	Utech
Name:	
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Invigilator's Signature :	

CS/HM/SEP. SUPPLE/SEM-5/BHM-501/2012 2012

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 any ten of the following : $10 \times 1 = 10$
 - i) TQM has
 - a) 8 principles
- b) 10 principles
- c) 12 principles
- d) 13 principles.
- ii) ISO founded in
 - a) 1946

b) 1947

c) 1948

- d) 1949.
- iii) ISO 9001: 2000 contains
 - a) Vocabulary
- b) Requirements
- c) Fundamentals
- d) none of these.

SS-26 Turn over

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:)	The	would ISO danized from	_	(Uiech)	
iv)		world ISO derived from	4		
	a)	Greek	b)	German	
	c)	French	d)	Sanskrit.	
v)	ISO's headquarters is in				
	a)	India	b)	Switzerland	
	c)	U.S.A.	d)	France.	
vi)	Qua	lity Assurance is			
	a)	systematic planned action			
	b)	strategic action			
	c)	quality control			
	d)	none of these.			
vii)	The	The following can be considered to measure quality			
	a)	Customer satisfaction	b)	Defects	
	c)	Rework	d)	All of these.	
viii)	Patient satisfaction is a total for measuring				
	a)	quality	b)	profit	
	c)	patient turnover	d)	all of these.	
ix)	Gap	p-5 in quality gaps is between			
	a)	sevice delivery & external communication			
	b)	expected service & perceived service			
	c)	expected service & management perceptions of			
		consumer expectations			
	d)	none of these.			



- x) 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.
- xi) "Fitness for use" Who said the line to define quality?
 - a) Philip B. Crosby
- b) W. Edwards Deming
- c) Jospeh M. Juran
- d) Ishikawa.
- xii) PDCA cycle was first designed by
 - a) Shuart

b) Deming

c) Juran

d) all of them.

GROUP - B

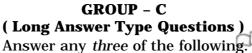
(Short Answer Type Questions)

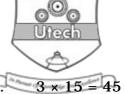
Answer any *three* of the following.

 $3 \times 5 = 15$

- 2. What is NABH? Why is it so important in today's context?
- 3. Explain Quality Circle.
- 4. State the basic elements of QMS.
- 5. Quality health care through patient satisafaction. Explain.
- 6. What is the difference between Quality Assurance and Quality Improvement?

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- 7. Explain GAP Model. How does it help organization to provide quality product or service? 10 + 5
- 8. Explain Deming's contribution on management guidelines.
- 9. How would you differentiate Quality Management from Total Quality Management? What are the characteristics of service and what is the relationship of those characteristics with Quality? 3+12
- 10. Discuss the attributes of Quality in health care.
- 11. Describe ISO 9000, its elements, advantages and disadvantages with special reference to a hospital.

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