

2023

BBA(HM) 5th Semester Examination

BBA (Hospital Management)

Quality in Health Care

TWELFTH PAPER : CC-12

Full Marks : 60

Time : 3 hours

The figures in the right-hand margin indicate marks.

*Candidates are required to give their answers
in their own words as far as practicable.*

Illustrate the answers wherever necessary.

Answer **all** questions.

1. Answer *any* **ten** of the following questions :

2×10=20

(a) Write down the functions of JCI.

(b) State any two principles among Deming's
14 principles.

/753

(Turn Over)

(2)

- ~~(c)~~ What do you mean by quality in health care?
- ~~(d)~~ What is quality control?
- (e) What is the role of Steering Committee?
- ~~(f)~~ Define TQM.
- ~~(g)~~ State the function of Pareto Chart.
- ~~(h)~~ State any two functions of NABL.
- ~~(i)~~ What do you understand by accreditation relating to health care?
- (j) Mention the 5S in Kaizen.
- (k) State the determinants of quality.
- (l) Define Lean thinking.
- (m) What do you mean by ISO?
- ~~(n)~~ State about quality assurance.
- (o) What is Kaizen?

2. Answer *any four* of the following questions :

5×4=20

- (a) Describe the benefits of NABL towards patients.

(3)

- (b) What is the difference between Quality Assurance and Quality Improvement?
- (c) What do you mean by PDCA cycle? Discuss the process of PDCA cycle.
- (d) Briefly describe about the Quality Manual of health care.
- (e) Explain the five principles of Lean thinking.
- (f) Write down the application of quality in health care.
- (g) Write a short note in Quality Circle.
- (h) What is the role of patient-practitioner relationship in health care quality?

3. Answer *any two* of the following questions :

10×2=20

(a) Define TQM. Explain all principles of TQM.
2+8=10

(b) Explain six sigma in detail. In which areas six sigma can be implemented in a hospital?
7+3=10

(4)

~~(c)~~ Define Juran's Trilogy. What are the strengths and weaknesses of this theory?

2+4+4=10

~~(d)~~ Describe benchmarking. Why is there need for quality improvement?

2+8=10

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