


Name:	
Enrolment No:	

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
End Semester Examination, December 2022

Course: Quality In Healthcare and Total Quality Management

Semester: V

Program: BSc (Clinical Research)

Duration : 3 Hours

Course Code: HSCC 3007

Max. Marks: 100

Instructions:

S. No.	Section A	Marks	COs
	Short answer questions/ MCQ/T&F (20Qx1.5M= 30 Marks)		
Q		1.5	
Q 1	Define quality management.	1.5	CO1
Q 2	World Patient Safety Day is observed annually on 19 September. State true/ false	1.5	CO1
Q 3	The article 'To Err is Human: Building a Safer Health System' was published in year 2004. State true/false	1.5	CO1
Q 4	Define the term NPSF.	1.5	CO1
Q 5	List the four terms of PDSA cycle.	1.5	CO1
Q 6	Joseph M. Juran developed two concepts of management. Sate the name of the concepts	1.5	CO1
Q 7	Medication Without Harm (2017); with the aim of reducing the level of severe, avoidable harm related to medications globally by 50% over five years. State true/false	1.5	CO1
Q 8	List two names of quality management awards	1.5	CO1
Q 9	ISO 9000 is defined as a set of international standards on quality management and quality assurance. State true/false	1.5	CO1
Q 10	Explain briefly about theories of error.	1.5	CO2
Q 11	List the common quality of measures in total quality management	1.5	CO2
Q 12	Identify the major reasons for safety and blame in quality management	1.5	CO2
Q 13	Classify the common cause of variation in Quality beyond Healthcare management.	1.5	CO2
Q 14	Explain the term 'structure' in structure process outcome in healthcare management.	1.5	CO2
Q 15	Report about six quality aims for patient care.	1.5	CO2

Q 16	Briefly explain e-Health management	1.5	CO2
Q 17	Write three names of thought leaders in total quality management.	1.5	CO3
Q 18	Give three reasons for development of pressure ulcers in patients.	1.5	CO3
Q 19	Illustrate different types of 'medication errors'	1.5	CO3
Q 20	Write two names of patient healthcare organization.	1.5	CO3
Section B (4Qx5M=20 Marks)			
Q		5	
Q 1	List the major problems in patient safety movement?	5	CO1
Q 2	State six quality aims for patient safety care in healthcare settings	5	CO1
Q 3	Describe Nightingale theory of environment. (Five points)	5	CO2
Q 4	Illustrate the term 'pain management' and interpret various solution of 'pain management'.	5	CO3
Section C (2Qx15M=30 Marks)			
Q		15	
Q 1	Appraise about various rewarding quality (Baldrige award, magnet hospitals, Beacon award) to demonstrate professional accountability in health management.	15	CO3
Q 2	Write various aspects of ethics in healthcare management system. Also compare the ethical part of financial incentives.	15	CO4
Section D (2Qx10M=20 Marks)			
Q		10	
Q 1	Explain Deming's principles? Discuss Deming 14-point principle for total quality management.	5+5	CO2
Q 2	Analyze the importance of 'value management' of Institute for healthcare improvement (IHI) and write down three major goals of it.	5+5	CO4