	<u>Unean</u>
Name :	A
Roll No.:	To Annual Of Exemple for 2nd Exemples
Invigilator's Signature :	

### CS/HM/SUPPLE/SEM-5/BHM-501/2010 2010

#### **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) Deming is widely credited with
    - a) improving managerial decisions
    - b) improving production
    - c) improving performance
    - d) improving process.
  - ii) Quality Assurance comes under
    - a) quality management b)
      - b) quality policy
    - c) quality manual
- d) quality circle.
- iii) Which one of the following does not come under attributes of quality health care ?
  - a) Safe

- b) Efficient
- c) Satisfactory
- d) Timely.

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•					<u>Utech</u>		
iv)		concept of structure	-				
	determinants of quality was first articulated by						
	a)	Deming	b)	Jura	n		
	c)	Crosby	d)	Dona	abedian.		
v)	The	e patients are the					
	a)	secondary resources of health care					
	b)	primary resources of health care					
	c) essential resources of health care						
	d)	none of these.					
vi)	vi) Reliability, responsiveness, assurance etc. are t						
	a)	aims of quality					
	b) dimensions of quality						
	c)	influencing factors of quality					
	d)	determinant factors of quality.					
vii)	Out	Outcome management deals with					
	a)	patient satisfaction	b)	deliv	ery of health care		
	c)	result of treatment	d)	patie	ent participation.		
viii)	NABH stands for						
	a)	) National Accreditation Board for Hospital Providers					
	b)	National Approval Board for Hospital & Health care					
	Providers						

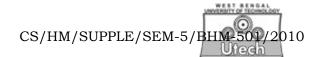
c)

Providers

care Providers.

National Accreditation Board for Health service

National Accreditation Board for Hospital & Health



- ix) ISO 14001: 2004 gives the requirement for
  - a) quality management system
  - b) TQM system
  - c) quality control system
  - d) environmental management system.
- x) PDCA cycle was first designed by
  - a) Shuart
- b) Deming

c) Juran

- d) All of them.
- xi) QCI was set up as an autonomous body by the Government of India jointly with the Indian industry in the year
  - a) 1998

b) 1997

c) 1995

d) 1994.

## GROUP - B ( Short Answer Type Questions )

Write short notes on any three of the following.

 $3 \times 5 = 15$ 

- 2. Quality Assurance.
- 3. Dimensions of quality health care.
- 4. Attributes of quality health care.
- 5. Quality health care through patient satisfaction.
- 6. Quality manual.

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#### ( Long Answer Type Questions)

Answer any three of the following.

 $3 \times 15 = 45$ 

- 7. Who is Deming? Discuss the 14 points of Deming in detail. 2 + 13
- 8. Define TQM. What is the role of the top management in the implementation of TQM? What is the relation between TQM& Outcome Management?3 + 8 + 4
- 9. What are the attributes of good patient-practitioner relationship?
- Discuss the conceptual model of potential contribution in quality health care delivery system.
- 11. Explain the term "Approaches to the measurement of quality".

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