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CCFUP/5th Sem /BBA/25(NEP)

2025

5th Semester Examination (CCFUP : NEP)

BBAHM

Paper : MI 5-T (Minor)

(Quality in Health Care)

Full Marks : 60

Time : Three Hours

*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

Answer any *five* questions : — 2×5=10

1. Define quality in health care.
2. State the determinants of quality.
3. Write any two components of QMS.
4. What is a quality manual?
5. What do you mean by ISO?
6. Write any two importance of quality planning?
7. State the uses of Pareto Analysis.
8. What do you mean by quality policy?

P.T.O.



(2)

Group - B

Answer any *four* questions : $5 \times 4 = 20$

9. Discuss the various dimensions of quality in health care.
10. Explain the role of patient participation in improving hospital performance.
11. Discuss the concept of quality circle.
12. Explain the attributes of a good patient-practitioner relationship.
13. Differentiate between Kaizen and Six Sigma.
14. Discuss the importance of accreditation in hospitals.

Group - C

Answer any *three* questions : $10 \times 3 = 30$

15. Briefly explain the steps involved in obtaining NABH accreditation for a hospital.
 16. You are the CEO of a Multi-Speciality Hospital. How would you implement TQM in your organisation?
 17. Define Juran's Trilogy. What are the strengths and weaknesses of this theory? $2 + (4 + 4)$
 18. Explain control charts in detail and their roles in monitoring hospital performance. $5 + 5$
 19. Describe the Fishbone Diagram and its contribution to quality management.
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