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CS / HM / SEM-5 / BHM-501 / 2010-11 2010-11

QUALITY IN HEALTH CARE

Time Allotted: 3 Hours Full Marks: 70

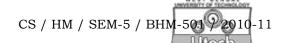
The figures in the margin indicate full marks.

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) 'Fitness for use' who said the line to define quality?
 - a) Philip B. Crosby b) W. Edwards Deming
 - c) Joseph M. Juran d) Ishikawa.
 - ii) The word ISO is derived from
 - a) Greek b) German
 - c) French d) Sanskrit.

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| iii) | ISO's headquarters | | is | in |
|------|--------------------|-------|----|----|
| | a) | India | | |

c) U.S.A.

b) Switzerland

d)

France.

iv) PDCA cycle was first designed by

a) Shuart

b) Deming

c) Juran

d) all of them.

v) ISO was founded in

a) 1946

b) 1947

c) 1948

d) 1949.

vi) ISO 9001: 2000 contains

a) vocabulary

b) requirement

c) fundamentals

d) none of these.

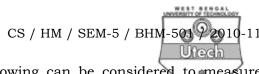
vii) Quality Assurance is

a) systematic planned action

b) strategic action

c) quality control

d) none of these.



viii) Which of the following can be considered to measure quality?

- a) Customer satisfaction b) Defects
- c) Rework d) All of these.
- ix) TQM has
 - a) 8 principles b) 10 principles
 - c) 12 principles d) 13 principles.
- x) Patient satisfaction is a total for measuring
 - a) quality b) profit
 - c) patient turnover d) all of these.

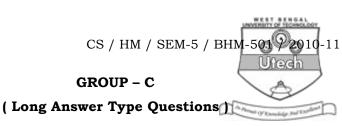
GROUP - B (Short Answer Type Questions)

Answer any three of the following.

Write short notes on any *three* of the following: $3 \times 5 = 15$

- 2. Constraints in vendering quality care
- 3. Patient Delight
- 4. Six Sigma
- 5. Quality Assessment.

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Answer any three of the following.

 $3 \times 15 = 45$

- 6. Describe NABH with special reference to its standards applicable in a health care institution.
- 7. Explain Deming's contribution on management guidelines.
- 8. What do you mean by Quality Circle? Explain its application in the hospitals.
- 9. Describe the conceptual model of patient satisfaction.

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