

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

Term-End Examination

June, 2015

00232

MAH-011 : QUALITY IN HEALTH CARE

Time : 3 hours

Maximum Marks : 100

Note : Attempt any **five** questions. All questions carry equal marks. Each question carries 20 marks.

1. Give an overview of importance of quality in Healthcare Organisations. 20
2. Define Quality. Discuss in detail patients' perception of quality. 20
3. Define Medical Quality. Critically discuss the Quality Assurance [QA] approach with suitable diagrams. 20
4. (a) Define Quality Management. 5
(b) Discuss in detail Strategic Quality Management. How does it differ from T.Q.M. ? 15

5. (a) Enumerate the Quality Indicators with suitable examples. 10
- (b) Critically discuss the quality of structures. 10
6. (a) What do you understand by quality improvement? 5
- (b) Discuss in detail the 7 basic tools of quality according to Dr. Ishikawa. 15
7. What is the importance of Data in quality improvement process? Discuss in detail. 20
8. What are Standards? How does it differ from Yardsticks? Critically discuss the Internal and External Standards. 20
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