



Name :

Roll No. :

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.



- 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 × 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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GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

6. What are the objectives of Quality Management in hospitals and constraints in rendering quality health care ?
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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