



Name :

Roll No. :

Invigilator's Signature :

CS/HM/SEM-5/BHM-501/2012-13

2012

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) Planned and Systematic action
 - b) Strategic action
 - c) Quality Control
 - d) None of these.
 - ii) ISO stands for
 - a) Indian Standard Organization
 - b) Internal Standard Organization
 - c) International Organization for Statistics
 - d) International Organization for Standardization.



- iii) Structure, process, outcome was given by
- a) Crosby
 - b) Deming
 - c) Juran
 - d) Donabedian.
- iv) TQM means
- a) Lower cost of manufacturing
 - b) Increase cost of manufacturing
 - c) Control cost of manufacturing
 - d) None of these.
- v) Patient satisfaction is a total for measuring
- a) Quality
 - b) Profit
 - c) Patient turn over
 - d) all of these.
- vi) Deming was the statistician of
- a) Japan
 - b) British
 - c) America
 - d) None of these.
- vii) ISO's headquarter is in
- a) India
 - b) U.S.A.
 - c) Switzerland
 - d) Australia.
- viii) 'Fitness for Use' is said by
- a) Deming
 - b) Juran
 - c) Crosby
 - d) Ishikawa.



- ix) Quality Manual is just a
- a) Document
 - b) System
 - c) Policy
 - d) Process.
- x) The full form of JCI is
- a) Joint Commission of International
 - b) Joint Committee of Information
 - c) Joint Competition of Industry
 - d) None of these.
- xi) Outcome Management is concerned with
- a) Patient satisfaction
 - b) Delivery of health care
 - c) Result of treatment
 - d) None of these.

GROUP – B

(Short Answer Type Questions)

Write Short notes on any *three* of the following :

3 × 5 = 15

2. Six Sigma.
3. PDCA Cycle.
4. Patient Participation.
5. NABL Accreditation.



GROUP – C

(Long Answer Type Questions)

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

6. Explain Deming's 14 Management Guidelines. How are the principles relevant to the Hospital Industry ?
 7. You are the CEO of a Multi-Specialty Hospital. How would you implement TQM in you Organization ?
 8. Depict a Quality Improvement Model of Daily Patient Care for a Hospital.
 9. What is the patient satisfaction and how does it affect a Hospital's credibility ? Explain the Conceptual Model of Patient Satisfaction.
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