BRAINWARE UNIVERSITY

Term End Examination 2025-2026

Programme – B.Sc.(CCT)-2022/B.Sc.(CCT)-2023/B.Sc.(CCT)-2024/B.Sc.(CCT)-2025

Course Name – Quality Assurance and Accreditation

Course Code - BCCTC202

(Semester II)

Full Marks : 60 **Time : 2:30 Hours**

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group-A

(Multiple Choice Type Question) 1 x 15=15

1. *Choose the correct alternative from the following :*

(i) Infer the meaning of quality in health care from the following options.

a) Safe care for patients b) Only big buildings
c) Only new machines d) Very costly health care only

(ii) Outline one essential component of quality management in hospitals.

a) More noise b) Safety
c) More paint d) More bills

(iii) Interpret the way safety is maintained in patient care within a hospital.

a) No harm to patients b) More cameras
c) More guards d) More posters

(iv) Infer one organizational factor that improves quality.

a) Broken equipment b) Strong leadership
c) Medicine shortage d) Staff fatigue

(v) Outline a human factor that can increase errors.

a) Clear SOPs b) Good teamwork
c) Regular training d) Heavy workload

(vi) Show a sign of good hospital coordination.

a) Departments cooperate b) Results shared late
c) Departments avoid each other d) No handover done

(vii) Infer a work culture that supports quality.

a) Blame culture b) Fear culture
c) Positive culture d) Silence culture

(viii) Identify the SMART element that means having a deadline.

a) Relevant b) Time bound
c) Specific d) Achievable

(ix) Select the first step of the 5P framework for selecting indicators.

a) Purpose b) Process
c) Prepare d) Post selection

(x) Choose the type of standard that is compulsory by law.

a) Internal standard b) National standard
c) Voluntary standard d) Staff preference

(xi) Identify the QC tool used to collect counts of problems easily.

a) Check sheet b) Scatter diagram
c) Histogram d) Flow chart

(xii) Interpret the diagram-based tool for listing potential causes under categories, also called Ishikawa.

a) Scatter plot b) Fishbone diagram
c) Pie chart d) Run chart

(xiii) Interpret the risk control option that removes the hazard completely.

a) Elimination b) Personal protective equipment
c) Audit only d) Warning posters only

(xiv) Outline the statistical tool used to monitor a process over time using a center line and control limits.

a) Control chart b) Histogram
c) Check sheet d) Flow chart

(xv) Infer the effectiveness measure that combines length and quality of life in cost-effectiveness analysis.

a) QALYs b) Control limits
c) Pivot tables d) Barcodes

Group-B

(Short Answer Type Questions) 3 x 5=15

2. Compare benefits of quality for patients and staff. (3)
3. Demonstrate one SMART objective for improving hand hygiene in nursing. (3)
4. Build your answer on process indicators, outcome indicators, and structural indicators with one example each. (3)
5. Illustrate the use of "5 Whys" in root cause analysis for a recurring error. (3)
6. Explain the main purpose of cost-effectiveness analysis in quality improvement. (3)

OR

Compare the role of staff involvement and leadership commitment in TQM implementation. (3)

Group-C

(Long Answer Type Questions) 5 x 6=30

7. Compare the three core dimensions of quality with one easy hospital example for each. (5)
8. Demonstrate writing "SMART" objectives for OPD, laboratory, and pharmacy departments. (5)
9. Construct your answer on the concept and purpose of quality control in healthcare with two examples. (5)
10. Illustrate the use of control charts and histograms together for monitoring a quality indicator. (5)
11. Explain data security, privacy, and legal aspects for electronic health information, and Determine essential safeguards for compliance. (5)
12. Compare Excel and SPSS for quality analysis, and Determine a suitable use-case selection rule for each. (5)

OR

Compare dashboards and periodic reports for management review, and Determine a suitable deployment approach. (5)

a) Purpose
b) Process
c) Prepare
d) Post selection

(x) Choose the type of standard that is compulsory by law.

a) Internal standard
b) National standard
c) Voluntary standard
d) Staff preference

(xi) Identify the QC tool used to collect counts of problems easily.

a) Check sheet
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b) Personal protective equipment
c) Audit only
d) Warning posters only

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a) Control chart
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c) Check sheet
d) Flow chart

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c) Pivot tables
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OR

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