


<b>Name:</b>			
<b>Enrolment No:</b>			
<b>UPES</b> <b>End Semester Examination, December 2024</b>			
<b>Course: Quality in Healthcare and Total Quality Management</b>		<b>Semester: 5<sup>th</sup></b>	
<b>Program: BSC-CLINICAL-RESEARCH</b>		<b>Duration: 3 Hours</b>	
<b>Course Code: HSCC3007</b>		<b>Max. Marks: 100</b>	
<b>Instructions: Attempt all questions</b>			
<b>S. No.</b>	<b>Section A</b> <b>Short answer questions/ MCQ/T&amp;F</b> <b>(20Qx1.5M= 30 Marks)</b>	<b>Marks</b>	<b>COs</b>
<b>Q 1</b>	Which of the following is the primary objective of TQM? a) Increasing production output b) Reducing production time c) Enhancing customer satisfaction through continuous improvement d) Lowering marketing costs	<b>1.5</b>	<b>CO1</b>
<b>Q 2</b>	Who is among the following is the founder of modern nursing and a pioneer in healthcare quality? a) Avedis Donabedian b) Florence Nightingale c) W. Edwards Deming d) Berwick	<b>1.5</b>	<b>CO2</b>
<b>Q 3</b>	What is the primary goal of the patient safety movement? a) Reducing healthcare costs b) Improving healthcare access c) Eliminating preventable harm to patients d) Increasing staff satisfaction	<b>1.5</b>	<b>CO3</b>
<b>Q 4</b>	Which of the following is NOT a component of Donabedian's framework for healthcare quality? a) Structure b) Process c) Environment d) Outcome	<b>1.5</b>	<b>CO1</b>
<b>Q 5</b>	The Institute of Medicine (IOM) is now called the National Academy of Medicine (NAM). <b>(True or False)</b>	<b>1.5</b>	<b>CO2</b>

<b>Q 6</b>	Failure to rescue refers to the inability to prevent death after a complication arises. <b>(True or False)</b>	<b>1.5</b>	<b>CO2</b>
<b>Q 7</b>	Identify the <u>CORRECT</u> organizations responsible for accrediting healthcare facilities in the U.S.: a) AHRQ (Agency for Healthcare Research and Quality) b) JCAHO (Joint Commission on Accreditation of Healthcare Organizations) c) ISMP (Institute for Safe Medication Practices) d) NCQA (National Committee for Quality Assurance)	<b>1.5</b>	<b>CO1</b>
<b>Q 8</b>	Which of the following organization publishes the "National Patient Safety Goals"? a) National Committee on Quality Assurance (NCQA) b) Institute of Medicine (IOM) c) Joint Commission on Accreditation of Healthcare Organizations (JCAHO) d) Emergency Care Research Institute (ECRI)	<b>1.5</b>	<b>CO3</b>
<b>Q 9</b>	Which of the following 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	<b>1.5</b>	<b>CO2</b>
<b>Q 10</b>	Identify the <u>CORRECT</u> full form of the acronym "AHRQ". a) Agency for Healthcare Research and Quality b) Association for Health Reporting and Quality c) Agency for Hospital Regulation and Quality d) Alliance for Healthcare Resources and Quality	<b>1.5</b>	<b>CO1</b>
<b>Q 11</b>	Which of the following 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	<b>1.5</b>	<b>CO1</b>
<b>Q 12</b>	The Baldrige Award recognizes healthcare organizations for exceptional patient safety outcomes. <b>(True or False)</b>	<b>1.5</b>	<b>CO2</b>
<b>Q 13</b>	Medication errors are a leading cause of patient harm in healthcare settings. <b>(True or False)</b>	<b>1.5</b>	<b>CO1</b>
<b>Q 14</b>	Which leadership style is most effective in implementing TQM principles. a) Autocratic b) Transformational c) Laissez-faire d) Transactional	<b>1.5</b>	<b>CO1</b>
<b>Q 15</b>	Which award recognizes hospitals for exceptional organizational quality and safety?	<b>1.5</b>	<b>CO1</b>

	a) Magnet Award b) Baldrige Award c) Beacon Award d) Both a and b		
<b>Q 16</b>	Patient safety is an important medical concern in the healthcare sector. <b>(True or False)</b>	<b>1.5</b>	<b>CO2</b>
<b>Q 17</b>	_____ is known as the lady with Lamp.	<b>1.5</b>	<b>CO2</b>
<b>Q 18</b>	What does the acronym "PDSA" represent in the context of healthcare quality improvement? a) Plan, Develop, Sustain, Act b) Prepare, Diagnose, Solve, Apply c) Plan, Do, Study, Act d) Predict, Design, Study, Assess	<b>1.5</b>	<b>CO2</b>
<b>Q 19</b>	What does NCQA primarily focus on? a) Hospital accreditation b) Health plan performance c) Emergency care guidelines d) Medical equipment safety	<b>1.5</b>	<b>CO1</b>
<b>Q 20</b>	List out different components of environmental models in healthcare.	<b>1.5</b>	<b>CO1</b>
<b>Section B</b> <b>(4Qx5M=20 Marks)</b>			
<b>Q 1</b>	Explain six domains of healthcare quality.	<b>5</b>	<b>CO1</b>
<b>Q 2</b>	Justify the importance of leadership in TQM.	<b>5</b>	<b>CO2</b>
<b>Q 3</b>	Explain the "structure, process, and outcome" model proposed by Donabedian.	<b>5</b>	<b>CO3</b>
<b>Q 4</b>	Illustrate two models that are well known in healthcare.	<b>5</b>	<b>CO2</b>
<b>Section C</b> <b>(2Qx15M=30 Marks)</b>			
<b>Q 1</b>	Describe major quality issues in healthcare, such as patient safety and teamwork. <b>(10 marks)</b> Discuss strategies to address these issues with examples from real-world healthcare practices. <b>(5 Marks)</b>	<b>15</b>	<b>CO2</b>
<b>Q2</b>	Analyze the role of evidence-based practice in improving healthcare quality and patient outcomes.	<b>15</b>	<b>CO3</b>
<b>Section D</b> <b>(2Qx10M=20 Marks)</b>			
<b>Q 1</b>	Describe TQM and draw the TQM pyramid. <b>(5 Marks)</b> Explain in detail the leadership and major leadership values <b>(5 Marks)</b> <b>Or</b> Describe Nightingale's model in detail with diagrammatic representation. <b>(5 Marks)</b> Summarize its impact on current healthcare systems. <b>(5 Marks)</b>	<b>10</b>	<b>CO1</b>

Q2	Discuss the relationship between staffing levels, teamwork, and patient outcomes. <i>(5 Marks)</i> Discuss research findings by leaders like Linda Aiken and Suggest strategies to optimize teamwork in healthcare settings. <i>(5 Marks)</i>	<b>10</b>	<b>CO2</b>
----	--	-----------	------------