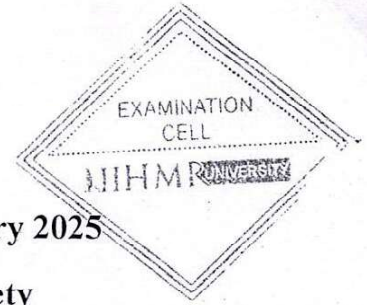


Institute of Health Management Research
MBA Hospital and Health Management
Batch-28th (2023-2025) Health Management
Second Year, Term 5 End Term Examination, February 2025

**HEM-712 Quality Management and Patients' Safety****Time - 3 Hours****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)****Q 1. Choose the correct option for the following MCQs (1 mark each)**

- a) A tool that analyzes the Input to a process to identify the causes of errors is called:
- Cause and effect diagram
 - Scatter diagram
 - Ishikawa diagram
 - Pareto diagram
- b) All of the following are key aspects of quality EXCEPT:
- It depends upon customer perceptions.
 - It does not change with time.
 - It considers customers' needs.
 - It promotes high levels of precision
- c) The sequential and continual nature of the continuous improvement process is illustrated by the PDCA cycle. PDCA stands for:
- Plan-do-check-act.
 - Produce-design-catalogue-assess.
 - Plan-development-check—align.
 - Produce-deliver-check-assure
- d) While you estimate the cost of quality, the following items (s) are included:
- Cost of all work to build a product or service that conforms to the requirements
 - Training programs
 - Cost of all work resulting from nonconformance to the requirements
 - Both 1 and 2
- e) Limitations of Mystery Client Studies
- Problems of recall for the details
 - Client is unable to correctly judge technical competence
 - Bias of client's views
 - All
 - None

Part B

(Maximum Marks: 15)

Answer the following questions (5 mark each)

- Q 2. What contributions has Deming made in the field of quality?
- Q 3. Write a short note on Mystery Client Method for assessing healthcare organization
- Q 4. What is the Difference Between Regulation and Accreditation?

Part C

(Maximum Marks: 30)

Answer the following questions in detail (10 mark each)

- Q 5. What is a Pareto diagram? Please explain in detail the purpose of the Pareto diagram by providing a relevant example.
- Q 6. How do you define quality in healthcare, and how can a healthcare manager enhance patient satisfaction through effective management by implementing NQAS? Please provide a relevant example of an area of concern.
- Q 7. Identify and discuss the various perspectives on quality from the viewpoints of Users, Providers, and Managers in the healthcare system.

