

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

Term-End Examination

December, 2014

00174

MAH-014 : ETHICAL ISSUES

Time : 3 hours

Maximum Marks : 100

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

1. (a) Explain patient safety. 5
(b) Describe the various approaches to improve the patient safety. 15

2. (a) What are the adverse events in health care ? 5
(b) Describe the causes of preventable adverse events. 15

3. Discuss the implementation of medication safety processes. 20

4. Discuss how you will evaluate the Organisational Medication Safety Processes. 20

5. "Performance standards and expectations for Health Professionals should focus greater attention on patient safety." Elaborate on the statement. 20
 6. Discuss the economic and social impact of adverse events in health care. 20
 7. Discuss the various issues related to Cost Effective Analysis in health care institutions. 20
 8. Describe in detail the benefits and limitations of Quality Adjusted Life Years (QALY). 20
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