

Roll No. _____



International Institute of Health Management Research (IIHMR), New Delhi

PGDM (HOSPITAL AND HEALTH MANAGEMENT)

(Batch 2022-2024)

RE_SUPPLEMENTARY EXAM (4th Term)

SUPPLEMENTARY EXAM (5th & 6th Term)

HOM_HEM 712-Quality Management and Patient Safety in Hospitals

Date: June 25, 2024

Timing & Duration: 02:30-05:30 P.M. (3 Hrs.)

Max. Marks: 100

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.
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Answer any five of the following questions: (please answer relevantly, to the point) (20 marks each)

1. Explain the concepts of quality assurance and quality improvement. Highlight the key differences between the two.
2. Describe with examples the application of any 4 tools of quality.
3. What do you understand by accreditation? Explain key features of NQAS programme.
4. Briefly elucidate the problem and solutions of any patient safety issue.
5. Explain the utility of Swiss Cheese model with an example.
6. What do you understand by Point of Care Quality Improvement? Explain the key steps.