

Semester: Jan-Apr 2024		
Maximum Marks: 50 Examination: ETE Examination Date: 28-03-24 Duration: 03 hrs		
Programme code: 06 Programme: MBA (HCM)	Class: FY	Semester/Trimester: III
College: K. J. Somaiya Institute of Management		Name of the department/Section/Center:
Course Code: 117P06C303	Name of the Course: Quality Management in Healthcare	
Instructions: Answer any five questions. Each carry 10 marks.		

Question No.		Max. Marks
1	Describe quality management aspects in Emergency Department.	10
2	Describe healthcare risks and International Patient Safety Goals.	10
3	Write a note on NABH accreditation and describe it's one of the chapters.	10
4	Explain Infection Prevention and Control in hospitals.	10
5	Write a note on quality indicators & benchmarking.	10
6	Define the service quality and describe the patient experience and perceptions.	10
7	Write a note on quality assessments and audits.	10