

International Institute of Health Management Research (IIHMR)

New Delhi

Batch: 2016- 2018

Total marks: 70

Quality Assurance in Healthcare IT (HIT – 714)

Time: 3:00 HR

SECTION A

Short Questions (6 marks each)

6 x 5 = 30 marks

1. What would be the Quality considerations for good design of an OPD services in a hospital?
2. Enumerate and explain the Tools & Techniques of Quality Management.
3. What are “Quality Standards” and “Objective Elements”? Give examples from the healthcare industry?
4. Briefly explain the ISO methodology for implementation of quality.
5. Differentiate between “Quality Control” and “Quality Assurance”.

Multiple Choice Questions (1 mark each)

1 x 5 = 5 marks

- a) A Quality Standard is
 - i. A statement of intent for quality
 - ii. A method to measure quality
 - iii. A technique to implement quality
 - iv. A comparison tool for organisations
- b) Standard Operating Procedures (SOPs) are
 - i. Policy documents.
 - ii. Meant to guide the employees in their activities
 - iii. Made by the top management
 - iv. Meant to assist doctors in clinical decision making
- c) 6 Sigma is
 - i. A Mathematical problem solving tool
 - ii. An esoteric figure of speech
 - iii. A Statistical quality control tool
 - iv. An award for achieving high quality
- d) Which of the following statement is true about Quality Assurance?
 - i. Inspection is done to remove defects in the output
 - ii. Managers tell workers how to perform their tasks

- iii. Quality is free in the long term
- iv. Organisational Hierarchy is essential for attaining quality
- e) When things go wrong, we should immediately
 - i. Take Corrective Action
 - ii. Take Preventive Action
 - iii. Do CAPA Analysis
 - iv. Find out the person responsible

SECTION B

PART A: Attempt Any Two

10*2 M

1. What is difference between SQA, QC and Software Testing? How do you define a format of writing a good test case?
2. Write a test care for login into website.
3. Explain software testing. What is the advantage of Software Inspection? Explain Unit Testing
4. Explain Cyclomatic Complexity with example.

PART B: Attempt Any Three

3*5 M

1. Explain Integration Testing
2. Explain CAPA
3. Explain System Testing
4. Explain Smoking Testing and Monkey Testing, Alpha and Beta Testing