



Name :

Roll No. :

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 × 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) 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.



- iv) The concept of structure process outcome as the determinants of quality was first articulated by
- a) Deming
 - b) Juran
 - c) Crosby
 - d) Donabedian.
- v) The 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) Reliability, responsiveness, assurance etc. are the
- a) aims of quality
 - b) dimensions of quality
 - c) influencing factors of quality
 - d) determinant factors of quality.
- vii) Outcome management deals with
- a) patient satisfaction
 - b) delivery of health care
 - c) result of treatment
 - d) patient participation.
- viii) NABH stands for
- a) National Accreditation Board for Hospital Providers
 - b) National Approval Board for Hospital & Health care Providers
 - c) National Accreditation Board for Health service Providers
 - d) National Accreditation Board for Hospital & Health care Providers.



- 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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GROUP – C

(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 ?
 10. 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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