



QUALITY ASSURANCE IN HEALTHCARE (534E8F)

QUESTION BANK

PART A QUESTIONS (1-Mark)

1. Define quality management.
2. Who is known as the “Father of Total Quality Management”?
3. What are core values in quality management?
4. What is meant by “dimensions of quality”?
5. Define “cost of non-conformance.”
6. What does benchmarking mean?
7. Give one example of a quality model.
8. What is meant by corporate culture transformation?
9. What is “process focus”?
10. What is a quality measurement?
11. Define teamwork.
12. What is a cause-and-effect diagram?
13. Define statistical process control.
14. What is a Pareto diagram?
15. What is time management?
16. Define customer in healthcare.
17. What is patient satisfaction?
18. Define customer delight.
19. What is clinical quality?
20. What are quality indicators?
21. Define continuity of care.
22. What is a quality audit?
23. What is a quality policy?
24. Define quality circle.
25. What is a code of conduct?
26. What is a quality steering committee?
27. Who is a quality manager?
28. Define quality council.
29. What is ISO certification?
30. What does JCI stand for?
31. What is business process reengineering (BPR)?
32. Define quality awards.
33. What is a BS Mark?

PART B QUESTIONS (5-Marks)

1. Explain the need and importance of quality management in healthcare.
2. Compare quality, productivity, and profitability.
3. Describe the views of any two quality gurus.
4. Explain the concept of “structure–process–outcome.”



5. Discuss the major components of quality (objectives, investment, monitoring, assessment).
6. What is the role of leadership commitment in quality improvement?
7. Explain recognition and rewards in quality management.
8. Write a note on benchmarking in healthcare.
9. Explain the role of leadership in quality improvement.
10. Describe the importance of communication in healthcare quality.
11. Explain the steps in constructing a flowchart.
12. Explain the 80/20 principle used in the Pareto chart.
13. Describe the problem-solving process in healthcare.
14. Explain customer experience and its components in healthcare.
15. Discuss rights and responsibilities of patients.
16. Describe quality indicators for patient satisfaction.
17. Explain methods of measuring quality in healthcare.
18. Explain the factors affecting patient satisfaction.
19. Discuss admission, follow-up, and continuity of care as clinical quality indicators.
20. Describe the key components of a quality policy.
21. Write a note on the responsibilities of a quality manager.
22. Explain the structure and role of the quality council.
23. What are the obstacles to practicing quality in healthcare?
24. Explain the functions of quality teams.
25. Explain the importance of ISO certification in healthcare.
26. Describe JCI accreditation standards briefly.
27. Write a note on quality awards in healthcare.
28. Explain business process reengineering with healthcare examples

PART C QUESTIONS (10-Marks)

1. Discuss in detail the evolution of quality management and the contributions of different quality gurus.
2. Explain the quality management process and its application in healthcare organisations.
3. Critically analyze the corporate framework for quality and its impact on organizational culture.
4. Explain cost of conformance vs cost of non-conformance with healthcare examples.
5. Discuss in detail the major quality improvement tools (flowchart, fishbone, Pareto, SPC) with healthcare examples.
6. Explain how teamwork and communication enhance healthcare quality outcomes.
7. Explain in detail the components of patient satisfaction and how they can be measured.
8. Discuss the role of performance indicators and key result areas in improving healthcare quality.
9. Evaluate clinical quality indicators such as complication rates, infection rates, and continuity of care.
10. Explain in detail the feedback mechanisms (customers, staff, suppliers) and their role in quality improvement.
11. Discuss the organizational structure required to support quality management in healthcare.
12. Explain the roles and responsibilities of the quality manager and the challenges faced.



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13. Describe the major committees involved in healthcare quality and their functions.
14. Discuss the recent trends in healthcare quality management, including ISO, JCI, and BS Mark.
15. Explain business process reengineering and evaluate its suitability for healthcare transformation.
16. Compare accreditation (JCI) and certification (ISO) in healthcare quality.