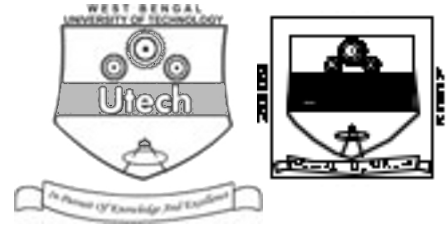


**CS/HM (SUPPLE)/SEM-5/BHM-501/09  
QUALITY IN HEALTH CARE ( SEMESTER - 5 )**



1. ....  
Signature of Invigilator

2. ....  
Signature of the Officer-in-Charge

**Reg. No.**

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**Roll No. of the Candidate**

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**CS/HM (SUPPLE)/SEM-5/BHM-501/09  
ENGINEERING & MANAGEMENT EXAMINATIONS, AUGUST – 2009  
QUALITY IN HEALTH CARE ( SEMESTER - 5 )**

Time : 3 Hours ]

[ Full Marks : 70

**INSTRUCTIONS TO THE CANDIDATES :**

- This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.
- In **Group – A**, Questions are of Multiple Choice type. You have to write the correct choice in the box provided **against each question**.
  - For **Groups – B & C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group – B** are Short answer type. Questions of **Group – C** are Long answer type. Write on both sides of the paper.
- Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.
- Read the instructions given inside carefully before answering.
- You should not forget to write the corresponding question numbers while answering.
- Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.
- Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.**
- You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification**.
- Rough work, if necessary is to be done in this booklet only and cross it through.

**No additional sheets are to be used and no loose paper will be provided**

**FOR OFFICE USE / EVALUATION ONLY**

Marks Obtained

Question Number	Group – A								Group – B				Group – C				Total Marks	Examiner's Signature		
Marks Obtained																				

.....  
**Head-Examiner/Co-Ordinator/Scrutineer**

**S-54033 (19/08)**



**DO NOT WRITE ON THIS PAGE**



CS/HM (SUPPLE)/SEM-5/BHM-501/09  
**QUALITY IN HEALTH CARE**  
**SEMESTER - 5**



Time : 3 Hours ]

[ Full Marks : 70

**GROUP - A**

**( Multiple Choice Type Questions )**

1. Choose the correct alternatives for the following : 10 × 1 = 10
- i) Quality Management Techniques are
- a) Structure, Process & Outcome
  - b) Quality Improvement, Planning & Management
  - c) Quality Control, Quality Management & Quality Assurance
  - d) None of these.
- ii) Outcome management is concerned with
- a) Patient satisfaction
  - b) Result of treatment
  - c) Delivery of healthcare
  - d) None of these.
- iii) Quality assurance is
- a) Systemic planned action
  - b) Strategic action
  - c) Quality control
  - d) None of these.
- iv) PDCA Cycle was first designed by
- a) Shuart
  - b) Deming
  - c) Juran
  - d) All of them.
- v) Structure Process Outcome was given by
- a) Philip Crosby
  - b) J. M. Juran
  - c) E. Deming
  - d) Avedis Donabedian.



vi) Patient Satisfaction is a tool for measuring

- a) Quality
- b) Profit
- c) Patient turnover.

vii) PDCA stands for

- a) Process, Document, Choice & Activity
- b) Plan, Do, Check & Act
- c) Plan, Development, Criteria & Act
- d) None of these.

viii) ISO founded in

- a) 1946 b) 1947
- c) 1948 d) 1949.

ix) Benefits of quality management system include

- a) Reduction of wastage
- b) Clear responsibilities and authorities agreed on employees
- c) Undertakes customers requirements
- d) Improve use of resource and time
- e) All of these.

x) Deming was

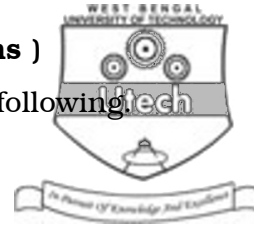
- a) Japanese statistician b) British statistician
- c) American statistician d) None of them.



**GROUP – B**

**( Short Answer Type Questions )**

Write short notes on any *three* of the following



3 × 5 = 15

2. Attributes of good quality in Health care.
3. JCAHO.
4. NABH.
5. Six Sigma.

**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* questions.

3 × 15 = 45

6. What do you mean by quality assurance ? Draw the circle of QA.
7. What is Deming's contribution and his 14 Management Guideline for Quality Measurement in Health Care.
8. Explain the constraints in providing Quality Health Care. Discuss about the Outcome Management. 10 + 5
9. Describe the procedure for formulating explicit criteria and standards in the Health Care Sector.

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END