

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.

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I. Elaborate on:

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1. Explain ISO 14000 environments standards and explain the benefits of ISO 9000.
2. What are the benefits of accreditations?
3. Explain the evaluation of Total Quality Management (Historical Review).

II. Write notes on:

(8 x 5 = 40)

1. Define Measurement for Quality Improvement Goals.
2. Explain the contributions of deming to TQM.
3. Describe the classification of management in hospital organizations.
4. What is needed for a leader to be effective?
5. How do you put together the right process improvement team?
6. What is the concept of Quality System Standards?
7. What are the ten conditions for the selection and evaluation of suppliers?
8. Manager and staff develop Quality in hospital.

III. Short answers on:

(10 x 3 = 30)

1. What are the various Quality statements?
2. Describe the process of root cause analysis.
3. Define six sigma.
4. What is JCI in hospital?
5. What are 5s procedures?
6. What is NABH?
7. How many standards are there in NABH?
8. List the seven tools of Quality.
9. Stages in the evaluation of Quality.
10. What are the roles assigned to people in Quality circles?

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[LR 1220]

**DECEMBER 2020
(AUGUST 2020 EXAM SESSION)**

Sub. Code: 1744

**BACHELOR IN MEDICAL RECORD SCIENCE
THIRD YEAR – (Regulation from 2015-2016 & 2018-2019)
PAPER IV – QUALITY MANAGEMENT IN HEALTH CARE
*Q.P. Code: 801744***

Time: Three Hours

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THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 0122]

JANUARY 2022

Sub. Code: 1744

(FEBRUARY 2021 & AUGUST 2021 EXAM SESSION)

**B.Sc. MEDICAL RECORD SCIENCE
THIRD YEAR (Regulations from 2015-2016 & 2018-2019)
PAPER IV – QUALITY MANAGEMENT IN HEALTH CARE
Q.P. Code: 801744**

Time: Three Hours

Answer ALL Questions

Maximum: 100 Marks

I. Elaborate on:

(3 x 10 = 30)

1. Explain the contribution of Deming to TQM.
2. Describe the quality aspects of process in hospital diagnostic services.
3. What are the benefits of accreditations?

II. Write notes on:

(8 x 5 = 40)

1. Describe the principles of Quality Assurance.
2. Explain the Dimensions of Product Quality.
3. Explain the need for the quality system in an organization.
4. Give the Principles of total quality management.
5. How can our process have the Biggest Impact?
6. Describe the process of Root Cause Analysis.
7. What are the benefits of Employee Involvement?
8. Why is ISO 9000 Important?

III. Short answers on:

(10 x 3 = 30)

1. Mention the basic features of TQM.
2. What is Deming Cycle?
3. What are ISO 9000 Quality Standards?
4. What are the elements of Total Quality Managements?
5. What 5s in hospital?
6. What are ISO 9000 and ISO 14000?
7. What is JCI in hospital?
8. What are the important habits of Quality Leaders?
9. What are the benefits of ISO 14001?
10. What are the roles assigned to people in Quality Circles?

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 0922]

SEPTEMBER 2022

Sub. Code: 1744

(FEBRUARY 2022 & AUGUST 2022 EXAM SESSIONS)

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Q.P. Code: 801744

Time: Three Hours

Answer ALL Questions

Maximum: 100 Marks

I. Elaborate on:

(3 x 10 = 30)

1. Explain the objectives of Quality Management in a healthcare.
2. Add a note on Six sigma and its features.
3. Explain PDSA Cycle and add a note on its different stages.

II. Write notes on:

(8 x 5 = 40)

1. List out the various tools of Quality.
2. What are the 5S in a management?
3. Objectives of NABH.
4. Characteristics of Quality.
5. Concepts of Total Quality Management.
6. What is JCI?
7. Write short notes on Quality Standards and Quality Indicators.
8. Vision, Mission, values of a Management.

III. Short answers on:

(10 x 3 = 30)

1. Root cause Analysis.
2. Quality Manual.
3. Roles and responsibilities of NABH.
4. Merits of Quality systems.
5. Organizational structure of Quality improvement team.
6. Qualitative analysis.
7. Evaluation and Interpretations of quality standards.
8. Criteria's for a good Quality improvement plan.
9. Functions of Quality Management in Healthcare.
10. What is Forecasting?
