

**International Institute of Health Management Research (IIHMR)**  
**NEW DELHI**  
**Batch- 2018-20**  
**Term Exam**

**Time – 3 Hrs**

**Total marks: 70**

**Quality Management and Patient Safety**

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**I. Read the case study carefully and answer the stated questions using quality concepts .**

**(30 marks)**

**Consider the following scenarios and answer accordingly**

**(2 X20=40 marks)**

- II.** In a corporate hospital OPD with a footfall of 3500 patients per month, there were problems with patient care and management. Patients had to wait a long time to get appointments and they waited a long time in the waiting room. Many a time, they abandoned calls for appointments since they were kept in waiting. Doctors were not always regular with their timings. Office staff were observed being rude to patients and to each other. In some cases, patients had to wait too long for a doctor to call back with lab results or get an appointment write a prescription. Some patients complained that, when they needed a formal referral to a doctor outside the specialty practice, they had to wait too long. The consultant also observed that the specialty practice was not structured properly—it did not have the support staff it needed to run a large, busy, and complicated specialty OPD practice whose patients can be very ill too.

As the newly appointed Quality Manager taking stock, you see that at least 42 % patients had one complaint or another. To make matters worse, there was an incident of assault on a staff member by a patient attendant. With the support of management, you decide to launch efforts for a “100% satisfied OPD patients” initiative.

Outline and explain your further activities.

**III. You are on NQAS LAQSHYA assessment in a block level hospital.**

During the assessment, you find out that ceasarian sections (CS) are done during the day, usually upto 6 pm, in case needed. Elective CS is done but very rarely emergency CS is done; patients are usually referred to district hospital in the night. Any emergency case is referred after stabilization. There is an observation room for mothers who needed intensive care, those requiring more specialized care are immediately referred. No family planning material is available in the hospital for the last 2 months. A paediatrician is in place who attends every delivery and resuscitates the newborn. You also find out that lab facilities for Haemoglobin measurement are available but no material is available for blood grouping and Rh testing.

1. What would be your assessment methods for the information provided ? Will you interview patients and attendants too ? Why?
2. Please score using the checklist provided

Roll No .....

CHECKLIST FOR OPERATION THEATRE			
AREA OF CONCERN A – SERVICE PROVISION			
<b>Standard A1</b>	<b>The facility provides curative services</b>		
<b>Measurable element</b>	<b>ME statement</b>	<b>Check point</b>	<b>Score</b>
<b>ME A1.14</b>	Services are available for the time period as mandated	OT Services are available 24X7	
<b>ME A1.16</b>	The facility provides Accident & Emergency Services	Availability of Emergency OT services as & when required	
<b>ME A1.17</b>	The facility provides Intensive care Services	Availability of Maternity HDU/ICU services in the facility	
<b>Standard A2</b>	<b>The facility provides RMNCHA services</b>		
<b>ME A2.1</b>	The facility provides Reproductive health Services	Availability of Post partum sterilization services	
<b>ME A2.2</b>	The facility provides Maternal health Services	Availability of Elective C-section services	
		Availability of Emergency C-section services	
		Management of MTP	
<b>ME A2.3</b>	The facility provides New-born health Services	Availability of New born resuscitation& essential new born care	
<b>Standard A1</b>	<b>The facility provides curative services</b>		
<b>ME A3.2</b>	The facility Provides Laboratory Services	Availability of point of care diagnostic test	