

[This question paper contains 2 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 3502

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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. Attempt five out of the seven questions.
3. All questions carry equal marks.
1. Your hospital has had an increase in medication errors during night shifts. Using Lean and Six Sigma methodology, outline a quality improvement project by using different tools to reduce these errors and improve patient safety? (18)
2. Define the concept of quality and explain its dimensions in healthcare? Describe the scope and importance of

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quality in healthcare services? Illustrate Quality Control and Quality Assurance with the help of example from healthcare? (6x3=18)

3. What is the role of a Medical audit in the hospital? What are the different types of audits being conducted in the hospital? Describe the functions of Medical Audit committee? (18)
4. (a) Describe IPSPG 1 and IPSPG 2 in detail by giving adequate examples to understand the importance of each of them?
(b) Define BMW and different categories of waste. Explain the principles of Infection control in the hospital? (9x2=18)
5. Explain the importance of Quality indicators in hospital by elaborating at least 4 quality indicators used by hospital? (18)
6. Write a short note on: (3x6= 18)
 - a. NABH
 - b. JCI
 - c. ISO
7. The hospital is facing numerous patient complaints in the OPD regarding the increase in waiting times. Conduct a structured Root Cause Analysis (RCA) and Corrective and Preventive Actions (CAPA) for this issue. Additionally, mention a few strategies and service quality indicators that could help in reducing these complaint?. (18)