

International Institute of Health Management Research (IIHMR)
NEW DELHI
Batch- 2017-19
Supplementary Exam
Quality Management and Patient Safety

Time – 3 Hrs

Total marks: 100

I. Answer any one of the following : (30 marks)

1. What are the different tools for quality improvement? Explain each tool in detail.
or
2. Explain in detail Deming's system of profound knowledge.

II. Write short notes on any seven: (7X10=70 marks)

1. Quality assurance and Quality control
2. Pareto's chart
3. Accreditation processes for health care facilities in India
4. Medical audit
5. Standard Operating Procedures
6. Never event
7. DMAIC
8. PDSA