time - 3 Hour

MM-50

This question paper contains 1 printed page.

- Q1. The quality of services offered by a hospital considerably depends on the constitution of the right team. In light of this statement focus on the instrumentality of a team in improving the quality of healthcare. (10)
- Q2. Define the concept of quality. Do you find the PDCA a unique tool to achieve quality in the totality your argument? (10)
- Q3. Write down the different methods of Quality Assessment? Describe Mystery Client Studies for Quality Assessment. (09)
- Q4. What do you mean by Cause Effect Diagram? Explain in detail the purpose of Cause Effect Diagram by giving appropriate example. (09)
- Q5. Write notes on **any three** of the following (4x3=12)
- a. Regulation Vs Accreditation
 - b. Purpose of Quality Assurance Cycle
 - c. NABH Accreditation and Surveillance Assessment
 - d. What is Cost of Appraisal.