

HME4402 Exam Spring 2011

You have to answer both questions.

Grades are awarded on a descending scale using alphabetic grades from A to E for pass and F for fail. Question 1 and 2 counts for 50% each.

Question 1

In a newly opened hospital, they want to organize a unit for quality improvement and patient safety.

Please give you own view upon the most important elements in this unit – human resources, quality systems, tools for monitoring / measurements and communication ways with the health professionals, patients and others.

Question 2

- a) In the literature you will find different “Dimensions of quality”. Please describe what you think is the 4-5 most important dimensions
- b) Construct and Explain Deming’s Quality circle
- c) What are the elements in Donabedian’s classical triangle.

Please give 2-3 examples within each element
- d) Please explain the difference between “Best practice” and “Sound practice” ?
- e) Give a commonly used definition of a QI (Quality Indicator).
(WHO or other)
- f) Adverse events is common in health care and in hospitals
Give some examples on consequences of adverse events

