



Second Year, Term 5 End Term Examination, February 2025

**EC-246 Standard and Accreditation for Enhancing Health Care Quality in
Public Health care Facilities**

Time - 3 Hours

Maximum Marks: 50 (Minimum Marks 20)

Instructions to students:

- This question paper contains 3 printed pages.
- Don't write anything on the Question Paper except writing your Enrolment No.

Part A

(Maximum Marks: 5)

Choose the correct option for the following (1 mark each)

- Q 1** Creating a children & parent/attendant friendly ambience and infrastructure is a key component of which program
- a) SUMAN
 - b) LaQshya
 - c) MusQan
 - d) NQAS
- Q 2** Which health facilities can participate for Kayakalp awards
- a) Only District Hospitals
 - b) Only Medical Colleges
 - c) Public healthcare facilities at all levels (DHs, CHCs, PHCs, and HWCs)
 - d) Only CHCs
- Q 3** Recognize the defects (Audits, Rounds, use of departmental Checklist) are part of
- a) Quality Improvement
 - b) Quality Control
 - c) Quality Assurance
 - d) Quality System
- Q 4** Number of checklists for assessment of UPHC are
- a) 18
 - b) 12
 - c) 10
 - d) 6
- Q 5** Which of the following facility is not covered under LaQshya
- a) Primary Health Centers (PHCs)
 - b) District Hospitals (DHs)
 - c) Community Health Centers (CHCs)
 - d) Medical Colleges

Part B**(Maximum Marks: 15)****Answer the following Short Answer Questions (5 marks each)**

- Q 6** List the key areas of concern under NQAS. And discuss the significance of Patient Rights within NQAS framework

Or

Define quality in health care. How does the perspective on quality differ among patients, service providers and administrators? Discuss the key expectations and concerns of each group in ensuring quality healthcare services.

- Q 7** Define and explain the terms Quality Assurance (QA) and Quality Control (QC) within the context of NQAS.

Or

Write a short note on Prescription Audit

- Q 8** How does community engagement contribute to the success of the Kayakalp program in public hospitals and PHCs?

Or

Write a short note on SUMAN Program

Part C**(Maximum Marks: 30)****Answer the following questions in detail (10 marks each)**

- Q 9** A PHC in a rural area has applied for NQAS certification. However, during the external assessment, it received low score in Infection Prevention. What strategies can be implemented to improve infection prevention practices and ensure successful certification. Discuss key interventions related to infrastructure, staff training, infection control protocols and patient safety measures

Or

Discuss the criteria and scoring system used for LaQshya certification. How does it impact maternal and neonatal health outcomes? Explain with suitable examples

- Q 10** What are the different stages involved in NQAS facility Certification. Explain each stage and processes in detail, highlighting its purpose, key activities and significance in ensuring quality health care service



Q 11 How does the Kayakalp program contribute to the achieving the broader objectives of the Swachh Bharat Abhiyan in public health care facilities? Discuss its key initiatives, impact on hospital environment and role in promoting behavior change among health care staff and patients.

Or

What are some low cost, high impact interventions that health care facilities can implement to improve their Kayakalp Score.

