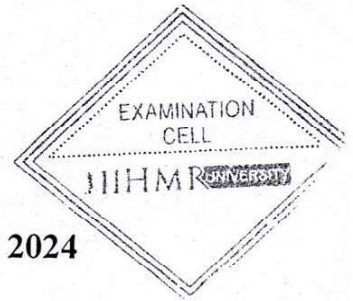


Institute of Health Management Research**MBA Hospital and Health Management****Batch-28th (2023-2025) Hospital Management****Second Year, Term 4 End Term Examination, November 2024****HOM-712 Quality Management and Patients' Safety****Time - 3 Hour****Maximum Marks: 50 (Minimum Marks: 20)**

Instructions to students:

- This question paper contains 3 printed pages.
- Don't write anything on the Question Paper except your Enrolment No.

Part A**(Maximum Marks: 5)****Q1. Choose the most appropriate option for each of the following (1 mark each):**

- (a). Cause & Effect diagram is used to
- (i) Identify and organize possible causes of problem
 - (ii) Identify possible solutions
 - (iii) Identify possible causes of the problem and their relationship
 - (iv) Monitoring the causes
- (b). Which among the following is the main approach to quality assessment?
- (i) Situation Analysis
 - (ii) Mystery Client Studies
 - (iii) Focus Group Discussion
 - (iv) All of above
- (c). The sequential and continual nature of the continuous improvement process is illustrated by the PDCA cycle. PDCA stands for:
- (i) Plan-development-check—align.
 - (ii) Plan-do-check-act.
 - (iii) Produce-design-catalogue-assess.
 - (iv) Plan-do-check-assure.
- (d). All of the following are key aspects of quality EXCEPT:
- (i) It depends upon customer perceptions.
 - (ii) It does not change with time.
 - (iii) It considers customers' needs.
 - (iv) It promotes high levels of precision
- (e). Which one is not true for Team Building?
- (i) People cannot be forced into changes.
 - (ii) People cannot be forced into pretending to change.
 - (iii) People can be forced into openness and honesty.
 - (iv) Remember team building can precipitate others problems, since others group often start feeling insecure

Part B

(Maximum Marks: 15)

Answer the following questions (5 mark each).

- Q2.** What is Total Quality Management? Discuss the key focus areas of TQM
- Q3.** What are the different methods for assessing quality? Explain the Situation Analysis approach.
- Q4.** How can quality assurance practices help reduce waiting times in an outpatient department (OPD)? Discuss the key measures.

Part C

(Maximum Marks: 30)

Answer the following questions in detail (10 mark each).

- Q5.** There are some important services and vulnerable areas where a quality manager in a hospital is supposed to show world-class excellence. In light of this statement focus on in-patient and emergency services.
- Q6.** What do you mean by a cause-and-effect diagram? Explain in detail the purpose of the cause-and-effect diagram by providing an appropriate example.
- Q7.** Identify the thrust area in quality assurance (QA) on which a hospital manager needs priority attention to improve the level of efficiency of the hospital

