

00301

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

Term-End Examination

December, 2015

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

Time : 3 hours

Maximum Marks : 100

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- Note :** (i) *Attempt any five questions.*
(ii) *All questions carry equal marks.*
(iii) *Each question carries 20 marks.*
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1. Explain the following in detail : **10+10=20**
 - (a) Electronic health record
 - (b) Interoperability
 2. Describe how can we use IT (Information Technology) to improve quality of Healthcare Industry. **20**
 3. Discuss in detail Toulmin's Negative assessment with suitable examples. **20**
 4. Define quality and describe how it is measured in healthcare institutions. **20**
 5. Write in detail on the following : **10+10=20**
 - (a) Incentives
 - (b) Computerized provider order entry

6. Enumerate the use of IT (Information Technology) in healthcare. Critically discuss the benefits of IT. 20
 7. Discuss in detail the role and responsibility of healthcare institutions for quality improvement. 20
 8. Explain in detail the barriers to change in healthcare sector. 20
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