### International Institute of Health Management Research (IIHMR)
### NEW DELHI
### Healthcare IT
### HIT-714 Quality for Healthcare IT

**Max Mark: 70 M**                                                        **Max Time: 03:00 Hrs**

**The question paper is made up of two parts: Part A and Part B.  Answer both parts in separate answer sheets.**

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## Part A

**1. Attempt Any Two**                                                          **10*2 M**

    **A.** Explain Total Quality Management(TQM) and Continuous Quality Improvement (CQI). Discuss Performance testing

    **B.** What is Software Quality Assurance?  Explain the Internal and External characteristics of Software quality assurance.

    **C.** Explain the Software Testing Process

**2. Attempt Any Three**                                                          **5*3 M**

    1. What is Cyclomatic Complexity?  Explain Basic Path Testing

    2. Explain Quality Management Tool

    3. Explain CAPA

    4. Explain Six Sigma?

## Part B
### III.  Answer the following questions briefly, to the point (15+12=27 marks)

    **1.** Provide an outline of a Standard Operating Procedure for piloting a computerized patient registration system in OPD of a District Hospital.  You may make assumptions of any facility/patient parameters, if needed.

    **2.** If you were the lead of the above project, what would be your approach to implement the new system against the old manual system?

**IV. Pick out the most appropriate response:**          **(1X8=8 marks)**

1. 'A system through which all of the organizations in the health system are accountable for continuously improving the quality of their clinical services and ensuring high standards of patient care by creating a facilitative environment in which excellence will flourish'
    In the context of quality, the above definition best describes:
    A. Quality circle

    B. Quality assurance
    C. Clinical governance
    D. Continuous quality improvement

2. "An unexpected adverse event that should never be allowed to happen, involving death of a patient or serious physical or psychologic injury" best describes a/an
    A. Error    B. Sentinel event   C. Adverse event    D. Near miss

3. DMAIC is part of   A. Lean hospital   B. Six sigma quality   C. None of the above

4. Quality is free – This concept is by
    A. P. Crosby
    B. J Juran
    C. W Deming
    D. Schewart
5. Six sigma quality is 2.3 defects per 1 million opportunities    A. True   B. False

6. 'Understanding Variation' is a component of which of the following theories ?
    A. Kaizen
    B. Joseph Juran's trilogy
    C. Deming's profound knowledge
    D. None of the above

7. The following person is credited with development of quality circles
    A. Ishikawa
    B. Deming
    C. Juran
    D. Donabedian

8. The following is not a 'never event' by National Quality forum
    A. Maternal injury during labor in a low risk delivery
    B. An infant brought dead to hospital
    C. Electric shock to staff during ECG
    D. Death after a fall from bed in the post operative period