

## Post Graduate Diploma in Management (Hospital & Health Management)

### PGDM – 2022-24 Batch

### 2<sup>nd</sup> Year - 6<sup>th</sup> Term Examination

Course & Code	: Quality Management and Patient Safety in Hospitals- HOM_HEM 712	Reg. No.	:
Term & Batch	: VI, 2022-24	Date	: 31-01-2024
Duration	: 3 Hrs.	Max. Marks	: 70

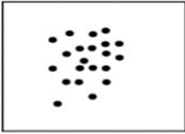
---

**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. The Juran Trilogy includes ....., Quality Control and Quality Improvement
2. 'All quality improvement takes place project by project and in no other way'. Who can this quote be ascribed to:
  1. P Crosby
  2. W E Deming
  3. W S Schewhart
  4. None of the above
3. A comprehensive and flexible system for achieving, sustaining and maximizing business success; uniquely driven by close understanding of customer needs, disciplined use of facts, data, and statistical analysis, and diligent attention to managing, improving and reinventing business processes. A goal of near perfection in meeting customer requirements ! What is this about ?
  1. Point of care Quality improvement (POCQI)
  2. Clinical Governance
  3. Six Sigma
  4. Total Quality Management
4. In a flow chart, a diamond figure signifies:
  1. End of the process
  2. Decision point of the process
  3. One of the tasks
  4. Direction of the process
5. ISO is the abbreviation for International Standards Organization. True or False

6. In which of the following techniques are triggers and resistance to change plotted on a diagram ?
1. Venn diagram
  2. Fish bone diagram
  3. Force field analysis
  4. Control chart
7. NABH Standards contains ..... chapters,..... standards and ..... objective elements
1. 45,12,105
  2. 10,100,503
  3. 25, 200,600
  4. None of the above
8. The following figure explains the relationship between two variables. What does it say?
- 
1. Both variables increase together
2. Both variables decrease together
3. An increase in one produces a decrease in the other
4. There is no relationship between the two variables
9. The following point is to be kept in mind while developing indicators:
1. Numerator and denominator
  2. Frequency of collection of data
  3. Who will collect data
  4. All of the above
10. A PDSA cycle does all except
1. Plans the implementation of a change
  2. Implements the change in a limited setting
  3. Measures the outcome
  4. Scales it to other settings irrespective of the outcome

**Part B: Q.11 to Q.15 (5 questions \*6 Marks = 30 Marks) Short Notes: Attempt all.**

**Note: All the questions from 12 to 15 use Question 11 as the example to discuss quality concepts.**

11. In a hospital, medication errors were rising in the ICU. Help the Quality team to frame an aim statement to address the problem and solve it by the 31<sup>st</sup> December 2024.
12. In the above example, It was seen that many of the errors were related to LASA (Look Alike, Sound Alike) drugs. Explain the concepts of quality assurance and quality control with these two examples.[ Hint : 5 'R' s of dispensing ]
13. Can you explain the terms internal and external benchmarking within the above example ?
14. Will Deming's system of profound knowledge have any application in the above example? if so, how ? if not why ?
15. Can the Quality team use Point of care Quality Improvement (POCQI) to solve the problem n Qn 11 ? Briefly describe how.

**Contd...3..**

**Part C: Q.16 to Q.18 (2 questions \*15 Marks = 30 Marks) Long Questions: Attempt any two.**

16. Please construct a Swiss Cheese model of accident causation( using medication errors or surgical site infections as example), as a tool in pro active planning to prevent mishaps in a health facility
17. As Quality Manager in a corporate hospital/ Primary Health Centre, you are supporting the Standard Operating Procedures(SOP) development for the digital registration in the OPD. List the major components of the SOP that you would develop.
18. Describe the major points of a PDSA cycle that you would design, assuming that every staff nurse on duty in the Labour Room loads an oxytocin syringe before assisting in a delivery. The aim of the quality exercise is to ensure that no woman misses the intramuscular oxytocin dose, immediately after delivery as a prophylactic measure to prevent post partum bleeding.