


Name:			
Enrolment No:			
UPES End Semester Examination, December 2024			
Course: Quality in Healthcare and Total Quality Management		Semester: 5th	
Program: BSC-CLINICAL-RESEARCH		Duration: 3 Hours	
Course Code: HSCC3007		Max. Marks: 100	
Instructions: Attempt all questions			
S. No.	Section A Short answer questions/ MCQ/T&F (20Qx1.5M= 30 Marks)	Marks	COs
Q 1	The primary goal of the patient safety movement is _____ a) Reducing healthcare costs b) Improving healthcare access c) Eliminating preventable harm to patients d) Increasing staff satisfaction	1.5	CO1
Q 2	Which theory emphasizes continuous quality improvement and reducing variation in processes? a) Nightingale's Theory b) Donabedian's Model c) Deming's Principles d) Aiken's Staffing Theory	1.5	CO2
Q 3	Medication errors are a leading cause of patient harm in healthcare settings. (True or False)	1.5	CO1
Q 4	Which award recognizes hospitals for exceptional organizational quality and safety? a) Magnet Award b) Baldrige Award c) Beacon Award d) Both a and b	1.5	CO1
Q 5	The focus of the Institute for Healthcare Improvement (IHI) Triple Aim framework is a) Patient safety, access, and cost reduction b) Enhancing care experience, improving population health, and reducing costs	1.5	CO2

	c) Innovation, regulation, and technology integration d) Improving physician satisfaction		
Q 6	What does NCQA primarily focus on? a) Hospital accreditation b) Health plan performance c) Emergency care guidelines d) Medical equipment safety	1.5	CO3
Q 7	Which of the following organizations sets global safety standards for medication practices? a) WHO (World Health Organization) b) ISMP (Institute for Safe Medication Practices) c) NCQA (National Committee for Quality Assurance) d) AHRQ (Agency for Healthcare Research and Quality)	1.5	CO1
Q 8	The Baldrige Award specifically rewards nursing excellence. (True or False)	1.5	CO1
Q 9	Which theory is linked to continuous improvement and eliminating waste in processes? a) Six Sigma b) Deming's Principles c) Donabedian's Model d) Lean Thinking	1.5	CO2
Q 10	Name the three elements of Donabedian's model.	1.5	CO1
Q 11	What is the focus of evidence-based practice in healthcare? a) Increasing technology adoption b) Reducing financial incentives c) Utilizing current best evidence in decision-making d) Establishing regulatory compliance	1.5	CO2
Q 12	The Baldrige Award recognizes healthcare organizations for exceptional patient safety outcomes. (True or False)	1.5	CO3
Q 13	Medication errors are a leading cause of patient harm in healthcare settings. (True or False)	1.5	CO3
Q 14	Which leadership style is most effective in implementing TQM principles. a) Autocratic b) Transformational c) Laissez-faire d) Transactional	1.5	CO1
Q 15	Patent safety is an important medical concern in the healthcare sector. (True or False)	1.5	CO2
Q 16	_____ is known as the lady with Lamp.	1.5	CO2
Q 17	Who is among the following is the founder of modern nursing and a pioneer in healthcare quality? a) Avedis Donabedian b) Florence Nightingale	1.5	CO2

	c) W. Edwards Deming d) Berwick		
Q 18	The Institute of Medicine (IOM) is now called the National Academy of Medicine (NAM). (True or False)	1.5	CO1
Q 19	List out different components of environmental models in healthcare.	1.5	CO1
Q 20	Following is a primary objective of TQM a) Increasing production output b) Reducing production time c) Enhancing customer satisfaction through continuous improvement d) Lowering marketing costs	1.5	CO1
Section B (4Qx5M=20 Marks)			
Q 1	Justify the importance of Leadership in TQM.	5	CO2
Q 2	Explain six domains of healthcare quality.	5	CO3
Q 3	Write a short note on Night Gale's life.	5	CO1
Q 4	Illustrate two models that are well known in healthcare.	5	CO1
Section C (2Qx15M=30 Marks)			
Q 1	Summarize the contributions of Deming, Aiken, and Berwick to healthcare quality management. (10 Marks) Discuss how their theories and principles are applied in modern healthcare systems. (5 Marks)	15	CO3
Q2	Examine the relationship between staffing levels, teamwork, and patient outcomes. (10 Marks) Suggest strategies to optimize teamwork in healthcare settings. (5 Marks)	15	CO2
Section D (2Qx10M=20 Marks)			
Q 1	Explain Donabedian model in detail with examples in each category.	10	CO1
Q2	Describe Nightingale's model in detail with diagrammatic representation. (5 Marks) Summarize its impact on current healthcare systems. (5 Marks)	10	CO2

