

K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH

Program: PGDM (HCS) 2018 - 20

III TRIM

Subject: Healthcare Quality

(End Term examination)

Maximum Marks: 50

Date: 5th April, 2019

Time : 3 Hours

Notes:

1. Question No. 1 is compulsory.

2. Answer any 3 question from Question 2 to Question 5.

1. Describe healthcare risks and patient safety.
2. Define the service quality and describe the GAP model.
3. Write a note on quality indicators & benchmarking.
4. Write a note on DMAIC methodology in healthcare six sigma.
5. Describe quality management in Operation Theater.

-----End of Paper-----