

Question Paper

Exam Date & Time: 05-Sep-2022 (10:00 AM - 12:00 PM)



MANIPAL ACADEMY OF HIGHER EDUCATION

SECOND SEMESTER M.Sc. HIM /M.Sc. HI (HEALTHCARE MANAGEMENT) DEGREE EXAMINATION - SEPTEMBER 2022
SUBJECT: QAM5201 - QUALITY MANAGEMENT
(2021 SCHEME)

Marks: 50

Duration: 120 mins.

Answer all the questions.

- 1) Write down the various aspects of clinical measures of performance. With suitable examples from a healthcare setting, explain each type of measures and its relevance in implementing a quality management program. (20)
- 2A) Discuss in detail about the importance and applications of quality management principle "Process approach" in a health care setting with suitable examples. (10)
- 2B) What is data quality? Explain how data quality can be achieved and its importance in a quality management program of a tertiary care hospital. (10)

3. Write short notes:

- 3A) Six sigma (5)
- 3B) NABH (5)

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