

International Institute of Health Management Research (IIHMR)
NEW DELHI
Batch- 2020-22
Term Exam

Time – 2 Hrs

Quality Management and Patient Safety

Total marks: 70

Answer any three of the following questions to the point. Use examples from health sector wherever applicable

- I. Explain the concept of Continuous Quality Improvement (CQI). Compare and contrast CQI with Quality Assurance. Discuss steps of PDSA cycle. (30 marks)
- II. Discuss the concept of Swiss cheese model of accident causation? What is its role in quality of healthcare ? (20 marks)
- III. You are on NQAS assessment in an urban PHC.

During the assessment, you find out that general OPD services are provided every day for common cold, fever, diarrhoeal diseases, respiratory tract infections, bronchial asthma, conjunctivitis etc. And the patient footfall is quite high too. The OPD timings were from 8 am to 1 pm everyday. The evening OPDs had not been happening for the last 3 months. The facility used to have a AYUSH practitioner who was transferred to another urban PHC and hence AYUSH services were not provided. Every Thursday, the PHC held a clinic for adolescents from 2- 4 pm.

1. What would be your assessment methods for the information provided ? Will you interview patients and attendants too ? Why?
2. Please score using the checklist provided.

CHECKLIST FOR GENERAL CLINIC			
AREA OF CONCERN A – SERVICE PROVISION			
Standard A1	Facility provides Promotive, preventive and curative services		
Measurable element	ME statement	Check point	Score
ME A1.1	The facility provides treatment of common ailments	Availability of Consultation services for common illnesses	
ME A1.3	The facility provides AYUSH Services	Functional & dedicated AYUSH clinic	
ME A1.4	Services are available for the time period as mandated	OPD Services are available for at least 8 Hours in a day	
Standard A2	The facility provides RMNCHA services		
ME A2.5	The facility provides Adolescent health Services	Availability of Adolescent friendly Clinic	

(20 marks)