

B.Sc. MEDICAL RECORD SCIENCE
(New Syllabus 2015-2016 & 2018-2019)

THIRD YEAR

PAPER IV – QUALITY MANAGEMENT IN HEALTH CARE

Q.P. Code: 801744

Time: Three Hours

Maximum: 100 Marks

Answer all questions

I. Elaborate on:

(3 x 10 = 30)

1. Write basic concepts of TQM.
2. What is the objective of Quality Management in hospital?
3. Explain the barriers to TQM implementation in an organization.

II. Write notes on:

(8 x 5 = 40)

1. What are the Benefits of Total Quality Managements?
2. Benefits of Six Sigma Black Belt certification.
3. What NABH accreditation means?
4. What are the goals of quality management system?
5. Define Six sigma problem solving method.
6. Describe the business process re-engineering at the hospital.
7. What are the characteristics of a Successful Team?
8. Explain the Benefits of ISO 14000.

III. Short answers on:

(10 x 3 = 30)

1. Define Quality.
2. What are the major dimensions of service quality?
3. What is JCI accreditation?
4. Where is pareto analysis used?
5. What are a Mission and Vision Statement?
6. What topics do ISO 9001 – 9004 cover?
7. How to apply for NABH Accreditations?
8. Define NABH Entry Level.
9. What is Quality Manuals?
10. Benefits of Quality Systems.
