

Quality Assurance

Unit-I

Quality-meaning, concept, importance-Quality terminologies-quality philosophies-Deming's 14 points, Juran & Crosby.

Unit-II

Quality Planning for service organization-Customer satisfaction-cost of quality, determinants of quality in medical care-norms for medical staff-Medical Audit-Medical Audit Committee.

Unit-III

Tools of evaluating quality in medical care-Aspects of medical care that need evaluation-TQM concept-ISO 9000 Series, its implication on hospitals;Quality control techniques-Core Competence, Bench marking.

Unit-IV

Quality Assurance-major functions of Quality Assurance-patient care evaluation-Utilisation review, Continuous medical Education, Continuous Monitoring and Credentialing-Documentation Process-Communication System.

Unit-V

Quality Improvement-Problem solving-Employee Participation-instruction & measurement-Quality Circle-Quality Recognition-Quality Awards.

References:-

James R Evans& William M Lindsay: The Management and Control of Quality, Jaico Publishing House, Bombay
William F .Roth Jr: A systems Approach to quality control; Jaico Publishing House Bombay
Tito Coti : Building Total Quality – A Guide for Management, Chapman Hall
P.L. Jain : Quality Control & Total Quality Management, Tata Mc Graw Hill