	Utech
Name:	
Roll No.:	A dynamic by Exercising and Explaint
Invigilator's Signature :	

CS/HM/SEM-5/BHM-501/2011-12 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 any *ten* of the following :

 $10 \times 1 = 10$

- i) Quality assurance is
 - a) systematic planned action
 - b) quality control
 - c) quality improvement
 - d) none of these.
- ii) Determinants of quality in health care are
 - a) structure
- b) process
- c) outcome
- d) all of these.

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iii)	Q-m	anagement passes thro	ugh l	how many stages?
	a)	2	b)	3 To Spanning of State S
	c)	4	d)	5.
iv)	Structure, process and outcome was given by			
	a)	Philip Crosby	b)	J. M. Juran
	c)	E. Deming	d)	Avedis Donabedian.
v)	TQM has			
	a)	8 principle	b)	10 principle
	c)	12 principle	d)	14 principle.
vi)	Which ISO is applicable to health services?			
	a)	9001	b)	9002
	c)	9003	d)	9004.
vii)		ch of the following come?	is lil	xely to yield the best
	a)	Quality assurance	b)	Quality control
	c)	CQI	d)	Medical audit.
viii)) The key properties of healthcare that constitute quality			
	care	is		
	a)	effectiveness	b)	efficiency
	c)	equity	d)	all are correct.



- ix) There are types of Quality.
 - a) 3

b) 4

c) 1

- d) none of these.
- x) 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.
- xi) SPC stands for
 - a) Statistical Process Control
 - b) Statistical Programme Control
 - c) None of these.

GROUP - B

(Short Answer Type Questions)

Write short notes on any three of the following.

 $3 \times 5 = 15$

- 2. Accreditation.
- 3. PDCA cycle.
- 4. Quality circle.
- 5. Patient's expectation *vs* Patient's perception.



(Long Answer Type Questions)

Answer any three of the following.



- 6. What are the things you will keep in your mind at the time of implementing a quality management programme for an Out Patient Department of a hospital?
- 7. Describe NABL accreditation and the process of achieving it by health care institution. 5 + 10
- 8. Describe Benchmarking. Why is there need for quality improvement? 5+10
- 9. What is the role of patient practitioner relationship in healthcare quality? What is quality outcome management in healthcare? 7+8

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