



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
BSC HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
END OF JANUARY-APRIL 2023 SEMESTER EXAMINATIONS**

UNIT CODE: HMD 313

UNIT NAME: QUALITY ASSURANCE IN HEALTH

DATE: Thursday 6th April 2023

TIME: TWO HOURS START: 4:15 PM-6:15 PM

INSTRUCTIONS:

1. ATTEMPT ALL QUESTIONS IN SECTION A AND ANY **TWO** QUESTIONS IN SECTION B.
2. Do not write on the question paper

**SECTION A: SHORT ANSWER QUESTIONS. 6 QUESTIONS. ANSWER ALL.
TOTAL 30 MARKS**

1. Explain the term “quality culture” as defined by ISO 9000. (4 marks)
2. Outline 5 causes of defects in service delivery. (5 marks)
3. State 6 dimensions of quality as applied in healthcare delivery (6 marks)
4. Use a diagram to demonstrate the 3 variables that contribute quality assurance (6 marks)
5. Outline six principles of quality assurance applicable to health care services (3marks)
6. Distinguish between retrospective and concurrent quality assurance (6 marks)

SECTION B: LONG ANSWER QUESTIONS. ANSWER TWO. TOTAL 40 MARKS

7. As a Health System Manager, your head of the institution has requested you to be a keynote speaker in a students’ seminar dubbed quality assurance health system - a means to an end. Discuss 10 key transformations in strengthening a quality culture in the institution using Edward Deming’s blueprint of a quality culture (20marks)
8. a) Discuss 10 total quality management (TQM) principles and practices (10 marks)
b) Using an illustration, discuss four critical ways of enhancing the effectiveness of TQM in health systems. (10 Marks)
9. Discuss the following models of quality assurance as used in improving health delivery service
 - a. Donabedian model (5 Marks)
 - b. Ana Model (5 Marks)
 - c. PDCA Model (5 Marks)
 - d. Six sigma -DMAIC (5 Marks)