

(b) Draw a fishbone diagram mentioning the reasons observed while doing RCA of medication error in the paediatrics department. Analyse it with a Pareto diagram and analyse what quality project can be undertaken to prevent it in the future? (9×2=18)

7. Discuss briefly any 4 Quality tools which can be used to improve the services and establish the culture of CQI in the organization? (18)

[This question paper contains 4 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 3627 L

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.

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1. Quality is one of the important assets of the hospital, which can lead to long-term profits for the organization. Justify the statement, highlighting the importance, definition, scope, and benefits of Quality in the hospital? (18)
2. An entry-level accredited 100-bedded hospital is seeking full accreditation from NABH. Describe the entire process the hospital has to follow to get the accreditation by discussing NABH, chapters, standards, and objective elements. Highlight the importance of NABH and mention in detail how the hospital can keep the accreditation intact by complying to the standards? (8,6,4)
3. Describe IPSPG 3 in detail with its relevance in the day-to-day functioning of the hospital. How can compliance to IPSPG 3 manage risks to patient safety in the hospital? (18)

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4. Medical audits and medical documentation audits are important aspect to manage errors and prevent litigations in the future. Explain the statement detailing types, scope, purpose and advantages of the medical audits? (18)
5. Explain the following : (6×3=18)
 - (i) ISO
 - (ii) IPSPG 6
 - (iii) Spill Management
6. (a) Your hospital has seen a steep rise in complaints regarding the rude behaviour of front office staff. Explain how it impacts the services delivered and patient satisfaction. What measures can be taken to rectify the same?

P.T.O.