



**AMREF INTERNATIONAL UNIVERSITY**

**SCHOOL OF PUBLIC HEALTH**

**DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT**

**BACHELOR OF SCIENCE IN HEALTH SYSTEMS MANAGEMENT**

**END OF SEMESTER EXAMINATION APRIL 2024**

**UNIT CODE:** HMD 314      **UNIT NAME:** HEALTH SERVICE DELIVERY

**DATE:**            APRIL, 2024

**TIME:**            TWO Hours

**Start:**

**Finish**

**Instructions**

Answer All questions in Section A.

Answer any TWO questions in section B.

**SECTION A: Answer ALL questions.**

**QUESTION ONE**

- a) Define the following terms;
- i. Health (3 marks)
  - ii. Healthcare (3 marks)
- b) Outline **four** categories of healthcare services. For each category list two examples of health activities or services. (4 marks)
- c) List **three** categories of health service providers. (3 marks)
- d) Outline **two** characteristics of effective service delivery (4 marks)
- e) State the **three** models of health service delivery. (6 marks)
- f) Define the term quality assurance in healthcare. (3 marks)
- g) List **two** quality management systems that are utilised in the Kenyan health sector. (4 marks)

**SECTION B: ANSWER ANY TWO QUESTIONS.**

**QUESTION TWO**

A key aspiration of the Government of Kenya is to expand the access of healthcare for the citizens through the universal healthcare coverage (UHC) programme.

- a) Using examples from the context of the Kenya health sector, briefly discuss the concept of UHC. (11 marks)
- b) Discuss **three** ways in which the UHC can be expanded. (9 marks)

### QUESTION THREE

Health service delivery is usually organised in various levels. Describe the organisation of the health service delivery in Kenya, outlining the levels of health care, types of health facilities and services provided at each tier / level. (20 marks)

### QUESTION FOUR

The Kenya Health Policy 2014 - 2030 (KHP) outlines the framework for health service delivery in Kenya.

- a) Outline the **six** objectives of the KHP giving examples of services provided under respective policy objectives. (12 marks)
- b) Outline the policy orientations or systems that support the delivery of health care services. (8 marks)