

[KV 247]

SEPTEMBER 2009

Sub. Code: 3064

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(For Candidates admitted from 2007-2008 onwards)

PAPER VI – TOTAL QUALITY HEALTH CARE

Q.P. Code: 283064

Time : Three Hours

Maximum : 100 marks

Answer ALL questions

I. Elaborate on:

(2 x 20 = 40)

1. Explain Quality Assurance in the support services of a hospital.
2. Explain the applications of fish bone diagram and privatization matrix in the healthcare domain. Illustrative with examples.

II. Write notes on:

(10 x 6 = 60)

1. Explain the objectives of quality audit with example.
2. Explain the concept of quality control in a hospital.
3. What are the parameters used to evaluate healthcare services.
4. Explain medical audit with illustration.
5. Explain the importance of 'Ethics committee'.
6. How do you evaluate the performance of a hospital?.
7. Benefits of TQM.
8. What is quality circle?
9. Define and explain the concept of 'Quality'.
10. Differentiate between quality assurance and quality management.

[KX 247]

SEPTEMBER 2010

Sub. Code: 3064

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(For Candidates admitted from 2007-2008 onwards)

PAPER VI – TOTAL QUALITY HEALTH CARE

Q.P. Code: 283064

Time : Three Hours

Maximum : 100 marks

Answer ALL questions

I. Elaborate on:

(2 x 20 = 40)

1. What are the benefits and clauses of ISO system in a hospital?
2. Explain in detail the concept of competitive Benchmarking.

II. Write notes on:

(10 x 6 = 60)

1. Differentiate between customer satisfaction and custom delight.
2. Explain Product identification and traceability and its importance.
3. Explain Documentation control.
4. How do you measure customer satisfaction? Explain with reference to education, manufacturing and service industry.
5. Explain the Various Quality Costs.
6. Explain Internal Audit.
7. What are the parameters audited in a service sector?
8. Explain Process and Control.
9. Explain customer and employee relationship policy.
10. What is organizational culture?

[KY 247]

MAY 2011

Sub. Code: 3064

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(For Candidates admitted from 2007-2008 onwards)

PAPER VI – TOTAL QUALITY HEALTH CARE

Q.P. Code: 283064

Time : Three Hours

Maximum : 100 marks

Answer ALL questions

I. Elaborate on:

(2 x 20 = 40)

1. How employees' empowerment does leads to quality?
2. What is the role of Teamwork culture in Total Quality Management?

II. Write notes on:

(10 x 6 = 60)

1. Explain the concept of quality.
2. What are the essential costs necessary for achieving high quality?
3. Explain the PDSA cycle.
4. What are quality circles?
5. What is a Pareto chart? Why do you use it and when do you use it?
6. When do you use a prioritization matrix? How does it help you sort problems in order of importance?
7. What are Donabedian's guidelines for using outcome as an indicator of quality?
8. Explain Crosby's four absolutes of quality management.
9. What are Kaoru Ishikawa's guidelines for total quality management?
10. What is the role of peer review in surgical audit?

October 2011

[KZ 1011]

Sub. Code: 3064

M.Sc (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(For candidates admitted from 2007-2008 onwards)

PAPER VI – TOTAL QUALITY HEALTH CARE

Q.P. Code : 283064

**Time : 3 hours
(180 Min)**

Maximum : 100 marks

Answer ALL questions in the same order.

I. Elaborate on :

	Pages (Max.)	Time (Max.)	Marks (Max.)
1. Evaluate the various parameters used in the assessment of performance in Health Care services.	17	40 min.	20
2. Compare the Total Quality Philosophies of Edward Deming and Philip Crosby.	17	40 min.	20

II. Write notes on :

1. Explain the various steps in the process of Bench marking.	4	10 min.	6
2. Write a note on 'Quality'.	4	10 min.	6
3. Describe the importance of 'Ethics Committee'.	4	10 min.	6
4. Distinguish between quality assurance and quality Management.	4	10 min.	6
5. Describe the process of quality control.	4	10 min.	6
6. Analyse the different methods of quality costs.	4	10 min.	6
7. Discuss the characteristics of quality leader.	4	10 min.	6
8. Write a short note on Juran's trilogy.	4	10 min.	6
9. What are the advantages and disadvantages in Fishbone diagram?	4	10 min.	6
10. What is the role of peer review in surgical audit?	4	10 min.	6

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION**SECOND YEAR****(For Candidates admitted from 2007-2008 onwards)****PAPER VI – TOTAL QUALITY HEALTH CARE****Q.P. Code: 283064****Time : Three Hours
(180 Min.)****Maximum : 100 marks****Answer ALL questions in the same order.****I. Elaborate on :****Pages Time Marks
(Max.) (Max.) (Max.)**

- | | | | |
|---|----|---------|----|
| 1. Enhancing the Indian health care system by practising standardization process. | 17 | 40 min. | 20 |
| 2. Discuss the problems in practising Quality Management Systems in Indian Society. | 17 | 40 min. | 20 |

