

Post Graduate Diploma in Management (Hospital & Health Management)

PGDM – 2023-25 Batch

2nd Year – 3rd Semester End Examination

**Subject & Code : Quality Management & Patient Safety in Hospitals-
HOM_HEM 712**

Reg. No.:

Semester & Batch : III, 2023-25

Date : 19-10-2024

Time & Duration : 10:30 A.M.-01:30 P.M. (3 Hrs.)

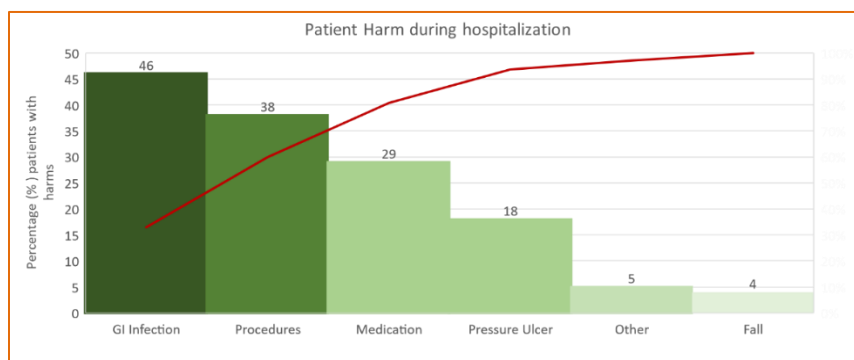
Max. Marks : 70

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.

Part A: Q.1 to Q.10 all questions are compulsory (10 X 2 Marks = 20 Marks)
One liner, MCQs, True/False

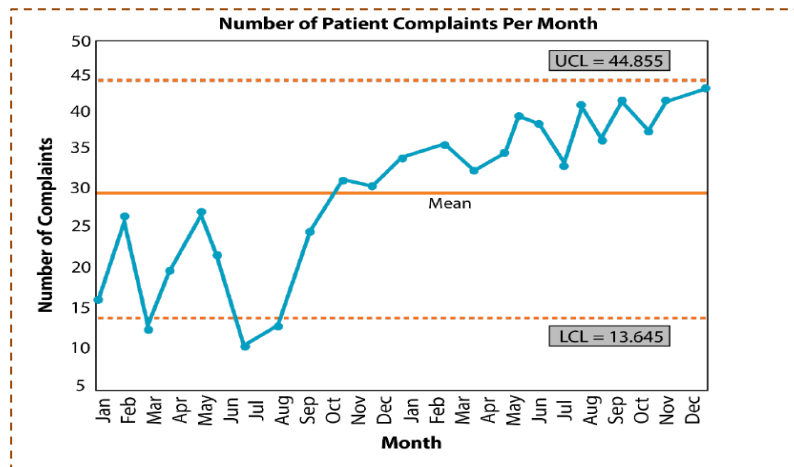
1. 'All quality improvement takes place project by project and in no other way'. Who is this quote attributed to ?
A. J Juran B. P Crosby C. W Deming D. K Ishikawa
2. A quality team wants to find out the reasons of increased waiting time in the general OPD of a hospital. Which is the most appropriate quality tool for them ?
A. Control chart B. Ishikawa diagram C. Checklist D. Scatter diagram
3. The following figure best represents a



- A. Trend analysis B. Pareto chart C. Histogram D. Scatter diagram

Contd...2..

4. Total Quality Management is about bringing transformation in an organization across all of the following except:
- A. From motivation through fear and loyalty to motivation through shared vision
 - B. From doing it right the first time to crisis management and recovery
 - C. The attitude of “the way we have always done” to continuous improvement
 - D. All of the above
5. An unexpected occurrence, involving death or serious physical or psychological injury or the risk thereof is a
- A. Sentinel event B. Near Miss C. Injury D. None of the above
6. An issue is held in balance by the interaction of two opposing sets of forces – those seeking to promote change(driving forces) and those attempting to maintain the status quo (restraining forces). This refers to
- A. Deming’s theory of profound knowledge
 - B. Crosby’s zero defect
 - C. Forcefield analysis
 - D. Six sigma process
7. A radiologist wants to decrease the time it takes to get an X-ray done for a patient with respiratory complaint. What changes will lead to achieving this objective?
- A. Buying and placing an X-ray machine within the unit
 - B. Recruiting and placing an X-ray technician at the unit
 - C. Outsourcing X-ray services
 - D. First understanding various steps (processes) that are needed to get the X-ray done.
8. The data collected for patient complaints in a health care unit are being plotted in the graph shown below. What is this chart?



- A. Time series chart
- B. Run Chart
- C. Control Chart
- D. Line Diagram

9. You notice in your unit register that despite recommendation of routine administration of Injection Oxytocin to all women at delivery, 50% of women do not get the dose. What will you do next?
- A. Tell everyone to fill a syringe and keep it as a part of labour tray
 - B. Hang a poster near the labour trolley
 - C. Tell the nurse in-charge to review the patient file before discharging the mother
 - D. Form a team and get together to analyse the problem
10. Which of the following does not apply to a Quality Improvement team?
- A. Includes Staff from various cadres
 - B. Includes Health workers who carry out the processes that will need to be changed
 - C. Team should have manager or leaders of facility
 - D. Team leader should always be the facility In-charge

Part B: Q.11 to Q.15 attempt any four questions (4 X 5 Marks = 20 Marks) - Short Notes

11. What is the significance of benchmarking in healthcare quality?
12. In a post operative ward of general surgery patients, wound infections are occurring in about 30% of patients over the last 3 months compared to 12% before. Help the Quality Improvement team to make an aim statement.
13. Explain the 'Psychology' component of Deming's profound knowledge and link it with its significance in a Quality Improvement setting.
14. What is accreditation? How does it benefit the health /hospital systems?
15. Explain Quality control with examples

Part C: Q.16 to Q.19 attempt any three questions (3 X 10 Marks = 30 Marks) - Long Notes

16. Prepare a flow chart of the patient admission process in a ward through OPD or Emergency
17. Prepare a Standard Operating Procedure for any one hospital process of your choice (eg. OPD admission/ Laboratory procedure/Discharge/Pre surgical procedures or any other)
18. Explain the importance of Swiss Cheese model of accident causation with an example
19. Assume that you are the Quality team lead. Using a PDSA cycle, the care team with your facilitation has successfully demonstrated that a set of measures can reduce wound infections in post operative ward . What steps would you take to sustain the improvement in the hospital?