	Utech
Name:	
Roll No.:	A Agrange (y' Exemple for Final Expellent)
Invigilator's Signature :	

### CS/HM/SEM-5/BHM-501/2009-10 2009 QUALITY IN HEALTH CARE

Time Allotted: 3 Hours Full Marks: 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

# GROUP - A ( Multiple Choice Type Questions )

- 1. Choose the correct alternatives for the following:  $10 \times 1 = 10$ 
  - i) TQM has
    - a) 8 principles
    - b) 10 principles
    - c) 12 principles
    - d) 14 principles.
  - ii) Quality manual is just a
    - a) document
    - b) system
    - c) policy
    - d) process.

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- iii) Six Sigma programme aims
  - a) to improve the customer satisfaction by reducing and eliminating gaps
  - b) to increase the turnover of the firm
  - c) to increase employee satisfaction
  - d) none of these.
- iv) "Fitness for use" Who said this?
  - a) Philip Crosby
  - b) Deming
  - c) Juran
- v) Quality assurance is
  - a) systematic planned action
  - b) quality control
  - c) none of these.
- vi) Determinants of quality in Health Care is
  - a) process, management & feedback
  - b) effective, efficiency & legitimacy
  - c) structure, process & outcome
- vii) Edward Deming was
  - a) Japanese statistician
  - b) British statistician
  - c) American statistician
  - d) None of these.

- viii) All are the responsibilities of Quality council except
  - a) create the total education & training plan
  - b) determine & continually monitor the cost of poor quality
  - c) establish multifunctional product & monitor their progress
  - d) determining the marketing strategy of the organisation only.
- ix) PDCA cycle was first designed by
  - a) Shurt

b) Deming

c) Juran

- d) All of them.
- x) Determinants of Quality in health care is/are
  - a) structure
- b) process
- c) outcome
- d) all of these.

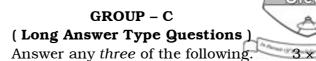
## GROUP – B ( Short Answer Type Questions )

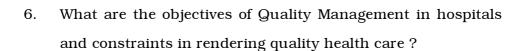
Write short notes on any three of the following.

 $3 \times 5 = 15$ 

- 2. Quality Health care through patient participation.
- 3. Meta-analysis in Quality Assurance.
- 4. Quality Circles.
- 5. PDCA cycle.

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- 7. Define TQM. What is the role of the top management in the implementation of TQM? What is the relation between TQM and outcome management?
- 8. What are the determinants of Quality? Enumerate four tools for evaluating quality.
- 9. Define Benchmarking. State the attributes of a "Good Patient Practitioner Relationship".

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