



Name :
Roll No. :
Invigilator's Signature :

CS/HM-(SEPARATE SUPPLE)/SEM-5TH/BHM-501/2011

2011

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 × 1 = 10

- i) Which ISO is applicable to health services ?
 - a) 9001
 - b) 9002
 - c) 9003
 - d) 9004.
- ii) Which of the following is likely to yield the best outcome ?
 - a) quality assurance
 - b) quality control
 - c) CQI
 - d) medical audit.
- iii) The key properties of healthcare that constitute quality care
 - a) Effectiveness
 - b) Efficiency
 - c) Equity
 - d) All of these.



- iv) Cost devoted to prevent non quality is called
- a) price of non conformance
 - b) price of conformance
 - c) price of awareness
 - d) price of ignorance.
- v) Quality circle members are generally
- a) doing similar work
 - b) belong to the finance dept
 - c) are from different organization
 - d) belong to same worker union.
- vi) The following are the process and outcome criteria for assessing quality of care in hospital except :
- a) Patient satisfaction
 - b) Admission policy
 - c) Protocol of admission and discharge
 - d) Technology.
- vii) All are classified as patient care processes in a hospital except
- a) medical audit
 - b) nursing audit
 - c) death review
 - d) patient satisfaction.



- viii) Degree of adherence to pre-established norm or criteria is termed as
- a) standard
 - b) efficiency
 - c) effectiveness
 - d) quality.
- ix) Activity bridging the gap between observed and expected quality is
- a) quality control
 - b) quality assurance
 - c) medical audit
 - d) CQI
- x) The process of examining the quality and adequacy of the factors and facilities contributing towards patient care is
- a) process evaluation
 - b) outcome evaluation
 - c) structural evaluation
 - d) medical audit.

GROUP – B

(Short Answer Type Questions)

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

2. Patients Participation.
3. Relation between structure, process and outcome.
4. Conceptual model of potential patient contribution to quality in the health care system.
5. Quality circle.

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GROUP – C

(Long Answer Type Questions)

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

6. Explain Deming Philosophy for improving quality. 15
7. What is ISO ? Explain all elements of ISO. 2 + 13
8. Describe process of evaluating care. 15
9. Define TQM. What is the difference between quality assurance and quality improvement ? Explain all principle of TQM. 2 + 3 + 10

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