


Name:			
Enrolment No:			
UPES End Semester Examination, December 2023			
Course: B. Sc Clinical Research		Semester: V	
Program: Quality In Healthcare and Total Quality Management		Duration: 3 Hrs	
Course Code: HSCC 3007		Max. Marks: 100	
Instructions: No additional Material is required for this exam			
S. No.	Section A Short answer questions/ MCQ/T&F (20Qx1.5M= 30 Marks)	Marks	COs
Q 1	What are the 4 pillars of quality management in health care	1.5	CO1
Q 2	What is the primary objective of Quality Management in an organization? a) Maximizing profits b) Minimizing expenses c) Meeting or exceeding customer expectations d) Reducing employee turnover	1.5	CO2
Q 3	What is Nightingale known for?	1.5	CO2
Q 4	Which of the following is a key principle of the Patient Safety Movement in the context of quality management? a) Reducing the cost of healthcare b) Enhancing patient satisfaction c) Preventing harm to patients d) Increasing the number of hospital beds	1.5	CO4
Q 5	Which of the following individuals is often referred to as the "father of the quality management movement" and is known for his contributions to statistical quality control? a) Peter Drucker	1.5	CO1

	<p>b) W. Edwards Deming</p> <p>c) Joseph Juran</p> <p>d) Frederick Taylor</p>		
Q 6	How did Dr. Blue's quality tool tackle Influenza Pandemic?	1.5	CO2
Q 7	Some of the more well-known vaccines discovered between 1881 and 1955-T/F	1.5	CO1
Q 8	<p>5. Which of the following best defines Quality Management in an organizational context?</p> <p>a) The process of eliminating all defects in a product or service</p> <p>b) The systematic approach to achieving and maintaining a desired level of quality</p> <p>c) The practice of maximizing production output at the lowest cost</p> <p>d) The application of marketing strategies to boost product sales</p>	1.5	CO3
Q 9	Pressure ulcers are injuries to the skin or soft tissue T/F	1.5	CO2
Q 10	<p>Florence Nightingale is known for her pioneering work in healthcare quality, and Avedis Donabedian is a key figure in the development of healthcare quality assessment. Bloch, however, is not a prominent figure in quality management.</p> <p>T/F</p>	1.5	CO2
Q 11	What is surgical error?	1.5	CO3
Q 12	<p>Quality management principles are limited to healthcare and can be applied in various industries.</p> <p>T/F</p>	1.5	CO3
Q 13	<p>Which organization focuses on patient safety and works to reduce medication errors in healthcare settings?</p> <p>A) National Committee on Quality Assurance (NCQA)</p>	1.5	CO4

	<p>B) Institute for Healthcare Improvement (IHI)</p> <p>C) National Patient Safety Foundation (NPSF)</p> <p>D) Institute for Safe Medication Practices (ISMP)</p>		
Q 14	<p>What organization is known for promoting excellence in nursing care and recognizes hospitals that provide high-quality patient care?</p> <p>A) National Committee on Quality Assurance (NCQA)</p> <p>B) National Patient Safety Foundation (NPSF)</p> <p>C) Institute of Medicine (IOM)</p> <p>D) Magnet Hospitals</p>	1.5	CO4
Q 15	<p>Which approach focuses on using data-driven techniques to identify and eliminate defects in healthcare processes to enhance patient care and safety?</p> <p>A) Evidence-Based Practice</p> <p>B) Structured Care Methodologies</p> <p>C) Process Improvement Teams</p> <p>D) Case and Care Management</p>	1.5	CO3
Q 16	<p>Edwards Deming is a notable figure in quality management, known for his 20 principles for improving quality.</p> <p>T/F</p>	1.5	CO4
Q 17	<p>Theories of error are not integral to quality management, particularly in healthcare, to understand and prevent errors.</p> <p>T/F</p>	1.5	CO2

Q 18	<p>In healthcare, ensuring adequate staffing levels to meet patient needs is essential for maintaining quality of care. This issue is commonly associated with:</p> <p>A) Medication Errors</p> <p>B) Patient Satisfaction</p> <p>C) Staffing</p> <p>D) Pressure Ulcers</p>	1.5	CO3
Q 19	<p>Which quality issue in healthcare relates to the effective management of patient pain and discomfort during medical treatment?</p> <p>A) Teamwork & Collaboration</p> <p>B) Medication Errors</p> <p>C) Pain Management</p> <p>D) Patient Satisfaction</p>	1.5	CO3
Q 20	<p>The use of financial incentives to motivate healthcare professionals and organizations to improve care quality raises ethical questions about:</p> <p>A) Legal Systems as Users of Standards & Guidelines</p> <p>B) The Balance Between Quality and Access</p> <p>C) Ethical Issues with Financial Incentives</p> <p>D) The Technologic Imperative</p>	1.5	CO4
<p>Section B (4Qx5M=20 Marks)</p>			
Q 1	<p>Discuss the role of Agency for Healthcare Research and Quality (AHRQ), and how does it contribute to improving healthcare quality and safety? Discuss the key initiatives or research areas AHRQ is involved in.</p>	5	CO4

Q2	Discuss the significance of technology in modern healthcare. Provide examples of how technology can be used to enhance patient care, streamline operations, and improve healthcare outcomes	5	CO5
Q3	a. Discuss the importance of effective pain management in healthcare and the potential consequences of inadequate pain control. b. Name two evidence-based approaches to pain management and their benefits.	5	CO3
Q4	Describe the differences between a "Culture of Safety" and a "Culture of Blame" in a healthcare organization. Explain the impact of each culture on patient safety and quality of care.	5	CO1
Section C (2Qx15M=30 Marks)			
Q 1	Discuss patient safety, teamwork and collaboration, pressure ulcers and pain management impact on healthcare quality.	15	CO2
Q2	Describe various research designs commonly used in healthcare studies and their applications.	15	CO3
Section D (2Qx10M=20 Marks)			
Q 1	a. Explain the primary role and purpose of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) in the healthcare industry? b. Describe the influence of Institute of Medicine (IOM) in healthcare quality and policy.	10	CO4
Q2	Discuss the concept of "Quality Beyond Healthcare" and its relevance in the healthcare industry. Give examples of how this concept can be applied to improve patient outcomes and experiences.	10	CO2