



Institute of Health Management Research

MBA Hospital and Health Management

Batch-27th (2022-2024) Health Management

Second Year, Term 5 End Term Examination, December 2023

HEM-712 Quality Management and Patients' Safety

Time - 3 Hour

Maximum Marks: 50 (Minimum Marks: 20)

Instructions to students:

- This question paper contains 2 printed pages.
- Don't write anything on the Question Paper except writing your Enrolment No.

Part A

(Maximum Marks: 5)

Q1. Choose the most appropriate option for each of the following (1 mark each):

- (a). Extent to which a service achieves its intended outcomes in a real world environment is known as:
 - (i). Efficiency.
 - (ii). Effectiveness.
 - (iii). Efficacy.
 - (iv). Equity.
- (b). All of the following statements about variation in quality management methods are true EXCEPT:
 - (i). Special cause variation is best addressed at the specific source.
 - (ii). Special cause variation is typically random in nature.
 - (iii). Common cause variation is also known as (internal variation).
 - (iv). Common cause variation is inherent to any given process.
- (c). While setting Quality objectives, which of the following should be considered:
 - (i). Customer need
 - (ii). Organizational need
 - (iii). Supplier need
 - (iv). Worker need
- (d). Total Quality Management (TQM) focuses on
 - (i). Employee
 - (ii). Customer
 - (iii). Productivity
 - (iv). All Above
- (e). Which of the following best quality tool (s) to prioritize the quality issue is
 - (i). Pareto Chart
 - (ii). Ishikawa diagram
 - (iii). Process Mapping
 - (iv). All of the above

Part B

(Maximum Marks: 15)

Answer the following questions:

- Q2.** Discuss NQAS Area of Concern - Patient Rights & Standards. (5)
- Q3.** What are the various methods of quality assessment. (5)
- Q4.** Discuss NQAS Requirements for Pro Public Health Quality Model. (5)

Part C

(Maximum Marks: 30)

Answer the following questions, in detail:

- Q5.** 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. (10)
- Q6.** What do you mean by Flow process chart? Explain in detail the purpose of Flow process chart by giving appropriate example. (10)
- Q7.** Define and discuss need of Standard. Explain with Example. How Standards are Developed. (10)