

**POST GRADUATE CERTIFICATE IN QUALITY
MANAGEMENT IN HEALTHCARE
(PGCQM)**

Term-End Examination

December, 2015

MAH-011 : QUALITY IN HEALTH CARE

Time : 3 hours

Maximum Marks : 100

Note : Attempt any *five* questions. All questions carry equal marks. Each question carries 20 marks.

1. Define Quality. Enumerate various approaches for defining quality. Discuss the Transcendent Approach in detail. 2+5+13=20
2. Justify the statement, "Quality is a magic bullet" and critically discuss the manager's perception of quality. 10+10=20
3. Enumerate different phases of quality. How will you plan, organize and implement TQM in a seven-fifty beds hospital ? 5+15=20
4. The whole spectrum of medical and nursing care is based on quality of structure, process and outcome. Critically discuss the quality of process. 20

5. Define Standards. Enumerate Joseph Juran's ten steps of quality improvement and discuss any three of them in detail. 2+10+8=20

 6. Explain the meaning of 'Zero Quality Control'. Discuss in detail Shigeo Shingo's "Just in time" manufacturing system and Poka-Yoke (mistake-proofing system). 5+15=20

 7. Discuss in detail Tom Peters' concept of "Managing by walking about" (MBWA). 20

 8. Enumerate the factors influencing hospital care and utilization of facilities. Suggest measures for cost containment in day-to-day activities of hospital. 10+10=20
-