



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2015/2016

THIRD SEMESTER EXAMINATION FOR THE DEGREE OF

BACHELOR OF HEALTH SERVICE MANAGEMENT

PHM 405: HEALTH SERVICES QUALITY DEVELOPMENT

DATE: Friday, 5th August 2016

TIME: 8.00 a.m. - 10.00 a.m.

INSTRUCTIONS:

Question ONE is COMPULSORY, maximum - 20 marks.

Answer Question **TWO (COMPULSORY)** and any other **TWO** questions in section B.

SECTION A: Answer ALL Questions

1. (a) Explain the meaning of these terms as used in health services quality development.
 - (i) Quality health care
 - (ii) External quality assurance
 - (iii) Quality measurements
 - (iv) Health Hazards (4 marks)
- (b) Differentiate between health quality and safety. (4 marks)
- (c) Outline any **four** main components of a health quality plan. (4 marks)
- (d) Highlight any **four** characteristics of successful health and safety systems. (4 marks)
- (e) Explain any **four** measures used in ensuring healthcare quality. (4 marks)

SECTION B: Answer question TWO (2) and any other two questions.

2. (a) Using an example, describe any **five** ways in which force field analysis technique can be used to identify forces that may hinder achievement of change or improvement in healthcare delivery system. (10 marks)
- (b) Explain any **five** dimensions of quality necessary for an effective health care system. Give an example of each. (10 marks)

3. (a) Information technology plays a critical role in enhancing quality healthcare. Discuss any **five** roles. (10 marks)
- (b) Explain any **five** factors that quality and safety of healthcare depends on. (5 marks)
4. (a) NATS hospital, the largest hospital in Nairobi county has in the past few years had quality issues related to delivery of services to its clients. Experts from within the organization have had sleepless nights trying to solve the problem in vain. Describe any **five** reasons as to why you would advice hospital management to engage external experts in solving its problems. (10 marks)
- (b) Explain any **five** roles that a consumer plays in enhancing Total Quality Management in healthcare delivery system. (5 marks)
5. (a) Public health organizations are responsible for the quality and safety of the services provided by their facilities, staff and contractors. Paradise hospital, the largest referral hospital in the county has adopted a framework embedded in public health organizations with local health districts and specialty networks having a consistent organizational structure, including a clinical governance unit directly reporting to the chief executive. Describe any **five** quality and safety issues that paradise hospital must address. (10 marks)
- (b) Explain any **five** characteristics of well functioning patient care team. (5 marks)