



AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
BACHELOR OF SCIENCE IN HEALTH SYSTEMS MANAGEMENT AND
DEVELOPMENT
END OF THIRD SEMESTER EXAMINATION SEPTEMBER-DECEMBER 2024
HMD 314 HEALTH SERVICE DELIVERY

TIME: Two Hours

Date : December 2024

TIME : Two (2) Hours Start: 4:30 pm End: 6:30 pm

INSTRUCTIONS TO CANDIDATES

- 1) This exam is out of 70 marks
- 2) Section-A is compulsory with a Total of 30 Marks
- 3) Answer any TWO (2) questions in Section B

Read carefully the additional instructions preceding each section.

SECTION - A (COMPULSORY Question – Answer all parts of the question).

Question 1.

You are the Health Service Delivery Manager in Mawe County, a semi-urban area with a population of approximately 800,000 people. The county faces challenges such as a shortage of healthcare professionals, limited funding, and uneven distribution of health facilities. The population in remote areas has limited access to healthcare, and there are frequent delays in patient referrals, leading to preventable health complications.

The county's health department is working to improve its healthcare system to meet the demand for quality, accessible, and equitable health services. Your role involves implementing an effective service delivery model, ensuring timely patient referrals, and establishing an accreditation process to maintain high standards of care.

Answer the Question in all the four parts below:

Part A: Understanding Service Delivery Models

- i. Describe two service delivery models that could be implemented in Mawe County to improve health outcomes. Explain how of each model you described, addresses accessibility and efficiency in healthcare. (4 marks)
- ii. Discuss one advantage and one limitation of each model in a low-resource setting like Mawe County. Provide specific examples relevant to the case. (4 marks)
- iii. Based on the models discussed, recommend which model would be most suitable for Mawe County and justify your choice. (2 marks)

Part B: Characteristics of Effective Service Delivery

- i. Identify three characteristics of effective health service delivery. (3 marks)
- ii. Explain how you would apply each characteristic you have identified in (i) above to improve healthcare access and quality in Mawe County. Specifically use practical examples from the case scenario. (4 marks)

Part C: Effective Referral System

- i. Define a health referral system and discuss its importance in healthcare delivery in Mawe County. (2 marks)
- ii. Describe two types of referral systems that could be utilized in the county, and provide an example of when each type you have described would be most beneficial. (3 marks)
- iii. Explain two steps you would take to design an effective referral pathway between rural clinics and the main county hospital, considering the challenges in Mawe County. (2 marks)

Part D: Accreditation

- i. Define accreditation in healthcare and discuss its significance in ensuring quality standards within Mawe County's health facilities. (2 marks)
- ii. Explain two approaches that could be used to achieve accreditation in Mawe County and discuss how each approach you have identified contributes to improved health service delivery. (4 marks)

SECTION – B (Answer any TWO (2) questions)

Question 2.

Explain the key characteristics of effective service delivery and how they contribute to improving health outcomes in resource-limited settings like Kenya. What role does leadership and governance play in ensuring service delivery is equitable and efficient?

In your answer:

- i. List and explain the five characteristics of effective service delivery (10 marks)
- ii. Discuss on how these characteristics you have identified above improve health outcomes based on primary health care (PHC) principles. (6 marks)
- iii. Discuss four roles that leadership and governance have in achieving equitable and efficient service delivery. (4 marks)

Question 3.

Describe the structure and importance of a well-functioning referral system in a devolved healthcare system like Kenya's.

In your answer:

- i. Describe at least four key components of an effective referral system (4marks)
- ii. Discuss the six principles of an effective referral system. (4marks)
- iii. Describe the six steps in designing a health referral system (6 marks)
- iv. Explain how the referral system supports PHC principles and patient-centered care (6 marks)

Question 4.

- i. Define and differentiate between the various types of accreditation systems, highlighting three key distinctions among them. (6 marks)
- ii. Explain how accreditation enhances the quality, safety, and efficiency of healthcare services, providing five specific examples. (5 marks)
- iii. Discuss the role of patient-centered care in achieving accreditation, highlighting its importance by discussing the four key elements of basic minimum client-centered standards. (6marks)
- iv. Provide three examples of successful accreditation initiatives globally and in Kenya, explaining their impact. (3 marks)