



Institute of Health Management Research

MBA Hospital and Health Management

Batch-27th (2022-2024) Hospital Management

Second Year, Term 5 End Term Examination, December 2023

HOM -712 Quality Management and Patients' Safety

Time - 3 Hour

Maximum Marks: 50 (Minimum Marks: 20)

Instructions to students:

- This question paper contains 1 printed page.
- Don't write anything on the Question Paper except writing your Enrolment No.

Part A

(Maximum Marks: 5)

Q1.State True / False for the following statements (each carries 1 mark):

- The main purpose of quality assessment and measurement is to identify the gaps between desired levels of expectations and actual services provided.
- Situation Analysis is an approach that looks at service delivery points in a defined geographic area for availability, activities/process for service delivery.
- Root cause analysis is done using GANTT Chart.
- Mystery Client Studies are used to observe the process of delivery of services.
- Pareto Principle says that there are many causes of most of the quality problems.

Part B

(Maximum Marks: 15)

Answer the following questions:

- Q2. Explain perception of 'Quality' of Healthcare Services of patients. (5)
- Q3. Describe the process map for hospital registration. (5)
- Q4. Write short notes on the following: (5)
 - NABH Management -Centered Standards
 - NABH 5th edition - Objective Elements and classification

Part C

(Maximum Marks: 30)

Answer the following questions, in detail:

- Q5. A majority of hospitals in the Indian perspective have been facing the quality problem. As healthcare professionals focus on the instrumentality of CQI Approach for improving healthcare Organizations. (10)
- Q6. Do you find low-cost technology essential for making the hospital and healthcare services available, accessible and affordable? justify your opinion. (10)
- Q7. Out of all the dimensions of quality transformation, we find the quality of medical, administrative personnel occupying a place of outstanding significance. Do you agree with this view? Justify your arguments as hospital manager. (10)