



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 SECOND SEMESTER EXAMINATION MAY -AUGUST 2025
HMD 313 - Quality Assurance in Health

TIME: Two Hours
Date **6 August 2025**
TIME : Two (2) Hours Start 4:30 pm am 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 with a Total of 40 marks

Read carefully the additional instructions preceding each section.

SECTION A- 30 Marks

1. Read the case below and answer the questions below

Regional Hospital is a mid-sized healthcare facility serving a population of approximately 500,000 in a suburban area. The hospital offers a wide range of services, including emergency care, surgery, maternity, pediatrics, and chronic disease management. Over the past few years, the hospital has faced challenges related to patient satisfaction, clinical outcomes, and operational efficiency. To address these issues, the hospital administration decided to implement a comprehensive Quality Assurance (QA) program.

- a. Outline four objectives that the administrator needs to develop to achieve comprehensive quality assurance. (4 marks)
 - b. State five implementation steps that the administrator requires to follow. (5 marks)
 - c. Outline five outcomes that may occur as a result of a successful quality assurance program. (5 marks)
2. Outline five characteristics of good quality health care(5marks)
 3. Outline the three components of the Donabedian model(3 Marks)
 4. State the four components of the Deming cycle(2 Marks)
 5. State two primary goal of quality assurance in healthcare(2Marks)
 6. Differentiate between quality assurance and quality control in a healthcare setting(4Marks)

Section B-40 Marks

Answer any two questions

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 five key transformations in strengthening a quality culture in the institution using Edward Deming's blueprint of a quality culture. (20Marks)

8. (a) Discuss 8 principles of total quality management (TQM) that can be applied in health care delivery. (10Marks)
(b) Using an illustration, discuss four critical ways of enhancing the effectiveness of TQM in health systems. (.10Marks).

- 9(a) Critically appraise four tools commonly used to measure quality in a hospital setting.
(b) For each tool above discuss its purpose(5Marks), strengths, (5Marks) limitations, (5Marks) and applicability in assessing healthcare quality (5Marks)

- (b) For each tool above discuss the following with regards to assessing healthcare quality
(i) purpose(5Marks), (ii) strengths, (5Marks)
(iii) limitations, (5Marks) and
(iv) applicability 5Marks