



Name : .....

Roll No. : .....

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 × 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. |





- 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) Joseph 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 satisfaction. Explain.
6. What is the difference between Quality Assurance and Quality Improvement ?

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**GROUP - C**  
**( Long Answer Type Questions )**

Answer any *three* of the following.

$3 \times 15 = 45$

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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