

School of Business

Department of Business

Mid Term Examination

Exam Date: 06 Oct 2023

Time : 90 Minutes

Marks : 50

Sem IX - MBHC6002 - Quality in Healthcare

Your answer should be specific to the question asked

Draw neat labeled diagrams wherever necessary

- 1) Interpret the role of Medical Council in registering Code of Medical Ethics. K2 (2)
- 2) How does Bench Marketing Improves the Quality Standards. K1 (3)
- 3) Illustrate Fish bone diagram with suitable example. K2 (4)
- 4) Explain the Standards and Preventive Maintenance. K2 (6)
- 5) Identify the concept of patient satisfaction and patient delight. Describe various measures for ensuring patient satisfaction in a superspeciality hospital K3 (6)
- 6) Organize the factors contribute to the quality of patient service in Indian hospitals and how can patients gauge the quality of customer service in a hospital. K3 (9)
- 7) Analyze the concept Patients satisfaction and also Summarize the factors influencing patient satisfaction. K4 (8)
- 8) Discover Benchmarking and elaborate the process, types and benefits of benchmarking. K4 (12)

OR

Examine Statistical Process Control (SPC) in the context of healthcare, and why is it important in hospitals and how can hospitals use control charts as part of SPC to monitor and improve healthcare processes? K4 (12)