

September 2009

[KV 247]

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

Draw suitable diagram wherever necessary.

Answer ALL questions.

I. Essays:

(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 Short 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.

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Answer ALL questions.

I. Essays:

(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 Short 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?

May 2011

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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?