II. Write Notes on:

- | | | | |
|---|---|---------|---|
| 1. Elaborate on the Deming Cycle and its advantages. | 4 | 10 min. | 6 |
| 2. Compare the different accreditation mechanisms and the role these can play in enhancing health care performance. | 4 | 10 min. | 6 |
| 3. Practising quality assurance in ensuring better patient care – Discuss. | 4 | 10 min. | 6 |
| 4. Evaluate the Role of Statistical Process Control in measuring health care process. | 4 | 10 min. | 6 |
| 5. Role of effective leadership in Total Quality management. | 4 | 10 min. | 6 |
| 6. What six sigma methodology can bring to better health care management? | 4 | 10 min. | 6 |
| 7. Relevance of Bench marking in Total Quality Management of health care systems. | 4 | 10 min. | 6 |
| 8. Discuss the benefits of Clinical Audit in managing the health systems. | 4 | 10 min. | 6 |
| 9. How does cost benefit analysis relates to other evaluation tools. | 4 | 10 min. | 6 |
| 10. What is quality improvement model. | 4 | 10 min. | 6 |

[LD 1013]

OCTOBER 2013

Sub. Code: 3064

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(OLD REGULATION)

PAPER VI – TOTAL QUALITY HEALTH CARE

Q.P. Code: 283064

Time : Three Hours

Maximum : 100 marks

Answer ALL questions

I. Elaborate on:

(2 x 20 = 40)

1. Elaborate the quality enhancement tools.
2. Significance of ISO in improving total quality in health care Industry.

II. Write notes on:

(10 x 6 = 60)

1. Surgical Audit.
2. Brain storming.
3. Principles of Quality service activities.
4. Features of Total Quality Management.
5. Organizational culture.
6. Check Sheets.
7. Patients rights and education in NABH.
8. Contemporary issues in Health care.
9. Feature of Crosby theatrical perspective.
10. Performance evaluation of Health care.

[LF 1014]

OCTOBER 2014

Sub. Code: 3064

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(OLD REGULATION)

PAPER VI – TOTAL QUALITY HEALTH CARE

Q.P. Code: 283064

Time : Three Hours

Maximum : 100 marks

Answer ALL questions

I. Elaborate on:

(2 x 20 = 40)

1. The action in daily plan and the different steps in Total Quality Management.
2. The Quality of Life and Contemporary issues in health care.

II. Write notes on:

(10 x 6 = 60)

1. The relevance of Absolutes of Quality Management by Crosby.
2. The Plan, Do, Check, Act Cycle.
3. Achieving excellence in healthcare with six sigma methodology.
4. ISO Accreditation and its importance.
5. Quality assurance in medical imaging : Elements in implementation and operation.
6. Performance evaluation of Quality in the health care industry.
7. Customer focused visioning.
8. The Concept of Total Quality Management.
9. Quality Trilogy of Joseph M.Juran.
10. Objectives of Surgical Audit.

[LH 1015]

OCTOBER 2015

Sub. Code: 3064

M.Sc. (MEDICAL SOCIOLOGY) DEGREE EXAMINATION

SECOND YEAR

(NEW REGULATION)

PAPER VI – TOTAL QUALITY HEALTH CARE

Q.P. Code: 283064

Time : Three Hours

Maximum : 100 marks

Answer ALL questions

I. Elaborate on:

(2 x 20 = 40)

1. Explain the Quality Improvement Methods.
2. ISO Accreditation, Six Sigma, Total quality Management and Benchmarking.

II. Write notes on:

(10 x 6 = 60)

1. Write Crosby and Ishikava theoretical perspective of TQM.
2. Write the definitions of Quality.
3. Write the Six basic concepts of Quality.
4. Explain quality planning?
5. How can the product and service quality be achieved –Explain.
6. Chart of the Structure of NABH.
7. Explain Garvin's eight dimensions of product quality.
8. Explain organizational culture and Team work.
9. Quality Assurance in Nuclear Medicine.
10. Write the Audit of Medical Practice.

[LJ 1016]

OCTOBER 2016

Sub. Code: 3064

**M.Sc. MEDICAL SOCIOLOGY EXAMS
SECOND YEAR
PAPER VI – TOTAL QUALITY MANAGEMENT**

Q.P. Code: 283064

Time: Three hours

Maximum: 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Explain the Total Quality in Health care Industry.
2. Explain the NABH and ISO.

II. Write notes on:

(10 x 6 = 60)

1. Deming perspective in total quality management.
2. TQM Culture.
3. Bench marking theory.
4. Organizational culture.
5. Surgical audit.
6. Check sheets.
7. Clinical audit.
8. Pareto charts.
9. Affinity diagram.
10. Flow charts.

[LP 1019]

OCTOBER 2019

Sub. Code: 3064

**M.Sc. MEDICAL SOCIOLOGY EXAMS
SECOND YEAR
PAPER VI – TOTAL QUALITY MANAGEMENT**

Q.P. Code: 283064

Time: Three hours

Maximum: 100 Marks

I. Elaborate on: **(2 x 20 = 40)**

1. Explain the concept and need for Total Quality Management and discuss in detail about NABH and ISO.
2. Enumerate the quality improvement methods and explain in detail about Brain storming and Flow charts.

II. Write notes on: **(10 x 6 = 60)**

1. Total Quality in Health Care Industry.
2. Principles of Quality Management by Edward Deming.
3. Action steps in implementing Total Quality Management.
4. Ishikawa diagram.
5. Performance Evaluation of Hospitals.
6. Quality Assurance in Medical Imaging.
7. Auditing for Patients.
8. Organizational Culture.
9. ISO Accreditation.
10. Contemporary Issues in Health Care.
