

7. Explain the need and purpose of medical audits in healthcare organizations, including identifying areas for improvement and mitigating legal and financial risks? Discuss the role and responsibilities of a medical audit committee in overseeing the audit process and implementing audit findings. Also explain the role of medical documentation audits? (18)

[This question paper contains 4 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 3672

H

Unique Paper Code : 6322472401

Name of the Paper : Quality in Healthcare-Service & Medical Quality (DSC-10)

Name of the Course : **B.Voc. (Healthcare Management)**

Semester : IV

Duration : 3 Hours

Maximum Marks : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. **All** questions carry equal marks.
3. Attempt **five** out of the **seven** questions.

1. A hospital is seeking accreditation from JCI. Describe the importance of JCI and how it will be beneficial for the hospital to get accredited from JCI? What steps it should take to prepare for the accreditation process and ensure compliance with JCI standards? Elaborate different chapters of JCI? (8,6,4)
2. Define quality and the determinants of quality in healthcare? Also mention with the help of example role of TQM and CQI in meeting compliance and increasing patient satisfaction? (9×2=18)
3. Describe IPSC's in detail and explain how they play important role in promoting quality in healthcare? (18)
4. What do you understand by Emergency Codes? What all codes are used in healthcare. Describe Code Blue and Code Red in detail? (2,2,14)

5. (a) Discuss the importance of customer service excellence and patient satisfaction in the healthcare industry. Discuss strategies to measure patient satisfaction and the importance of feedback in driving quality improvement initiatives.

(b) There was a sudden rise in complaints from OPD patients arising from increase in waiting time and delay in getting reports. Draw a fish bone diagram explaining all the causes of the same and mention the strategies to solve the problem? (9×2=18)
6. Discuss the concepts of Lean and Six Sigma and their application in healthcare management to reduce waste, improve processes, and enhance patient care. (18)