



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examinations (December 2018)

School: School Of Management

Program: MBA Healthcare Management

Course: Quality Management

Course Code: MGT691

Semester: III

Max Marks: 50

Duration (mins): 2Hrs (120min)

Note: 1. Figures to the right indicates full marks.

Q.1) Explain perception and misperception of 'Quality' of Healthcare Services of Customer (Patient). (10)

OR

Q.1).Discuss in detail the training plan for ensuring quality in hospitals. Quality consists of different dimensions – explain. (10)

Q.2) Explain role of Hospital Administrator in improving Quality of Human Resources in Hospital. (10)

OR

Q.2) Explain concept and principles of Total Quality Management (TQM) in Context of Hospitals.

Q.3) What do you mean by Quality circle? Discuss any two Statistical Methods/Quality Tools to improve Quality in Hospitals.

OR

Q.3) Discuss importance of detection of Customer's (Patient's) Complaints/ Problems and Corrective Action in Hospital with examples.

Q.4) Explain importance of Calibration and Maintenance of Instruments and Equipment's in maintaining Quality.

OR

Q.4) What is NABH ? Specify the need for accreditation in healthcare center towards quality standard.

Q.5) Write notes on any two of the following (10)

(a) Medical Audit

(b) Job Description of Quality Manager

(c) Cost of Quality

(d) Quality Audit and Review Techniques