

**POST GRADUATE CERTIFICATE IN QUALITY  
MANAGEMENT IN HEALTHCARE  
(PGCQM)**

**00374 Term-End Examination**

**December, 2014**

**MAH-013 : QUALITY IMPROVEMENT AS AN  
ORGANIZATIONAL STRATEGY**

*Time : 3 hours*

*Maximum Marks : 100*

---

**Note :** *Attempt any five questions. All questions carry equal marks.*

---

1. Discuss in detail the importance of IT in health care organisations to improve the quality. 20
2. Describe the Electronic Health Record (EHR). 20
3. Explain the following : 10+10=20
  - (a) Bar Coding
  - (b) Electronic Materials Management (EMM)
4. Discuss the various quality improvement methods being practised in health care institutions. 20
5. Explain the barriers which are related to quality information technology. 20

6. Describe the health care delivery system in the country. 20
7. (a) Explain the concept of quality. 5
- (b) Discuss the various factors affecting the quality of medical care in hospitals. 15
8. Write in detail about the respect of patients in health care organisations in the context of improving the health care. 20
-