



**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 SEMESTER EXAMINATION DECEMBER 2024**

**HMD 313 Quality Assurance in Health**

**DATE:** December 2024

**TIME:** Two Hours                      **Start:** 0.00pm                      **Finish:** 0.00pm

**INSTRUCTIONS**

1. This exam is marked out of 70 marks
2. Answer All Questions in Section A
3. Answer Any TWO Questions in Section B
4. The exam shall take 2 Hours

## SECTION A: SHORT ANSWER QUESTIONS

### ANSWER ALL QUESTIONS - 30 MARKS

1. Identify five common Quality Assurance (Q.A) tools that you know of (5marks)
2. State five reasons why Quality Assurance is important in healthcare (5 marks)
3. List five types of wastes according to Lean's wastes in healthcare (5 marks)
4. State five reasons for maintaining a quality culture in health organisations and institutions (5 marks)
5. Name any five Key Components of Quality Assurance (Q.A) in Health? (5marks)
6. Define the Quality Design (Q.D) process in a healthcare facility setting (5marks)

## SECTION B: LONG ESSAY QUESTIONS

### ANSWER ANY TWO (2) QUESTIONS (40 MARKS)

7. Discuss five aspects of measuring Quality Assurance (Q.A) performance in a healthcare facility setting. (20 marks)
8. Using a relatable example, discuss the Kaizen quality improvement approach in healthcare. (20 marks)
9. Discuss five challenges in implementing Quality Assurance Programs in health (20 marks)