



Name :
Roll No. :
Invigilator's Signature :

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.



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 × 5 = 15

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



GROUP – C

(Long Answer Type Questions)

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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