

**Post Graduate Diploma in Management (Hospital & Health Management)**  
**PGDM – 2021-23 Batch**

**Term – IV : Term End Examination**

<b>Course &amp; Code</b>	<b>: Quality Management and Patient Safety in Hospitals (HOM/HEM 712)</b>	<b>Reg. No.</b>	<b>:</b>
<b>Term &amp; Batch</b>	<b>: IV, 2021-23</b>	<b>Date</b>	<b>: 16/11/2022</b>
<b>Duration</b>	<b>: 3 Hrs</b>	<b>Max. Marks</b>	<b>: 70</b>

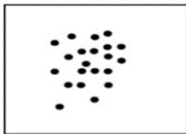
**Instructions:**

- Budget your time as per the marks given for each question and write your answer accordingly.
- Don't write anything on the Question Paper except writing your Registration No.
- Mobile Phones are not allowed even for computations.

**Part A:** Q. 1 to Q.10 (10 questions\*1 marks = 10 marks).

1. ISO is the abbreviation for Indian Standards Organization. True or False
2. A turtle diagram depicts components of a process. True or False
3. Who among the following advocated for understanding variation through statistical process control:  
A. W Schewart  
B. W E Deming  
C. J Juran  
D. P Crosby
4. The Juran Trilogy includes Quality Planning, Quality Control and .....
5. The following is an example of Quality Control :  
A. Dissemination of Antibiotic policy to all clinicians  
B. Sensitization and training of all clinicians in anti microbial resistance  
C. Cross checking of attendance sheets of the training programme visavis HR records of clinicians working in the hospital  
D. Having a hospital formulary
6. In a flow chart, an oval figure signifies:  
A. End of the process  
B. Decision point of the process  
C. One of the tasks  
D. Direction of the process

7. Which step of a PDSA cycle involves piloting a change to address a problem?
  - A. Plan
  - B. Do
  - C. Study
  - D. Act
8. Which one of the following aspires for the most ideal quality setting ?
  - A. Six Sigma approach
  - B. Quality Assurance
  - C. Quality Control
  - D. Quality Improvement
9. The following figure explains the relationship between availability of human resource and patient satisfaction in a in patient ward. What does it say?



- A. Filling all positions may not translate to improved patient satisfaction
    - B. No vacancy means improved patient satisfaction
    - C. Shortage of human resource means no patient satisfaction
    - D. All staff in place can lead to decreased patient satisfaction
  10. All are essential inclusions of a good prescription except :
    - A. Name of medicines – CAPITAL
    - B. Chronology of drugs – core, complementary, symptomatic
    - C. Drug – dosage form, strength, dose, frequency, duration
    - D. All of the above
- Part B: Q.11 to Q.15 (4 questions \*5 Marks =20 Marks) Attempt any four.**
11. In an inpatient ward, the care team is planning to start a PDSA cycle to shorten the visiting time from the current 2 hours to 1.5 hours. Discuss some of the planning steps in bullet points.
  12. Is Accreditation important in healthcare from a quality perspective?
  13. Differentiate between Internal and External Benchmarking with an example each.
  14. In a hospital, it was found that injection abscesses (infection post injections) were rising in a paediatric ward. What are the first steps that you can think of, to address this problem from a Quality Improvement perspective thinking of injection as a process ?
  15. Briefly explain the importance of Donabedian model in health care with an example.

**Part C: Q.16 to Q.20 (4 questions \*10 Marks =40 Marks) Attempt any four.**

16. As a District Quality Manager, you are supporting the PHC to develop a Standard Operating Procedure Manual. What will be the major components of the SOP for the OPD?
17. As Quality Manager in a corporate hospital, you are supporting the SOP development for the Medical OPD. Outline with a short description the major components of the SOP ?
18. You are a Quality Manager in a corporate hospital and are well prepared to advocate for Medical Audit as a routine procedure. How will you convince the management and the major stakeholders (doctors and nursing staff) about it?
19. Can a Swiss Cheese model of accident causation be applied in a quality setting? Please substantiate.
20. Explain the importance of Force Field Analysis in change management from a quality perspective.