



Name :

Roll No. :

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 × 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.



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 × 5 = 15

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



GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

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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