

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

**Term-End Examination**

**June, 2015**

00344

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

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. Describe in detail the current status of IT in healthcare industry. 20
  
2. (a) Explain Template Charting. 5  
(b) Describe the various applications of Template Charting. 15
  
3. Explain how the recent IT changes have affected the quality of health care. 20
  
4. Define quality. Describe the current methods of quality measurement in healthcare institutions. 20
  
5. Discuss in detail about the respect of workers in Healthcare Organisations in the context of improving the health care. 20

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- 6. Write in detail on the following :**
- (a) **Electronic Health Record** *10*
  - (b) **Bar Coding** *10*
- 7. Describe the role of financial incentives for changing behaviour of physicians for quality health care.** *20*
- 8. Explain the following :**
- (a) **Toulmin's Negative Assessment** *10*
  - (b) **Ten Rules for Quality Improvement** *10*
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